

JOB SATISFACTION AMONG EMPLOYEES OF RELIANCE JIO

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ABSTRACT:

Job satisfaction refers to one's feelings toward one's job. If the worker's expectations square measure consummated (or) the employees get above what he/she feels happy. If work satisfaction will increase organizational commitment can be enhanced. This leads to upper productivity

Employees square measure real assets for any organization as a result of among all different sources of organization employees'. Humans square measure, habitable persons, that machines can't perceive. Hence for any organization employees square measure real assets. This study highlights factors of job satisfaction that successively coupled with organization success. The key objective of the study is to search out {the worker the worker} job satisfaction and additionally to search out is there any association between employee job satisfaction with their designation and work expertise at Reliance JIO, Rajamahendravaram.

In this study, 136 no's of respondents are taken as a sample. Percentage analysis is incorporated for analysis. The study helped in revealing the extent of satisfaction of employees with respect to the varied factors provided within the organization. This study shows that employees underneath organization square measure additional or less happy with the work. The organization ought to contemplate on the wage, relationship of employees and supervisors, grievance handling and provides an additional chance for the new employees.

Keywords: Job satisfaction, Employee attrition, Employee engagement, Attitude.

INTRODUCTION:

HUMAN RESOURCE MANAGEMENT is primarily concern with the individual's management. It's a vital system within the method of management. The success of the organization not solely depends on the material, machines and equipment but also on the personnel who put in their best efforts for efficient performance of the job.

HRM is the management of employee skills, knowledge, talent, aptitude, creative abilities.....etc.

HRM is that the management of worker skills, knowledge, talent, aptitude, artistic abilities.....etc. Human resources square measure the foremost valuable and distinctive assets of a company. The successful management of AN organization's human resource may be a existing, dynamic and difficult task, particularly at a time once the globe has become a worldwide village and economies square measure in a very state of flux. The deficiency of gifted resources and therefore the growing expectations of the fashionable day employee have any exaggerated the quality of the human resource operate.

It is so necessary for all managers to grasp and provides due importance to the various human resource policies and activities within the Organisation.

Human Resource Management additionally includes worker assessment like performance appraisal, facilitating correct compensation and edges, encouragement, maintaining correct relations with labor and with trade unions, and taking care of worker safety, welfare and health by yielding with labor laws of the State or country involved.

Job satisfaction:

“Job satisfaction could be a pleasant or positive emotion ensuing from the appraisal or one’s job or job experience”

“Job satisfaction is that the quantity of enjoyment or happiness related to employment. If you like job intensely, you may expertise high job satisfaction. If you dislike your job intensely, you may expertise job-dissatisfaction”

Employee satisfaction could be a state wherever people aren't solely proud of their current profiles however additionally foresee towards an extended term association with the organization. No individual desires to quit his/her job too often. However the instant monotony creeps in, individuals begin searching for higher opportunities. Most of the days, workers treat their jobs even as a mere supply of earning their bread and butter. They are available to workplace not as a result of they get pleasure from their work however as a result of they have their salaries to confirm a comfortable living. Workers would never be happy with their jobs unless and till they need one thing interesting and difficult to figure on.

Both management and workers have a very important role to play in guaranteeing a positive atmosphere at the work and eventually job satisfaction. Workers should not be produced as mere robots that merely begin operating simply at the clicking of a button and neither express themselves nor create issues for others. Management must stand by their workers and perpetually mentor them. Employee’s area unit indispensable for the organization however in no approach, pride and ego ought to get into their heads. Don’t be under the impression that superiors would treat you with respect albeit you are doing not perform. Such an issue is practically not possible within the skilled scenario. Be positive and learn to regulate. Try and be happy and happy with what all you have got instead of cribbing over little problems.

