



A STUDY ON EMPLOYEE JOB SATISFACTION

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Abstract

Job satisfaction is one of the important factors which have drawn attention of managers in the organization as well as academicians. It is the mental feeling of favorableness which an individual has about his job. It is often said that “A happy employee is a productive employee.” Job satisfaction is very important because most of the people spend a major portion of their life at their working place. Moreover, job satisfaction has its impact on the general life of the employees also, because a satisfied employee is a contented and happy human being. A highly satisfied worker has better physical and mental well-being. The study tries to evaluate how human resource factors affect the satisfaction level of employees in Allwin Technologies – Chennai. It assesses how far welfare and financial factors motivate the employees in the company. The study also attempts to analyze the opinion of employees towards the working life in the company.

Keywords: Job Satisfaction, Employee Motivation, financial factors

Introduction:

The primary objective of this study is to measure the level of employee satisfaction towards their job this study attempts to evaluate the overall job satisfaction of employees. Job satisfaction is a result of employee's perception of how well their job provides those things that are viewed as important. It is generally recognized in the organizational behaviour. Among other things, the result of the study showed that the organization have developed program which could be improved on. Major findings include: Company provides training and development program for both new and old employees. The major recommendation is that every training and development program should not be less than one month. In conclusion training and development is necessary for any organization that wants to survive. If an employee is not satisfied with the job there are chances for absenteeism, low turnover, lower productivity, committing of mistakes, diverting energy for different types of conflicts etc. Satisfied employees are also more likely to be creative and innovative and come up with breakthrough that allows a company to grow sad change positively with time and changing market conditions.

Objectives:

- ✓ To measure the level of employee satisfaction towards their jobs
- ✓ To study the training and development programmes
- ✓ To analyze the company's working environment
- ✓ To Analyse the employees relation with employees and superiors

Statement of the Problem:

Present study is to examine the effectiveness of various attraction strategies undertaken by the company and its success in achieving employee's job satisfaction, Here the study is undertaken in order to find out the problems relating to the satisfaction level. If there is any reason for dissatisfaction proper steps are undertaken.

Review of Literature:

1. Addis (2008) in his examination it is identified with the great administration and supervisory abilities incorporates extraordinary aptitudes in managing, controlling, arranging, sorting out, critical thinking, and apportioning assets. It involves a procedure of affecting by making the inspiration and the desire of the association's individuals to seek after the mission of the association.
2. Austin (2011) and Engstrom (2010) in their examination Employees in the working environment need important work. Important work for representatives implies they are engaged with the ID and arrangement of the issues that influence them. Directors ought to endeavor to guarantee significant work for representatives since it is the key towards the activity.
3. Banerji and Krishnan (2000) stated that it is fundamental for administrators to create a moral situation that integrates moral decisions. Managers set the tone for the association and influence the ethics of the work environment. It is imperative that pioneers understand the accomplishment, business arrangements and activities of the association, as well as their effects on the association.
4. Benson-Armer & Stickel (2000) in their investigation the Negative associations with colleagues and supervision make it confounded to accomplish an agreement inside a group before choices are made. Likewise, issues may happen when a colleague misses a gathering, on the grounds that the colleague may stress over being sold out in light of not being available. At the point when groups are not profitable, it influences the whole association.
5. Bigley & Pierce (1998) in their examination there is one impact negative connections have in associations is that workers turned out to be less able to take part in helpful exercises as a result of dread of being abused. For the most part, they oppose work change or any work that makes them be progressively reliant on different representatives. This sort of conduct isn't fitting for a group situation or building positive connections.

Research Methodology:

The success of formal research project depends on the sound research design. As the main aim of the project is to identify the satisfaction level of the employees in an organization, the project is purely descriptive in nature.

Descriptive research studies are those studies, which are concerned with describing the characteristic of particular individuals, or of a group.

