



Title: A STUDY ON JOB SATISFACTION LEVEL AMONG THE EMPLOYEES AT ELLIPSO LOGISTICS PVT LTD

Authors

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ABSTRACT

Employee satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and need at work. Many measures purport that Employee satisfaction is a factor in employee motivation, employee goal, Achievement and passive employee model in the workplace.

Primary objective of this study is to assess the job satisfaction level among the employees in Ellipso Logistics Pvt. Ltd. Secondary objectives are to understand the perception of employees towards the various policies like leave, insurance, working hours etc, assess the work life balance among the employees, identify the effectiveness of communication between the management and the employees and determine the satisfaction level of employees towards the infrastructure facilities and the work environment

Job satisfaction is considered as a key issue by the entrepreneur where efforts are taken and programs are initiated. 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 keeping this thing in view all organizations are trying to identify the areas where satisfaction to be improved to get out of the above dangers. Management of Ellipso Logistics Pvt. Ltd. wants to assess the overall job satisfaction level of their employees to understand the problems if any in their workplace.

INTRODUCTION

Job satisfaction describes how contented an individual is with his or her job. Job satisfaction may be defined as an attitude or feeling that helps in maintaining morale in any industry or organisation. It is a general perception that a person is satisfied if he gets something additional and significant for the work he does. Job satisfaction is a positive feeling about one's job resulting from an evaluation of its characteristics. Job satisfaction is in regard to one's feelings or state-of-mind regarding the nature of their work.

Satisfaction with various facets of the job directly and positively influences different dimensions of organizational commitment. Job satisfaction is a very important attitude which is frequently measured in organizations. It is an undeniable fact that the future business enterprise depends upon the satisfaction level of its workforce.

Attracting the most qualified employees and matching them to the jobs for which they are best suited is important for the success of any organisation. The all-around acceptance of the concept job satisfactions has been mainly due to the need to provide a better life for the workers. Job Satisfaction motivates them to increase the production and also to achieve the objectives of the company.

OBJECTIVES

- ✓ To understand the perception of employees towards the various policies like leave, insurance, working hours etc
- ✓ To assess the work life balance among the employees
- ✓ To identify the effectiveness of communication between the management and the employees
- ✓ To determine the satisfaction level of employees towards the infrastructure facilities and the work environment
- ✓ To make suggestions to improve the job satisfaction level among the employees in Ellipso Logistics Pvt. Ltd

REVIEW OF LITERATURE

Job satisfaction is a result of employee's perception of how well their job provides these things which are viewed as important. It is generally recognized in the organizational behavior field that Job satisfaction is the most important and frequently studied attitude.

Defining and measuring job satisfaction has been a challenging process which has been refined through decades of research and which is still occurring. According to **Cranny, Smith & Stone** (1992), job satisfaction is generally agreed upon by researchers to be an affective reaction to a job that results from the employee's comparison of actual outcomes with those that are desired.

The study of job satisfaction grew out of several schools management theory dating back to **Frederick Taylor's** early applications of scientific method to factory problems in the first part of this century. Vroom's (1964) Expectancy Theory of human motivation is a significant contributor to the field which goes beyond the simple behavioral concept of stimulus-response and reinforcement of behavioral psychology; it explains motivation as the perceived value of probably outcomes of actions, and the probability that actions will bring about outcomes which are highly desired. The theory thus takes into account the intrinsic values that affect satisfaction and work which research has often found to be at least equally important or more so to job satisfaction than the extrinsic values.

According to **Plunkett and Attner** (1994) an unmet need frustrate an employee and will continue to influence his or her behavior until it is satisfied; management can therefore effectively work with an employee by identifying the level of need which he or she is trying to satisfy and by attempting to build into the work environment opportunities that will allow the individual to satisfy his or her needs.

Frederick Herzberg's (1975) Motivation – Hygiene Theory directly addresses the issues of satisfaction and dissatisfaction on the job. His theory and research suggests that job dissatisfaction is caused by the absence of or deficits in “hygiene” factors such as salary, job security, working conditions, status, institution policies, quality of supervision and quality of interpersonal relationships. These factors, although they can cause job dissatisfaction if deficient, do not result in job satisfaction if present. Rather, according to Herzberg, it is the “motivation” factors intrinsic to a job and related to job content that have the power to increase job satisfaction. Motivation factors include achievement, recognition, responsibility, advancement, the work itself, and possibility of growth.