It is crucial for the staff to be happy with their jobs, else neither they'd be able to deliver as per expectations nor feel comfy at the work. Sometimes, employees area unit happy with little things additionally and typically workers realize a retardant even within the better of things. What number jobs do they change? There’s a problem everyplace, solely the character of downside would vary. The concept isn't to run off from issues however face them with a smile. Happy workers volitionally work towards the fulfilment of organization’s goals and objectives, eventually reassuring profits and better revenues. Unhappy workers typically besmirch their organization that encompasses a serious impact on the image of the actual complete. Employees who area unit happy with their jobs stick around for an extended time, benefitting the organization with their experience and knowledge.

Job satisfaction is of utmost importance for workers to stay happy and additionally deliver their bounds. Happy employees are those who are very loyal towards their organization and continue it even within the worst state of affairs. They are doing not total of any compulsion however as a result of the dream of taking their organization to a replacement level. Workers have to be compelled to be aroused towards their work and keenness comes only if workers area unit happy with their job and organization on the total. Worker satisfaction results in a positive atmosphere at the work. Individuals rarely crib or complain and concentrate additional on their work.

The first advantage of worker satisfaction is that people hardly consider exploit their current jobs. Worker satisfaction during an approach is important for worker retention. Organizations have to be compelled to retain meriting and gifted workers for long run growth and bonded success. If workers simply leave the Organisation once being trained, then the organization would begin a huge mess. Organisation will hire new people however nobody will deny the importance of experienced professionals. It’s essential for organizations to possess experienced individuals around who will guide fresher or people who have simply joined. Employee attrition is one among the main issues faced by organizations. The individual who is treated well at the work, has ample opportunities to grow, is appreciated by his superiors, gets his wage on time ever thinks of adjusting his job. Holding gifted workers undoubtedly offers the organization a position over competitors as they contribute additional effectively than new

joiners. Moreover, no new individual likes to affix a corporation that encompasses a high worker rate. Workers who aren't happy with their jobs typically besmirch their organization and additionally warn friends and acquaintances to affix constant.

NEED FOR THE STUDY:

Job Satisfaction is a very essential aspect in every organization. Jobs should be designed in such a way that the all the employees feel satisfied with their job. Job satisfaction plays a vital role in motivating the employees to perform their jobs more perfectly and in a good manner and also can achieve their goals and in turn it increases the productivity, less attrition rates, absenteeism etc.

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Therefore the study of Job Satisfaction is important in any organisation.

OBJECTIVES OF THE STUDY:

- The main objective of this study is to find out satisfaction levels of the employees in Reliance Jio, Rajamahendravaram
- To secondary objective is to find out relationship between salary and job satisfaction, to understand the relationship between the employees and management.
- To assess the satisfaction level of employees on working conditions and environment.
- To suggest the management, some measures for improving the satisfaction level of the employees and study the factors contributing for job satisfaction.

SCOPE OF THE STUDY:

The organization must satisfy people's needs and influence these feelings for obtaining their co-operation and support. Proactive attitude of people towards their jobs, good communication system and individual objectives are some of the factors of job satisfaction.

1. Job satisfaction should be a major determinant of an employee organizational behaviour.
2. The job satisfaction refers to a person's feeling of satisfaction on their job. It is different from person to person. The researcher has chosen to measure the level of job satisfaction in Reliance Jio, Rajamahendravaram.
3. This report is useful to the management of the company to know the satisfaction levels of employees and they can take measures to increase productivity.
4. A person who places high importance on imagination, independence and freedom is likely to be poorly matched with an organization that seeks conformity from its employees.

RESEARCH METHODOLOGY

Sample Size:

The sample size of 136 employees of Reliance JIO Limited, Rajamahendravaram

Data Analysis Tools:

Tools that have been used for the study are as follows:

Questionnaire:

A close-ended questionnaire consisting of 15 questions was used in the research. Close-ended questions are asked the respondents to answer the questions based on the options already given. The Respondents need to choose from those options given only.

For analysis and interpretation of data, Percentage analysis is used:

Percentage analysis:

$$\frac{\text{Number of Respondents}}{\text{Total number of Respondents}} \times 100$$

Methodology:

The Research is Exploratory Research. The data is collected through 30 employees.