Sampling Design

Data source	:	Primary data, Secondary data
Research approach	:	Survey method
Research design	:	Descriptive
Sampling method	:	Probability Sampling
Sampling technique	:	convenience sampling
Sample size	:	150
Sampling unit	:	Employees from Allwin Technologies and services

Tools used for Collecting Data

- Percentage analysis
- Chi-square test
- One way anova

Data Analysis and Interpretation

Table -1 Designation of the employees

S.No	Particulars	No. of Respondents	Percentage (%)
1	Manager	4	2.7
2	Assistant Manager	2	1.3
3	Supervisor	2	1.3
4	Worker	128	85.3
5	Other	14	9.3
Total		150	100

INFERENCE:

From the above table it is inferred that 2.7% of them Manager, 1.3% of them are under Assistant Manager, 1.3% of them are Supervisor and 85.3% of them Workers.

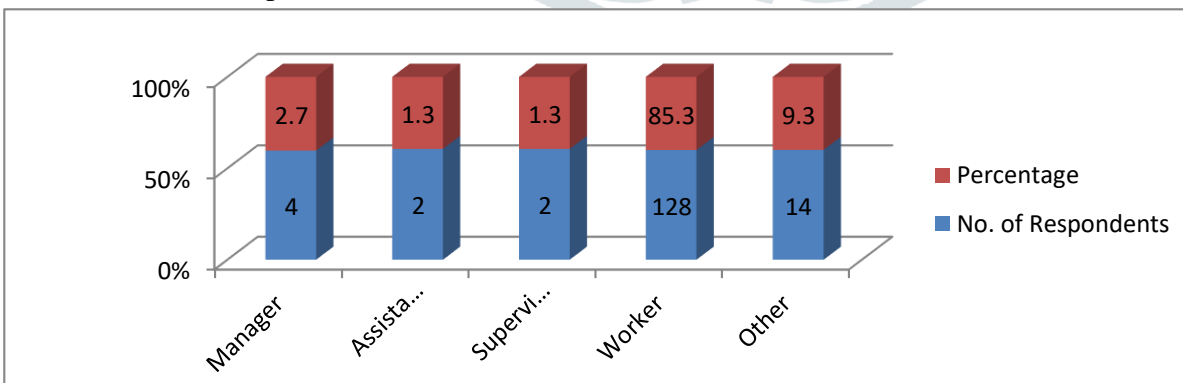


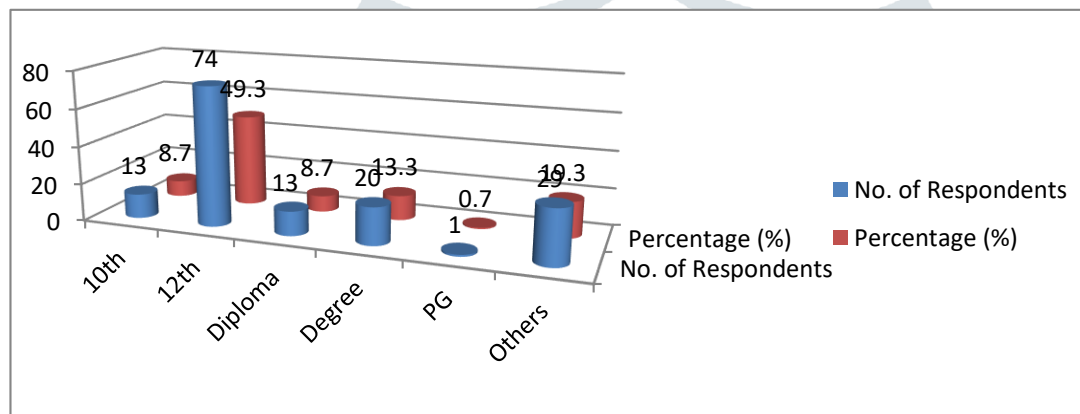
Chart -1 Designation of the employees

Table: 2- Educational Qualification

S.No	Particulars	No. of Respondents	Percentage (%)
1	10th	13	8.7
2	12th	74	49.3
3	Diploma	13	8.7
4	Degree	20	13.3
5	PG	1	.7
6	Others	29	19.3
Total		150	100

INFERENCE:

From the above table it is inferred that 8.7% of respondents are 10th, 49.3% of respondents are HSC, 8.7% of respondents are Diploma, 13.3% of respondents are Under Graduate, .7% of respondents are Post Graduate and 19.3% of respondents of them are others.