(**Cranny, Smith, & Stone**, 1992)- Extensive research has been conducted about the relationship between job satisfactions and other work-related behaviors or attitudes such as job performance, stress and health, general life satisfaction, turnover commitment to the organization, and pro-organizational behaviors. Over time the findings of research have been inconsistent; this very well may be due, however, to wide variation in definitions of job satisfaction and in the validity of methods used to measure it.

Following is a review of recent literature on the relationship between job satisfaction and several behaviors or attitudes.

RESEARCH METHODOLOGY

RESEARCH DESIGN

Descriptive research design is also called explanatory design. This is the one that simply describes something such as demographic characteristics. The descriptive study is typically concerned with determining frequency with which something occurs or how two variables vary together.

SAMPLE SIZE

It refers to the number of elements taken from the overall population for the study. The overall population is 110. The study was conducted on the overall population. Hence it is a survey study based out of the whole population.

RESEARCH INSTRUMENTS

Research instrument are the instruments which is used for gathering or collecting information. The instruments used in the study are

1. Direct questions
2. Close end questions
3. Dichotomous questions
4. Multiple choice questions

SAMPLING

Collecting data about each and every unit of the population is called census method. The approach, where only

SAMPLING DESIGN

Sample design is the theoretical basis and the practice means by generalizing from characteristics of relatively few of the comprising population. It is the method by which the sample is chosen.

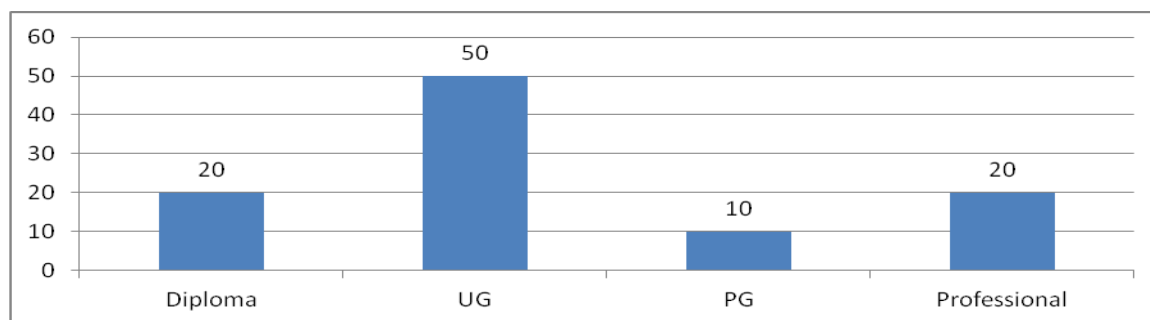
TOOLS FOR ANALYSIS:

- ✓ Chi-Square
- ✓ Anova
- ✓ Percentage Analysis

DATA ANALYSIS AND INTERPRETATION

Table-1-Employee Qualification

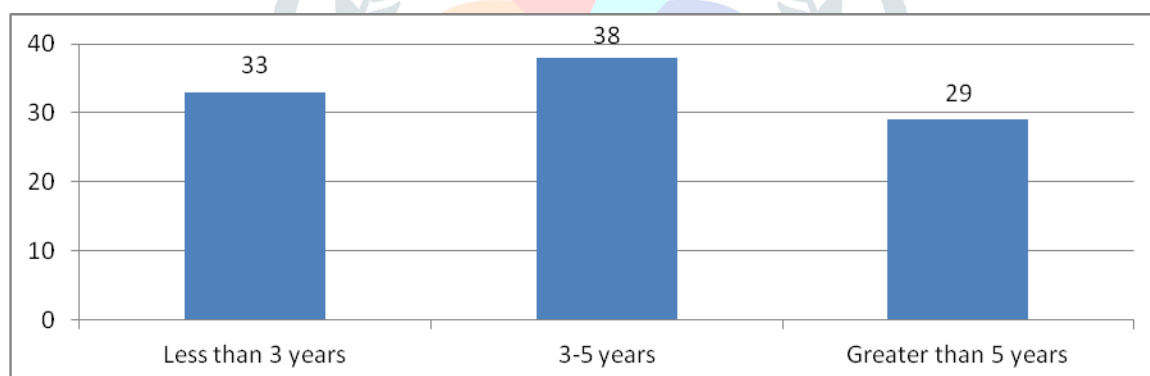
PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Diploma	22	20
UG	55	50
PG	11	10
Professional	22	20
Total	110	100

Chart-1- Employee Qualification**Inference:**

From the above table it can be interpreted that 50% of the respondents are undergraduates and 20% of the respondents are diploma and professionals. Most of the respondents are undergraduates

TABLE-2- PERIOD OF SERVICE

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Less than 3 years	36	33
3-5 years	42	38
Greater than 5 years	32	29
Total	110	100