Source of data for this project are both primary and secondary.

Data Sources:

- Primary Data
- Secondary Dara

Primary Data:

The study is based on descriptive analysis using primary data to investigate the objectives. A well-structured questionnaire was used to collect the primary data.

Primary data collected through questionnaire among the sample size of 136 employees of Reliance JIO Limited, Rajamahendravaram.

Secondary Data:

The secondary data is collected with the help of Company's records, brochures, website and other common websites.

- The population of the company was around 285 in strength from various departments.
- The 136 employees from various departments are taken for sample size.
- Random sampling is used as method of sampling.

REVIEW OF LITERATURE:

Mira Singh and Pestonjee1 (1990), hypothesized that Job Satisfaction is influenced by the levels of Occupation, Job involvement and Participation. The sample for the study consisted of 250 officers and 250 clerical cadres belonging to a Nationalised bank in Western India. The study confirmed the hypothesis and it was found that Job Satisfaction of the Bank employees was positively affected by the Occupational level, Job involvement and participation.

Balvir2 (1991) attempted to understand hygiene-motivational factors as postulated by Herzberg based on their need priorities that dominate the minds of Indian Managers while continuing service in their respective Organisations. The results revealed that Job Satisfaction, Salary, Job Security, better chances of promotion, happy Personal life, high Position and friendly social circle are some of the motivating factors in that order which strongly influence Indian Managers.

Mathew3 (1991) tested the relationship between Satisfaction and Organisational commitment with a Non-recursive model that permitted the simultaneous examination of the influence of satisfaction on commitment and the influence of commitment on satisfaction. The study highlighted that the two variables were reciprocally related but that the influence of satisfaction on commitment was stronger.

COMPANY PROFILE – RELIANCE JIO

Reliance Jio Infocomm Limited is an Indian mobile network operator. Owned by Reliance Industries and headquartered in Navi Mumbai, Maharashtra, it operates a national LTE network with coverage across all 22 telecom circles. Jio does not offer 2G or 3G service, and instead uses voice over LTE to provide voice service on its network.

Jio soft launched on 27 December 2015 (the eve of what would have been the 83rd birthday of Reliance Industries founder Dhirubhai Ambani), with a beta for partners and employees, and became publicly available on 5 September 2016. As of September 2018, it is the third largest mobile network operator in India and the ninth largest mobile network operator in the world with over 252.252 million subscribers.

On 5 July 2018, fixed line broadband service named Gigafiber, was launched by the Reliance Industries Limited's chairman Mukesh Ambani, during the company's Annual General Meeting. Jio shares spectrum with Reliance Communications. The sharing deal is for 800 MHz band across seven circles other than the 10 circles for which Jio already owns. In September 2016, Jio signed a pact with BSNL for intra-circle roaming which would enable users of the operators to use each other's 4G and 2G spectrum in national roaming mode. In February 2017, Jio announced a partnership with Samsung to work on LTE - Advanced Pro and 5G.

Topics of Employee Training in Jio, Rajamahendravaram:

- 1. Communications:** The increasing diversity of today's workforce brings a wide sort of languages and customs.
- 2. Computer skills:** Computer skills are getting a necessity for conducting administrative and workplace tasks.
- 3. Customer service:** Multiplied competition in today's international marketplace makes it critical that employees understand and meet the requirements of customers.
- 4. Diversity:** Diversity training usually includes explanation about how people have totally different views, and includes techniques to value diversity
- 5. Ethics:** Today's society has increasing expectations regarding corporate social responsibility. Also, today's diverse workforce brings a large type of values and morals to the workplace.
- 6. Human relations:** The increased stresses of today's workplace can include misunderstandings and conflict. Training can help people to get along in the workplace.
- 7. Quality initiatives:** Initiatives like Total Quality Management, Quality Circles, benchmarking, etc., need basic training regarding quality concepts, guidelines and standards for quality, etc.