**Chart-2 - Educational Qualification****Table: 3- 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.

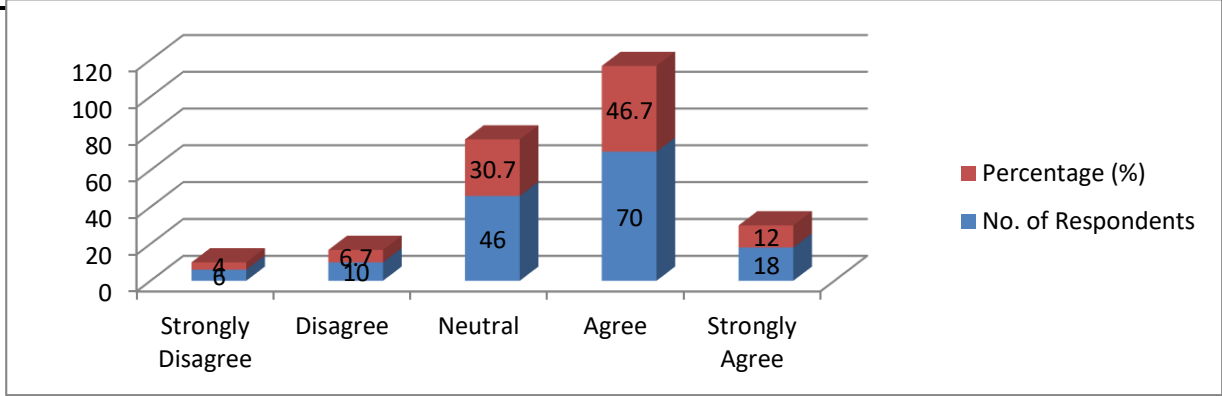


Chart: 3 - Individual attitude makes more satisfactory

Table: 4 - 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% of respondents gave a neutral, 6% of respondents disagree that there Positive Attitude and 2.7% of respondents strongly disagree Positive Attitude.

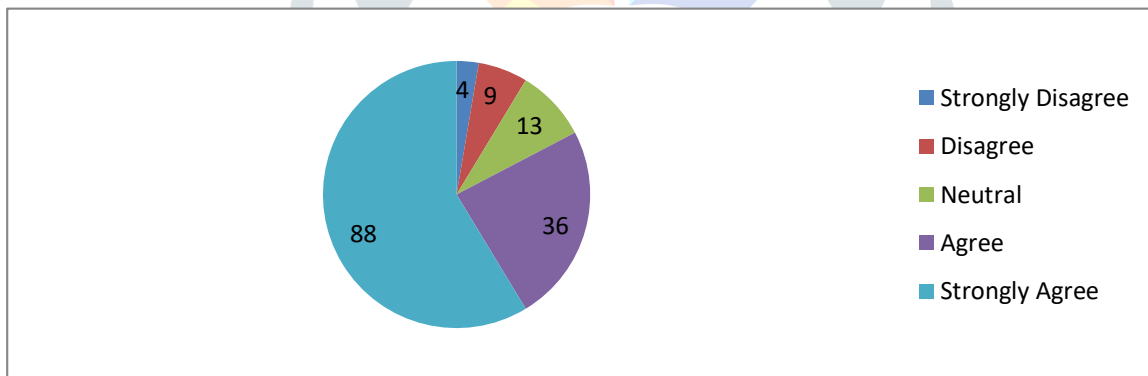


Chart: 4 - Promotes Positive Attitude

Table: 5- Enthusiasm is the Attitude towards Each Work

S.No	Particulars	No. of Respondents	Percentage (%)
1	Strongly Disagree	8	5.3
2	Disagree	10	6.7
3	Neutral	55	36.7
4	Agree	57	38.0
5	Strongly Agree	20	13.3
Total		150	100