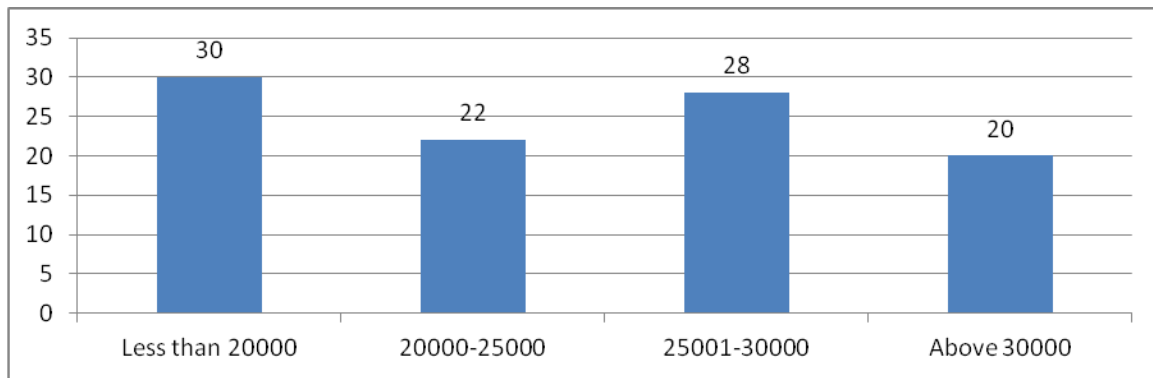
Chart-2- PERIOD OF SERVICE**Inference:**

From the above table it can be interpreted that 38% of the respondents are working in the Ellipso Logistics Pvt. Ltd 3-5 years and 33% of the respondents are working in the Ellipso Logistics Pvt. Ltd less than 3 years. Most of the respondents are working in the Ellipso Logistics Pvt. Ltd 3-5 years.

TABLE-3 - SALARY RANGE

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Less than 20000	33	30
20000-25000	24	22
25001-30000	31	28
Above 30000	22	20
Total	110	100

Chart-3- Salary Range



Inference:

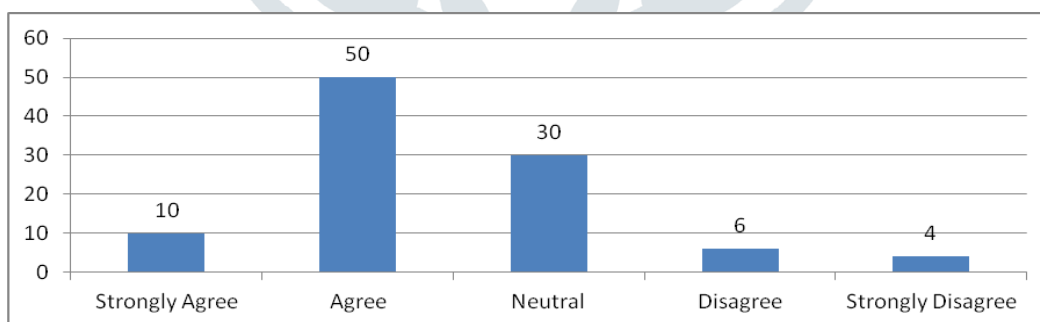
From the above table it can be interpreted that 30% of the respondents are getting salary less than 20000 and 28% of the respondents are getting salary from 25001 to 30000.

Most of the respondents are getting salary less than 20000.

Table-4- Satisfied With the Work Environment in the Organization

PARTICULAR	NO. OF RESPONDENTS	PERCENTAGE
Strongly Agree	11	10
Agree	55	50
Neutral	33	30
Disagree	7	6
Strongly Disagree	4	4
Total	110	100