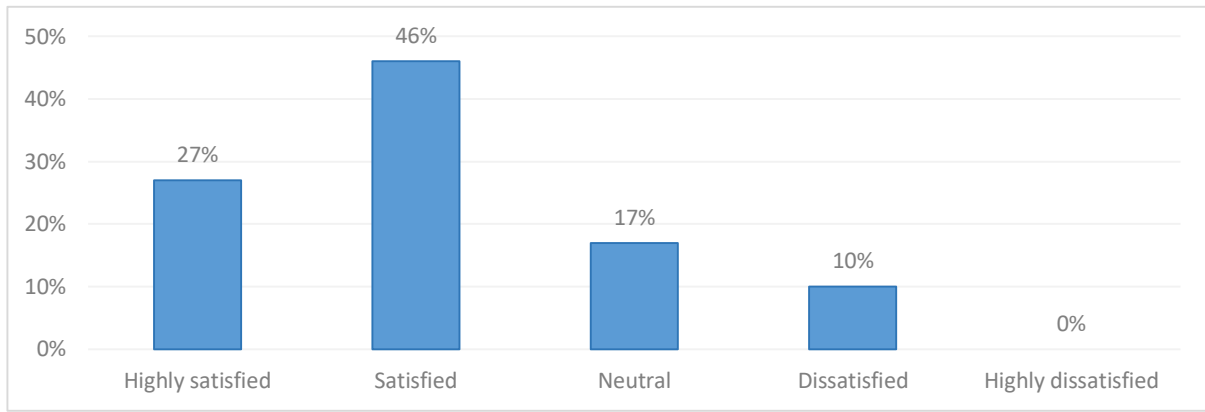
DATA ANALYSIS:

1. Satisfaction with the working hours in the Organisation?

Tabular Data

OPTIONS	RESPONDENTS	RATE OF RESPONDENTS
Highly satisfied	36	27%
Satisfied	62	46%
Neutral	23	17%
Dissatisfied	15	10%
Highly dissatisfied	0	0%
Total	136	100%

Diagrammatic Representation

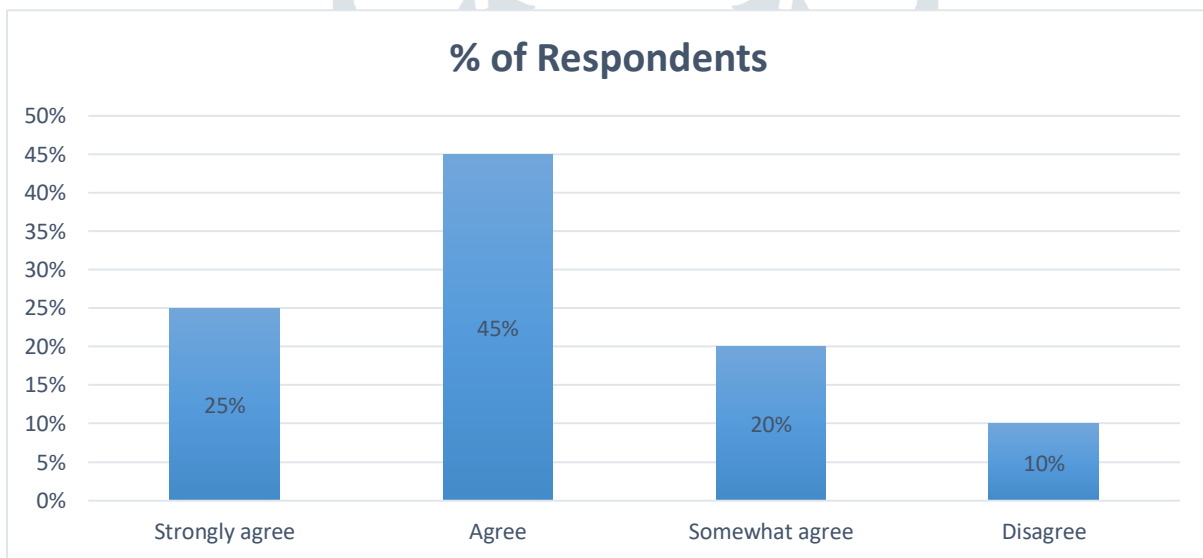


2. To what extent do you agree with the following statement?
 “I would recommend this Company as a good place to work”

Tabular Data

OPTIONS	RESPONDENTS	RATE OF RESPONDENTS
Strongly agree	34	25%
Agree	61	45%
Somewhat agree	27	20%
Disagree	14	10%
Total	136	100%

