A STUDY ON JOB SATISFACTION OF EMPLOYEES WITH REFERENCE TO ALLWIN TECHNOLOGIES & SERVICES, CHENNAI

AUTHOR NAME:

1. **Dr.L. Subburaj, B.com , MBA, M. Com, MPhil, Ph.D**

2. **E. Rushit Gnanaroy, B.E., MBA, Ph.D**

3. **Mr.U.Kishore, MBA**

Abstract:

The study is undergone at AllwinTechnologies & Services; Chennai The project focuses on the employee's job satisfaction level. Job satisfaction refers to one's feelings towards one's job. If the employee's expectations are fulfilled, if job satisfaction increases the organization commitment will increase this will results in higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees. The study helped in revealing the level of satisfaction of employees concerning 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 the salary, relationship of employees and supervisors, grievance handling, and give more opportunities to the new employees.

Keywords:

Job Satisfaction, Grievance Handling, Organizational Commitment, Employees Relationship

INTRODUCTION:

There has been a long-standing interest in the study of organizational climate among organizational researchers. Its importance is partly due to its hypothesized relationship to other organizational phenomena including job satisfaction, job performance, leadership behaviour and the quality of work group interaction. Recent research on job satisfaction has focused on the job itself or the work climate as the primary means ofincreasing Job satisfaction. The main argument is that, if jobs or work climate are developed to provide a more desirable work environment, an increase in job satisfaction will result.

There is a great need for good working condition in an industry. The improved working condition leads to improved productivity. Some of the basic reasons for the need for good working conditions are : to

increase the loyalty of the employees towards the organization, to reduce injuries due to bad working conditions of machineries, to increase productivity, to reduce resistance due to change, enhancing employees interest towards work, to reduce absenteeism and tardiness, to strengthen the morale and employee commitment.

OBJECTIVES OF THE STUDY

- ✓ To analyze the satisfaction level of the employees in welfare facilities existing in theorganization
- ✓ To study about the employees interaction, relationship with his co-worker and withsupervisors in the work group.
- ✓ To identify job dissatisfaction and minimize such factors in future.
- ✓ To suggest some measures to improving the satisfaction level of the employees.
- ✓ To make constructive suggestions to improve the welfare.

LIMITATIONS OF THE STUDY:

Fear of the employees will have an effect on the result obtained. There are chances of biased response on the part of the respondents. Since the researcher is viewed as the representative of the management.

The survey purely based on opinion of employees, which may be biased at time. The factory function in shift system so all shift workers will not take part in the sample. As the study is very wide and vast all the facts and features regarding the study could not beanalyzed and taken into account.

REVIEW OF LITERATURE

Kumari and Pandey (2011) states that public sector and private sector both are equallyimportant for any nation and these two are the basic requirement for any nation to prosper and grow. Here the job satisfaction level was tested in relation to job ambivalence (the state of having mixed feelings or contradictory ideas about something). Higher performance rating was given to the supervisor when the job ambivalence faced by the employees is less and vice-e-versa. Job satisfaction and performance has no relation when the job ambivalence increases towards the job. Therefore, organizations should focus on bringing clarity to the employees about theirwork, the process to be followed for the better understanding of the job.

Seniwoliba A.J. (2013) studies the job satisfaction level of teachers in public senior high school in the Tamale Metropolis of Ghana and it was found that extrinsic factors i.e. salary, incentives, working conditions, security (Medical allowance and future pension benefits) motivates the employees and helps in achieving job satisfaction effectively. Salary and working conditions play a larger role in job satisfaction and by enlarge organizations should focus on it always and take steps for improving it. Equal pay for equal rank has to be preached by organizations.

Nir (2012) studies the importance of teachers' perceived organizational support onJob Satisfaction. There are two aspects to satisfaction mainly intrinsic and extrinsic. Earned status and respect are those of the extrinsic factors which plays an important role in employee satisfaction. Self-efficacy as an intrinsic factor helps as it promotes individual self-fulfillment. When organization value its employees contribution, cares about their wellbeing then employees are satisfied intrinsically and extrinsically.

