

JOB SATISFACTION OF PDS EMPLOYEES IN TIRUNELVELI DISTRICT

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Abstract

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self- contentment but the Satisfaction on the job. The term refers to the total relationship between an individual and the employer for which he is paid. Satisfaction does mean the simple feeling –state accompanying the attainment of any goal, the end-state accompanying the attainment by an impulse of its objectives. Job satisfaction does mean absence of motivation at work. Resource workers differently described the factors contributing to job satisfaction and job dissatisfaction. Hop pock described job satisfaction as, any combination that cause and person truthfully to say I am satisfied with my job. Thus, in this study a serious attempt has been made to identify the factor that enhances employee's satisfaction. The study has been carried out at Tirunelveli District of TamilNadu. By adopting convenient sampling, feedback obtained from 100 employees. The collected data are analyzed through Chi-square test and Mean score. Result of study discloses that employee's satisfaction which is associated with gender, age, educational qualification and employee's attitude towards the benefits provided.

Keywords: PDS , employees, job satisfaction, benefits.

INTRODUCTION:

“Happy employees are productive employees”. In this study “Job” means the total relationship between the individual employee and his employer (organisation) and with work for which he gets compensated. The term ‘Satisfaction’ refers to the simple feeling /state accompanying the attainment by an impulse of his/her objectives. The term ‘Job Satisfaction’ therefore refers to the favorableness with which employees view their work and the term ‘Job satisfaction’ to the unfavorableness with which they their work

Employee's job satisfaction is affected by many factors such as monetary benefits, customer's behaviour, lighting, furniture, noise, temperature and other arrangement. It is also dependent on the physical environment and its affect on health and employees satisfaction. Personal characteristics, competences and motivation play an important part too. Many measures purport that employee satisfaction is factor in employee motivation, employee goal achievement and positive employee morale in the workplace. Employee satisfaction, while generally a positive in your organisation, can also be a downer if mediocre employees stay because they are satisfied with your environment

Public Distribution System (PDS)

Public Distribution System (PDS) is primarily a social welfare and anti-poverty programme of the government of India PDS is first introduced in England and most almost all other countries followed their path for upholding their social commitment. The main objectives of PDS in India can be summed up as follows.

- Maintaining price stability
- Raising welfare of the poor
- Rationing during the situations of scarcity and
- Keep check on private trade

PDS in India has not achieved the objectives since decades of its inception. The system itself is ineffective as the benefit reaches only about less than 30 percent of the targeted group. Many studies revealed that the majority of the ration cardholders have not been visiting the ration shops due to the poor quality of the food grains supplied or resistance of the ration dealers in supplying goods. The present Public Distribution System has to be revamped unless the huge loss due to corruption and leakage in PDS will be continued. The study is aimed to unveil the ineffectiveness to serve the aims of the present PDS.

Objectives of the study:

- To analyze the PDS employee job satisfaction in Ambasamudram
- To give suggestions to improve the satisfaction level of the employees of PDS in Ambasamudram

Methodology**Methods of data collection**

The study is based on both primary and secondary data were used for the present study. The primary data which is collected through the questionnaire. The secondary data have been collected through journals, newspapers and magazines

Methods of sampling

The non probability sampling procedure namely convenience sampling methods was used. About 15 respondents are collected form the PDS employees in Ambasamudram

Tools for analysis

- Chi- Square Test
- Mean Score Test

Area of Study

Area of study was Ambasamudram.

Analysis and Interpretation

The analysis and interpretation is an important step in the research process. In order to analyze the relationship between gender and the allowances from PDS

Gender of the Respondents

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 6 | 40.0 | 40.0 | 40.0 |
| | Female | 9 | 60.0 | 60.0 | 100.0 |
| | Total | 15 | 100.0 | 100.0 | |

Age of the Respondents

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | 18 - 25 | 4 | 26.7 | 26.7 | 26.7 |
| | 25 - 35 | 5 | 33.3 | 33.3 | 60.0 |
| | 35 - 45 | 4 | 26.7 | 26.7 | 86.7 |
| | 45 - 55 | 2 | 13.3 | 13.3 | 100.0 |
| | Total | 15 | 100.0 | 100.0 | |

Educational Qualifications of the Respondents

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | SSLC | 6 | 40.0 | 40.0 | 40.0 |
| | HSC | 6 | 40.0 | 40.0 | 80.0 |
| | Degree | 3 | 20.0 | 20.0 | 100.0 |
| | Total | 15 | 100.0 | 100.0 | |

H₀: There is no significant relationship between the gender and the benefits provided.