Diagrammatic Representation

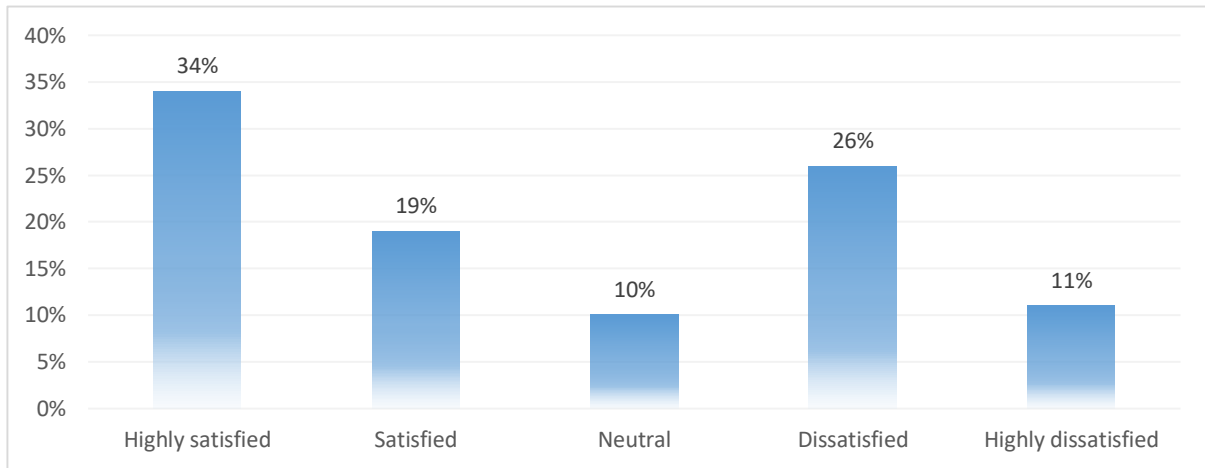


3. Opinion on organization’s leadership and planning?

Tabular Data

OPTIONS	RESPONDENTS	RATE OF RESPONDENTS
Highly satisfied	46	34%
Satisfied	25	19%
Neutral	13	10%
Dissatisfied	35	26%
Highly dissatisfied	17	11%
Total	136	100%