Aristovnik (2014) discusses influence of organizational and environmental factors on employee job satisfaction. The police employees rated salary and security as the least motivator and support from the management as high. Police employees rate trust and belongingness as the key factor to job satisfaction.

Chileshe and Haupt (2009) investigated the perceived age differences in Job Satisfaction of construction workers in South Africa. The main objectives of the studywere to identify the major variables affecting the relative aspects of work within the South African Construction industry and to investigate the impact of age on the satisfaction derived from work. A total of 300 questionnaires were sent to potential respondents. A total of 65 usable questionnaires were returned. Result of the study indicated that Job Satisfaction differential does not exist between younger and older workers. Although both younger and older workers ranked the relationship withworkmates as being poor, age does not have an influence on the effects of the aspects of work. In terms of the effects of Job Satisfaction younger workers reported higher scores than older workers on 'indifference', whereas the younger workers ranked poorrecognition of abilities as the most effect in comparison to the older workers who reported suffering from a "lack of alertness" as the most ranked effect.

RESEARCH METHODOLOGY

Data source	:	Primary data, Secondary data
Research approach	:	Survey method
Research design	:	Descriptive
Sampling method	:	Population study
Sample size	:	150

TOOL FOR ANALYSIS

Questionnaire is the tool used for collecting data. Multiple choice, rating scale and close – end questions of pre-formulated questionnaire have been designed for the study.

Statistical tools used

- Percentage analysis
- Chi-square test

DATA ANALYSIS AND INTERPRETATION

Table No: 1- Individual Attitude makes more Satisfactory

S.No.	Particulars	No. of Respondents	Percentage
1	Strongly Disagree	6	4.0
2	Disagree	10	6.7
3	Neutral	46	30.7
4	Agree	70	46.7
5	Strongly Agree	18	12.0
Total		**150**	**100**

INFERENCE:

From the above table it is inferred that 12% of respondents are strongly agree that there Individual attitude makes more satisfactory , 46.7% of respondents agree that there Individual attitude makes more satisfactory, 30.7% of respondents gave a neutral, 6.7% of respondents disagree and 4% of respondents strongly disagree Individual attitude makes more satisfactory.

Chart No: 1
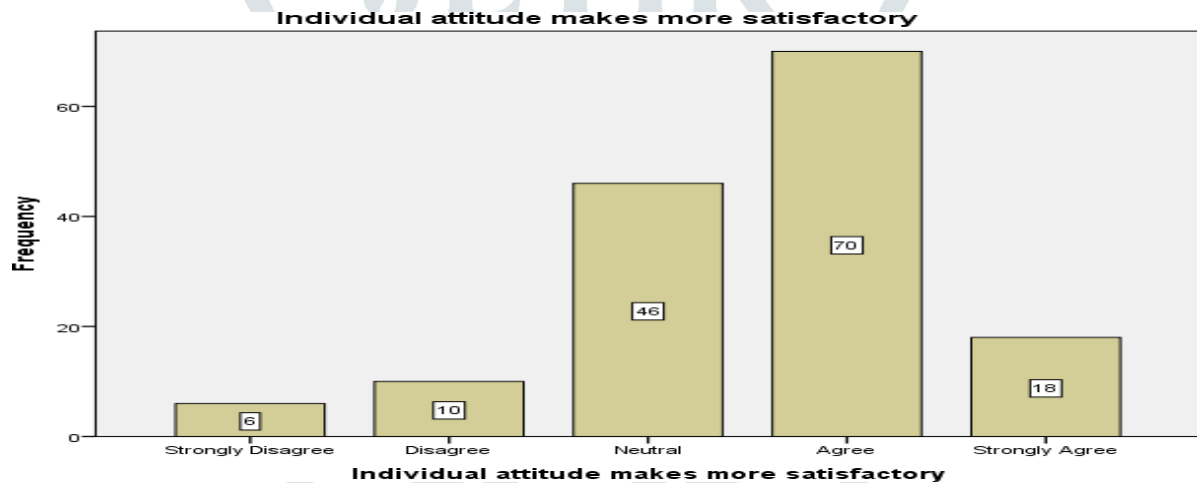
Table No: 2- Promotes Positive Attitude