H₁: There is a significant relationship between the gender and the benefits provided

**Chi-Square Test
Gender of the Respondents**

| | Observed N | Expected N | Residual |
|--------|------------|------------|----------|
| Male | 6 | 7.5 | -1.5 |
| Female | 9 | 7.5 | 1.5 |
| Total | 15 | | |

Employee's attitude towards the benefits provided

| | Observed N | Expected N | Residual |
|-------|------------|------------|----------|
| .41 | 2 | 1.3 | .8 |
| .43 | 1 | 1.3 | -.3 |
| .48 | 2 | 1.3 | .8 |
| .51 | 1 | 1.3 | -.3 |
| .52 | 1 | 1.3 | -.3 |
| .53 | 1 | 1.3 | -.3 |
| .54 | 1 | 1.3 | -.3 |
| .56 | 1 | 1.3 | -.3 |
| Total | 10 | | |

Test Statistics

| | Gender of the Respondents | Employees attitude towards the benefits provided |
|------------------------|---------------------------|--|
| Chi-Square(a,b) | .600 | 1.200 |
| df | 1 | 7 |
| Asymp. Sig. | .039 | .991 |

a 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 7.5.

b 8 cells (100.0%) have expected frequencies less than 5. The minimum expected cell frequency is 1.3.

Interpretation

The observed and expected frequencies are given in Table, The Chi – square value is 0.600 for 1 df and asymptotic significance is 0.039 (i.e. P value), Since the “P” value is smaller than the 0.05 ($p < 0.05$), the differences between observed and expected frequencies is significant. Therefore (**H₀**) There is no significant relationship between the gender of the respondents and their attitude towards the monetary benefits provided is rejected at 5% level of significance.

H₀: There is no significant relationship between the age of the respondents and their attitude towards the monetary benefits provided.

H₁: There is a significant relationship between the age of the respondents and their attitude towards the monetary benefits provided.

Employee’s attitude towards the benefits provided

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|---------|----|-------|----------------|------------|----------------------------------|--------|---------|---------|
| 18 - 25 | 3 | .5067 | .04619 | .02667 | .3919 | .6214 | .48 | .56 |
| 25 - 35 | 4 | .4675 | .05560 | .02780 | .3790 | .5560 | .41 | .52 |
| 35 - 45 | 2 | .4750 | .09192 | .06500 | -.3509 | 1.3009 | .41 | .54 |
| 45 - 55 | 1 | .5300 | . | . | . | . | .53 | .53 |
| Total | 10 | .4870 | .05458 | .01726 | .4480 | .5260 | .41 | .56 |

ANOVA

Employee’s attitude towards the benefits provided

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|----|-------------|------|------|
| Between Groups | .005 | 3 | .002 | .438 | .734 |
| Within Groups | .022 | 6 | .004 | | |
| Total | .027 | 9 | | | |

Interpretation

The results of ANOVA are given in Table. The significance of variance, p value is 0.734 is more than 0.05, therefore the (**H₀**) There is no significant relationship between the age of the respondent and their attitude towards the monetary benefits provided is accepted.

H₀: There is no significant relationship between the educational qualifications of the respondent and their attitude towards the monetary benefits provided.

One-Sample Statistics

| | N | Mean | Std. Deviation | Std. Error Mean |
|--|----|--------|----------------|-----------------|
| Educational Qualifications of the Respondents | 15 | 1.8000 | .77460 | .20000 |
| Employees attitude towards the benefits provided | 10 | .4870 | .05458 | .01726 |

One-Sample Test

| | Test Value = 0 | | | | | |
|--|----------------|----|-----------------|-----------------|---|--------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| Educational Qualifications of the Respondents | 9.000 | 14 | .000 | 1.80000 | 1.3710 | 2.2290 |
| Employees attitude towards the benefits provided | 28.216 | 9 | .000 | .48700 | .4480 | .5260 |

Interpretation

The table gives “t” value, degrees of freedom. Significance level and 95% confidence interval for the mean. The “t” value is 9.000 with 14 df and the sig value is 0.000, which is less than the 0.05. Hence Ho: There is no significant relationship between the educational qualifications of the respondent and their attitude towards the monetary benefits provided is rejected

Findings:

- There is a significant relationship between the gender of the respondents and their attitude towards the benefits provided.
- There is a no significant relationship between the age of the respondents and their attitude towards the benefits provided.
- There is a significant relationship between the educational quali of the respondents and their attitude towards the benefits provided.

Suggestion:

After conducting a study on job satisfaction among the employees of PDS in Ambasamudram. I have identified some facts based on questionnaire and interview. The job satisfaction of employees is good. However the following suggestions are made with the intention for better conditions. This may help the authorities to improve the satisfaction level of the employees.

- It is better to improve the working conditions and quality of the work environment.
- Increase the number of holidays as equal to govt. employees.
- Make immediate officials friendlier with the subordinates.

Conclusion

While concluding, it could be said that with the change of satisfaction determinants, level of satisfaction also varies. Job satisfaction is dependent on supervisor behavior, coworker behavior, pay and promotion, customers support, job and working condition and organizational aspects. The PDS is a planned arrangement for making available certain essential commodities to the peoples of the country. The PDS employees are occupied the last position in the distribution channel but they are actually face the customers.

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