Diagrammatic Representation

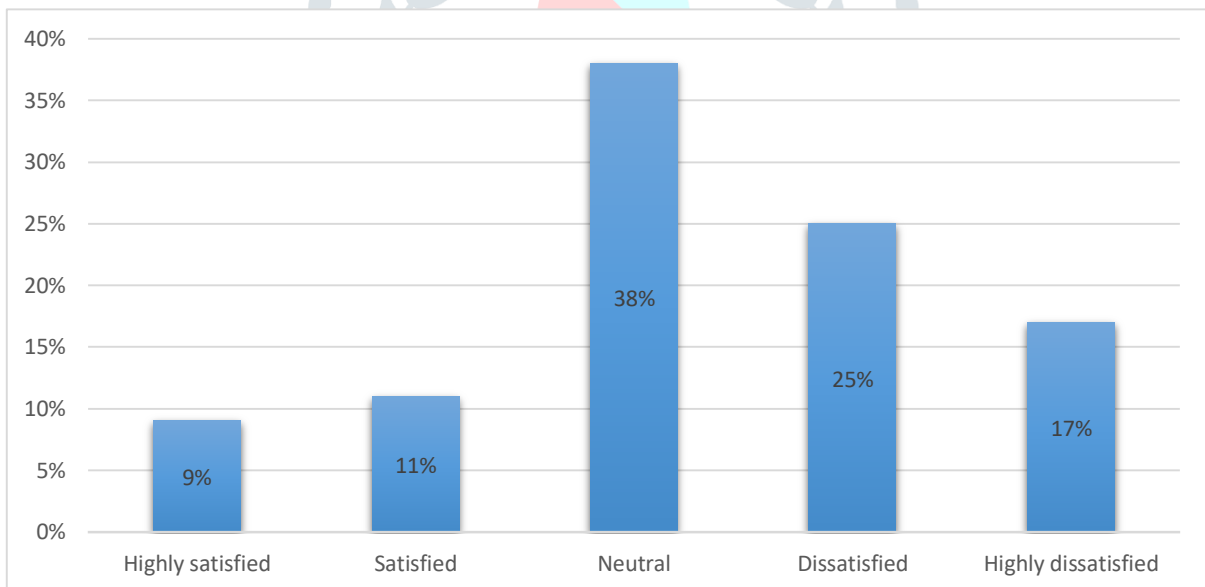


4. Satisfaction with the organization’s pay and allowances?

Tabular Data

OPTIONS	RESPONDENTS	RATE OF RESPONDENTS
Highly satisfied	12	09%
Satisfied	14	11%
Neutral	51	38%
Dissatisfied	34	25%
Highly dissatisfied	25	17%
Total	136	100%

Diagrammatic Representation

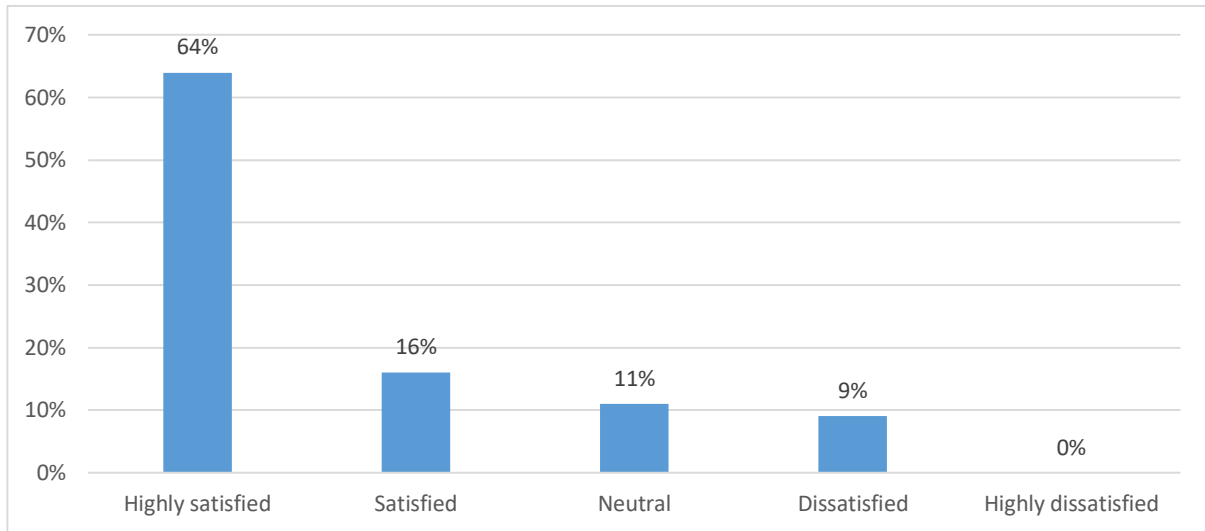


5. Satisfaction level on the organisation’s work environment?

Tabular Data

OPTIONS	RESPONDENTS	RATE OF RESPONDENTS
Highly satisfied	87	64%
Satisfied	21	16%
Neutral	16	11%
Dissatisfied	12	09%
Highly dissatisfied	0	0%
Total	136	100%