S.No.	Particulars	No. of Respondents	Percentage
1	Strongly Disagree	4	2.7
2	Disagree	9	6.0
3	Neutral	13	8.7
4	Agree	36	24.0
5	Strongly Agree	88	58.7
Total		**150**	**100**

INFERENCE:

From the above table it is inferred that 58.7% of respondents are strongly agree that there Positive Attitude, 24% of respondents agree that there Positive Attitude, 8.7% ofrespondents gave a neutral, 6% of respondents disagree that there Positive Attitude and 2.7% of respondents strongly disagree Positive Attitude.
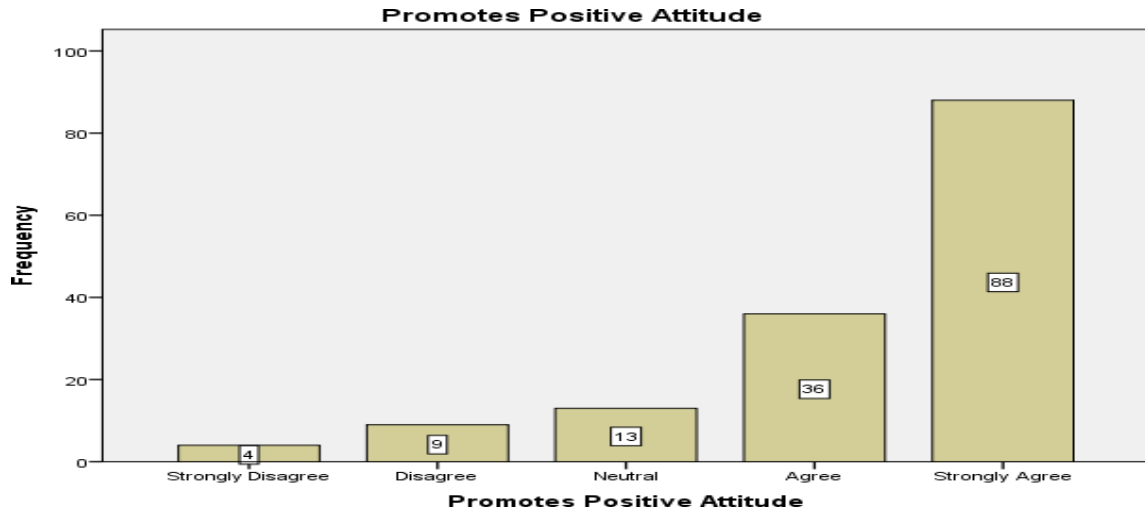
Chart No: 2

Table No: 3- Job gives Highly Negative Attitude

S.No.	Particulars	No. of Respondents	Percentage
1	Strongly Disagree	43	28.7
2	Disagree	11	7.3
3	Neutral	39	26.0
4	Agree	25	16.7
5	Strongly Agree	32	21.3
	Total	**150**	**100**

INFERENCE:

From the above table it is inferred that 21% of respondents are strongly agree that there Job give highly negative attitude, 16.7% of respondents agree that there job give highly negative attitude, 26% of respondents gave a neutral, 7.3% of respondents disagree that there job give highly negative attitude and 28.7% of respondents strongly disagree their job give highly negative attitude.
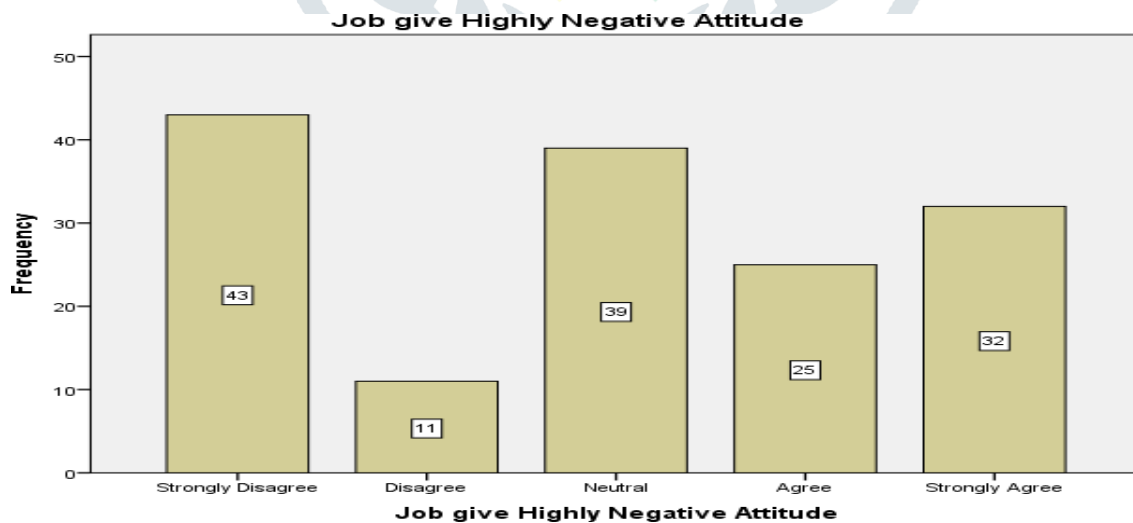
Chart No: 3

Table No: 4- Working Hours are Comfortable

S.No.	Particulars	No. of Respondents	Percentage
1	Strongly Disagree	1	0.7
2	Disagree	2	1.3
3	Neutral	15	10.0
4	Agree	30	20.0
5	Strongly Agree	59	39.3
	Total	**150**	**100**

INFERENCE:

From the above table it is inferred that 39.3% of respondents are strongly agree that there working hours are comfortable, 20% of respondents agree that there working hours are comfortable, 10% of respondents gave a neutral, 1.3% of respondents disagree that there working hours are comfortable and 7% of respondents strongly disagree there working hoursare comfortable.

Chart No: 4
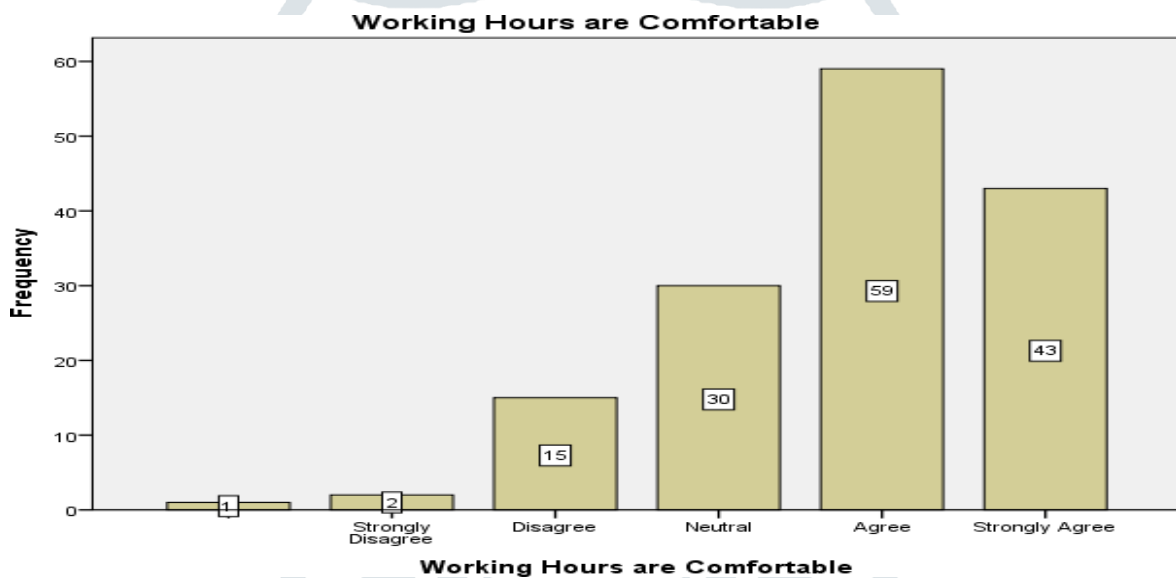
Table No: 5- Timely Actions are taken by Management