INFERENCE:

From the above table it is inferred that 13.3% of respondents are strongly agree that enthusiasm is the attitude towards each work, 38% of respondents agree enthusiasm is the attitude towards each work, 36.7% of respondents gave a neutral, 6.7% of respondents disagree that enthusiasm is the attitude towards each work and 5.3% of respondents strongly disagree enthusiasm is the attitude towards each work.

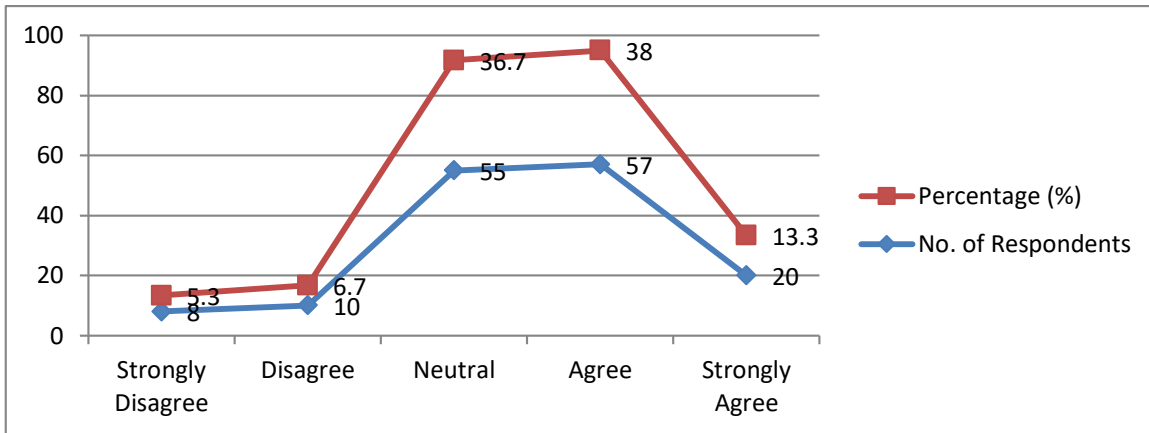


Chart: 5- Enthusiasm is the Attitude towards Each Work

Table: 6 -Behaviors are based on Perception not Reality

S.No	Particulars	No. of Respondents	Percentage (%)
1	Strongly Disagree	8	5.3
2	Disagree	15	10.0
3	Neutral	50	33.3
4	Agree	59	39.3
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 behaviour are based on perception not reality, 39.3% of respondents agree that there behaviour are based on perception not reality, 33.3% of respondents gave a neutral, 10% of respondents disagree that there behaviour are based on perception not reality and 5.3% of respondents strongly disagree there behaviour are based on perception not reality.