Diagrammatic Representation

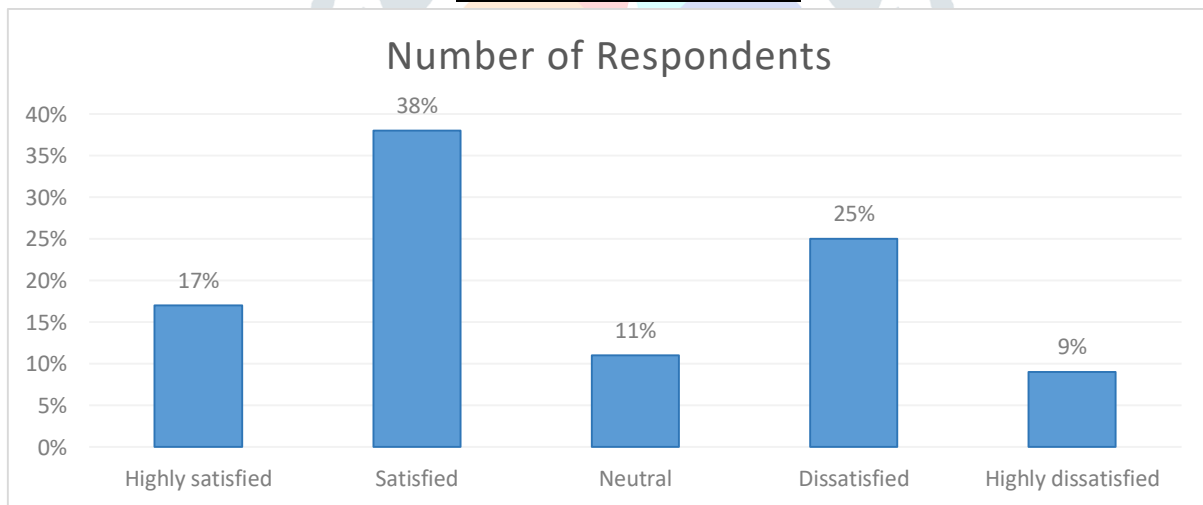


6. Overall feelings about your employment experience in the Organisation:

Tabular Data

OPTIONS	RESPONDENTS	RATE OF RESPONDENTS
Highly satisfied	23	17%
Satisfied	51	38%
Neutral	16	11%
Dissatisfied	34	25%
Highly dissatisfied	12	09%
Total	136	100%

Diagrammatic Representation



FINDINGS:

The research study resulted in the following major findings

- ❖ Many of the employees are satisfied with the working hours in the Organisation.
- ❖ The Organisation is not showing any major discrimination in the employment of the candidates expect few job profiles.
- ❖ The supervisor or manager is providing continuous feedback to the employees to achieve the targets.
- ❖ Many of the employees are satisfied with that Organisation’s leadership, planning, and Organisation’s environment.
- ❖ The employees in the Organisation feels that their job is secure.
- ❖ Most of the employees satisfied with the relationship between the management/employer and employees.

SUGGESTIONS:

The research study resulted in the following major suggestions.

- ❖ The Organisation has to consider the feedback which is taken from the employees. On the basis of the employees feedback the Organisation is required to take corrective measures.
- ❖ It is required to increase the job satisfaction levels of the employees in the Organisation.
- ❖ The Organisation has to take steps to increase the effectiveness of the grievance and redressal.
- ❖ The appreciation or reward system in the Organisation's is to be developed due to most of the employees are not satisfied with appreciation or reward system.
- ❖ The employer/supervisor must take steps to increase the employee satisfaction and productivity.

CONCLUSION:

The study helped in revealing the level of satisfaction of employees with reference to the various factors provided in the organization. This study clearly shows that employees under organization are more or less satisfied with the job. The organization should consider on the salary, relationship of employees and supervisors, grievance handling and give more opportunity for the new employees. I hope the management would consider my suggestions definitely it will improve his business highly motivated employees are consider the great asset of the company.

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