S.No.	Particulars	No. of Respondents	Percentage
1	Strongly Disagree	8	5.3
2	Disagree	14	9.3
3	Neutral	33	22.0
4	Agree	70	46.7
5	Strongly Agree	25	16.7
	Total	**150**	**100**

INFERENCE:

From the above table it is inferred that 16.7% of respondents are strongly agree that there timely actions are taken by management, 46.7% of respondents agree that there timely actions are taken by management, 22% of respondents gave a neutral, 9.3% of respondents disagree that there timely actions are taken by management and 5.3% of respondents strongly disagree there timely actions are taken by management,.

Chart No: 5

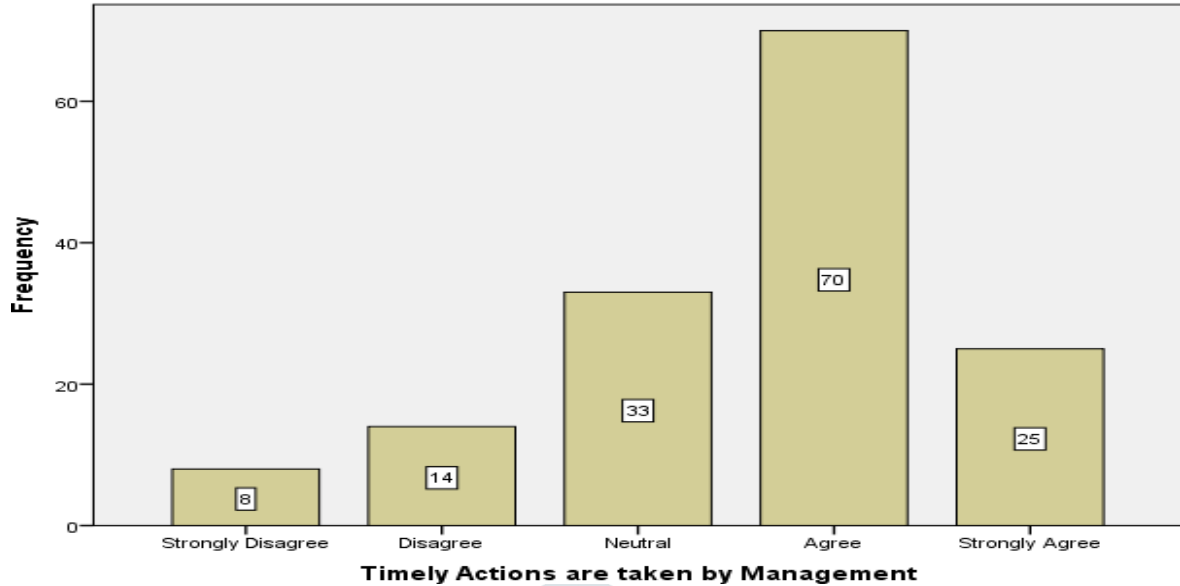Timely Actions are taken by Management

Table No: 6- Uniform Work Load

S.No.	Particulars	No. of Respondents	Percentage
1	Strongly Disagree	9	6.0
2	Disagree	72	48.0
3	Neutral	53	35.3
4	Agree	16	10.7
5	Strongly Agree	9	6.0
	Total	150	100

INFERENCE:

From the above table it is inferred that 6% of respondents are strongly agree that there work load is uniform, 10% of respondents agree that there work load is uniform, 35% of respondents gave a neutral, 48% of respondents disagree that there work load is uniform and 6% of respondents strongly disagree their work load is uniform.