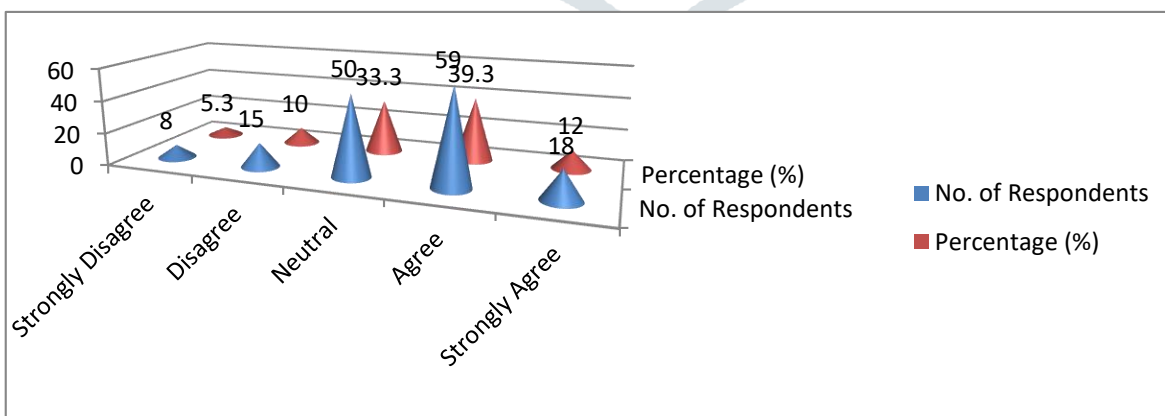


Chart: 7- Behaviors are based on Perception not Reality

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
		Disagr ee	Neutra l	Agree	Strongly Agree	
Working Hours are Comfortable	Count	0	0	0	1	1
	Expected	.1	.5	.4	.1	1.0
	Count	0	2	0	0	2
	Expected	.1	1.0	.7	.2	2.0
	Count	4	8	3	0	15
	Expected	.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		

Degree of Freedom= (r-1) *(c-1) = 4*4= 16 Calculated value = 74.928 Tabulated value = 26.296

$$Z = Z_{cal} > Z_{tab} \quad Z = 74.928 > 26.296$$

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.

4.4 ONE-WAY ANOVA CLASSIFICATION -I

Null hypothesis (Ho): There is no significance difference between Job satisfaction and job interest.

Alternate hypothesis (H1): There is a significance difference between Job satisfaction and job interest.

Descriptive

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Strongly Disagree	5	4.00	.000	.000	4.00	4.00	4	4
Disagree	2	3.00	.000	.000	3.00	3.00	3	3
Neutral	24	3.29	.999	.204	2.87	3.71	1	5
Agree	84	3.35	.871	.095	3.16	3.53	1	5
Strongly Agree	35	3.34	1.235	.209	2.92	3.77	1	5
Total	150	3.35	.970	.079	3.20	3.51	1	5

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.441	4	.610	.642	.633
Within Groups	137.832	145	.951		
Total	140.273	149			

INFERENCE: The calculated value of F is greater than the tabulated value. Hence, we reject the null

hypothesis and conclude that there is significance difference between Job satisfaction and job interest.

FINDINGS

- 2.7% of them Manager, 1.3% of them are Under Assistant Manager, 1.3% of them are Supervisor and 85.3% of them Workers.
- 1.3% of them Personnel, 1.3% of them marketing, .7% of them Finance; Production and 95.3% of them are others.
- 8.7% of respondents are 10th, 49.3% of respondents are HSC, 8.7% of respondents are Diploma ,13.3% of respondents are Under Graduate, .7% of respondents are Post Graduate and 19.3% of respondents of them are others.
- 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.
- 50.7% of respondents agree that result in multidimensional attitude and 6% of respondents strongly disagree result in multidimensional attitude.
- 38% of respondents agree enthusiasm is the attitude towards each work, 36.7% of respondents gave a neutral and 5.3% of respondents strongly disagree enthusiasm is the attitude towards each work.
- 39.3% of respondents agree that there behaviour are based on perception not reality and 5.3% of respondents strongly disagree there behaviour are based on perception not reality.

Suggestions:

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

1. Nearly most of the respondents are not satisfied with the rest room facilities, the organization can concentrate to improve the quality, neatness, etc.
2. The satisfaction level in canteen facilities is very low; the organization should concentrate 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 and experience.
6. The organization may reduce the workload of the workers.

Conclusion:

The research made in an attempt to find out the job satisfaction level of the employees in 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 little more care, the company can maintain good workers with high level of satisfaction among the employees with organizational commitment and involvement.

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