Chart No: 6

Work Load is Uniform
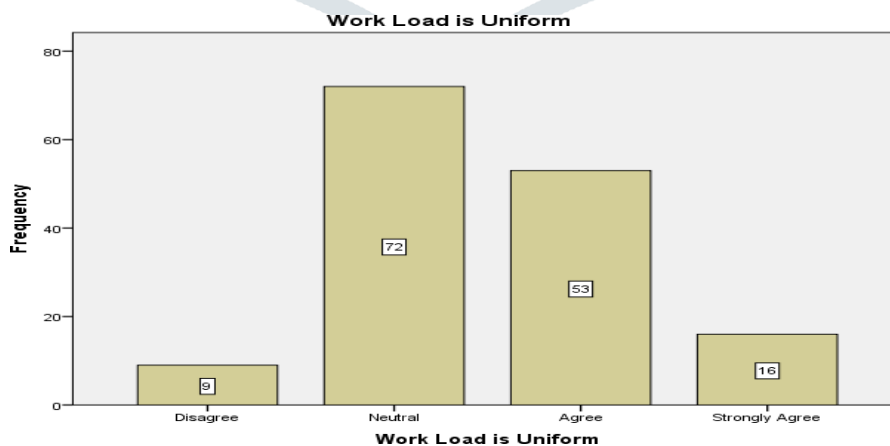
CHI- SQUARE TEST -I

Chi-square is the sum of the squared difference observed (*o*) and the expected (*e*) data (or the deviation, *d*), divided by the expected data in all possible categories.

Null hypothesis (Ho): There is no relationship between Working hours and Workload.

Alternate hypothesis (H1): There is relationship between Working hours and Workload.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Working Hours are comfortable * Work Load is Uniform	150	100.0%	0	0.0%	150	100.0%

Working Hours are Comfortable * Work Load is Uniform Cross Tabulation

			Work Load is Uniform				Total
			Disagree	Neutral	Agree	Strongly Agree	
Working Hours are Comfortable		Count	0	0	0	1	1
		Expected Count	.1	.5	.4	.1	1.0
	Strongly Disagree	Count	0	2	0	0	2
		Expected Count	.1	1.0	.7	.2	2.0
	Disagree	Count	4	8	3	0	15
		Expected Count	.9	7.2	5.3	1.6	15.0
	Neutral	Count	1	3	25	1	30
		Expected Count	1.8	14.4	10.6	3.2	30.0
	Agree	Count	0	31	15	13	59
		Expected Count	3.5	28.3	20.8	6.3	59.0
	Strongly Agree	Count	4	28	10	1	43
		Expected Count	2.6	20.6	15.2	4.6	43.0
Total		Count	9	72	53	16	150
		Expected Count	9.0	72.0	53.0	16.0	150.0

Chi-Square Tests

	Value	df	Asymptotic Significance(2-sided)
Pearson Chi-Square	74.928[a]	15	.000
Likelihood Ratio	71.372	15	.000
N of Valid Cases	150		

a. 15 cells (62.5%) have expected count less than 5.

b. The minimum expected count is .06

Degree of Freedom= (r-1) *(c-1) = 4*4= 16

Calculated value = 74.928 Tabulated value = 26.296

Z = Z cal >Z tab

Z= 74.928>26.296 Hence,

The Alternate hypothesis [H1] is accepted

INFERENCE:

Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is a relationship between Working hours and Workload

CHI- SQUARE TEST -II

Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (Ho): There is no relationship between Individual attitude and promoted for the performance of my job.

Alternate hypothesis (H1): There is relationship between Individual attitude and promoted for the performance of my job.

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Individual attitude makes more satisfactory * Promoted for the Performance of the Job	150	100.0%	0	0.0%	150	100.0%

Individual attitude makes more satisfactory * Promoted for the Performance of the JobCross

Tabulation

			Promoted for the Performance of the Job					
			Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Individual attitude makes more satisfactory	Strongly Disagree	Count	0	0	6	0	0	6
		Expected Count	.1	.7	2.0	2.0	1.2	6.0
	Disagree	Count	1	2	6	0	1	10
		Expected Count	.2	1.2	3.3	3.3	2.1	10.0
	Neutral	Count	1	8	13	14	10	46
		Expected Count	.9	5.5	15.0	15.0	9.5	46.0
	Agree	Count	1	6	19	24	20	70
		Expected Count	1.4	8.4	22.9	22.9	14.5	70.0
	Strongly Agree	Count	0	2	5	11	0	18
		Expected Count	.4	2.2	5.9	5.9	3.7	18.0
		Count	3	18	49	49	31	150
		Expected Count	3.0	18.0	49.0	49.0	31.0	150.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	36.003[a]	16	.003
Likelihood Ratio	41.277	16	.001
N of Valid Cases	150		

a. 15 cells (60.0%) have expected count less than 5. The minimum expected count is .12.

Degree of Freedom= (r-1) *(c-1)= 4*4= 16 Calculated

value = 36.003

Tabulated value = 26.296

$Z = Z \, cal > Z \, tab$

Z= 36.003>26.296Hence, the Alternate hypothesis [H1] is accepted.

INFERENCE: Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is a relationship between Individual attitude and promoted for theperformance of my job.

FINDINGS

- 46.7% of respondents agree that there Individual attitude makes more satisfactory, 30.7% of respondents gave a neutral and 4% of respondents strongly disagree Individual attitude makes more satisfactory

- 58.7% of respondents are strongly agree that there Positive Attitude, 24% of respondents agree that there Positive Attitude and 2.7% of respondents strongly disagree Positive Attitude.

- 26% of respondents gave a neutral, 7.3% of respondents disagree that there job give highly negative attitude and 28.7% of respondents strongly disagree their job give highly negative attitude.

- 39.3% of respondents are strongly agree that there working hours are comfortable and 7% of respondents strongly disagree there working hours are comfortable disagree their satisfaction is a collection of responsibility.

- 46.7% of respondents agree that there timely actions are taken by management,, 22% of respondents gave a neutral and 5.3% of respondents strongly disagree there timely actions are taken by management.

- 48% of respondents disagree that there work load is uniform and 6% of respondents strongly disagree their work load is uniform

SUGGESTIONS & RECOMMENDATIONS

As the satisfaction levels of the employees are very low in the following factors, themanagement has to improve upon these factors.

1. Nearly most of the respondents are satisfied with the rest room facilities, theorganization can concentrate to improve the quality, neatness, etc.

2. The satisfaction level in canteen facilities is very low; the organization shouldconcentrate on providing better canteen facilities.

3. The organization may increase the relationship with workers and supervisor

4. The organization may modify the reward system of the employees

5. Promotions are to be considered based on merit, educational qualification andexperience.

CONCLUSION

The research made in an attempt to find out the job satisfaction level of the employeesin Allwin Technologies and services. In the study certain parameters has been defined to measure. The parameters are set regarding factors related to work satisfaction, pay, promotions, personal attitude, working environment, etc.

The satisfaction level for each parameter is identified individually from the employees. This study helps the organization to concentrate on those parameters, which lack the employees' satisfaction

An overall study of the research reveals good satisfaction level of the employees in their job, but at the same time the organization lacks on certain factors such as canteen, rest room facilities, rewards, and recognition and promotion policy. If these factors are given littlemore care, the company can maintain good workers with high level of satisfaction among the employees with organizational commitment and involvement.

REFERENCES

1. Kothari.C.R (1990), Research Methodology, Wishwa prakasan publication, Seventhedition.
2. Mamoria.C.B (1993), Personnel Management. Himalayan Publication, Eleventhedition.
3. Dr.Varma & Agarwal 1996), Organisational Behavior, Educational Publication, Ninthedition.
4. Tripathi P.C. (1999), Organizational Behavior, Sulthan Chand and Sons Publication,Fourteenth edition.
5. Richard l. Levin (2002), Statistics for Management, Seventh edition.
6. Stephin P. Robbins (2003), Organisational Behavior, Pearson Education, Ninthedition
7. Jerald Greenberg – Robert A. Baron (2003), Behavior in Organizations, Seventhedition.