Chart-4- Satisfied With the Work Environment in the Organization

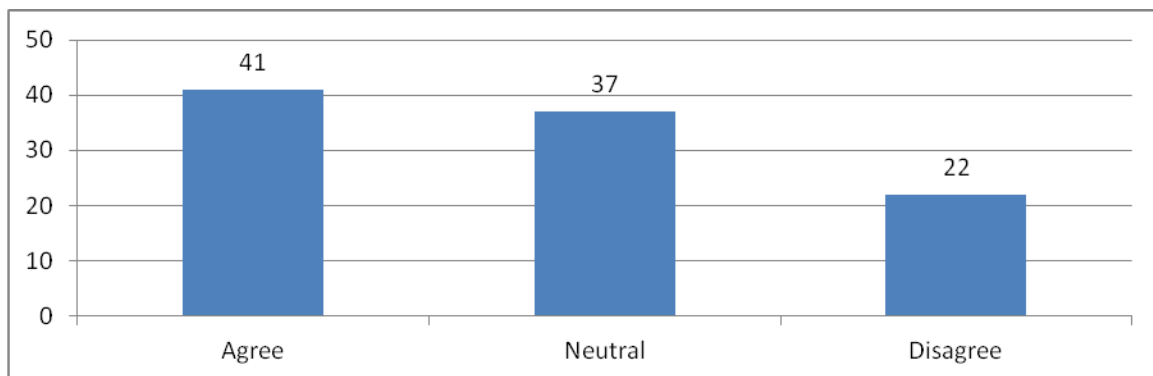


Inference:

From the above table it can be interpreted that 50% of the respondents say agree that they satisfied with the work environment in their organization and 30% of the respondents say either agree are disagree that they satisfied with the work environment in their organization. Most of the respondents say agree that they satisfied with the work environment in their organization.

Table-5- Given Enough Authority to Make Decisions Which Are Taken At Employee Level

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Strongly Agree	0	0
Agree	45	41
Neutral	41	37
Disagree	24	22
Strongly Disagree	0	0
Total	110	100

Chart-5- Given Enough Authority to Make Decisions Which Are Taken At Employee Level**Inference:**

From the above table it can be interpreted that 41% of the respondents are agreeing that the Ellipso Logistics Pvt. Ltd given enough authority to make decisions which are taken at their level and 37% of the respondents are either agreeing or disagree that the Ellipso Logistics Pvt Ltd given enough authority to make decisions which are taken at their level. Most of the respondents are agreeing that the Ellipso Logistics Pvt. Ltd given enough authority to make decisions which are taken at their level.

STATISTICAL TOOLS AND ANALYSIS**CHI- SQUARE TEST I – (χ^2)**

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 qualification and period of service.

Alternate hypothesis (H1):

There is relationship between qualification and period of service.

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
QUALIFICATION * PERIOD OF SERVICE	110	100.0%	0	0.0%	110	100.0%

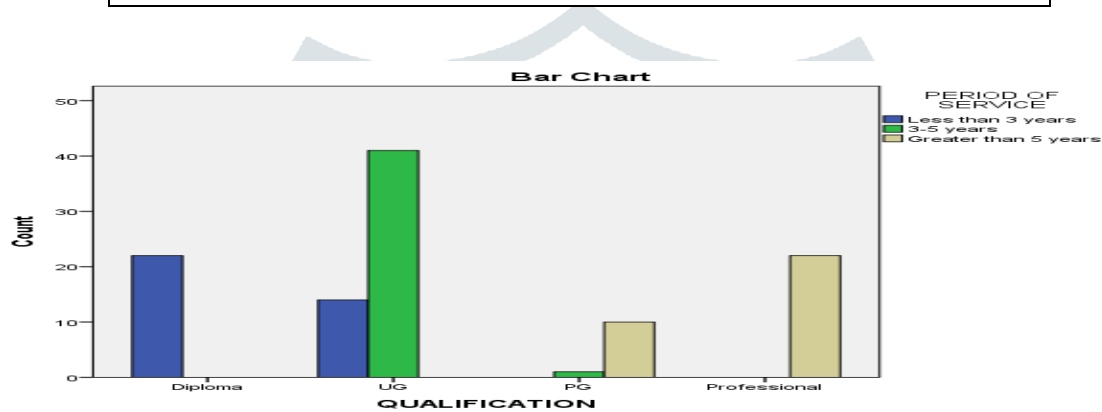
QUALIFICATION * PERIOD OF SERVICE Cross tabulation						
			PERIOD OF SERVICE			Total
			Less than 3 years	3-5 years	Greater than 5 years	
QUALIFICAT ION	Diploma	Count	22	0	0	22
		% within QUALIFICATION	100.0%	0.0%	0.0%	100.0%
		% within PERIOD OF SERVICE	61.1%	0.0%	0.0%	20.0%
		% of Total	20.0%	0.0%	0.0%	20.0%
	UG	Count	14	41	0	55
		% within QUALIFICATION	25.5%	74.5%	0.0%	100.0%
		% within PERIOD OF SERVICE	38.9%	97.6%	0.0%	50.0%
		% of Total	12.7%	37.3%	0.0%	50.0%
	PG	Count	0	1	10	11
		% within QUALIFICATION	0.0%	9.1%	90.9%	100.0%
		% within PERIOD OF SERVICE	0.0%	2.4%	31.2%	10.0%
		% of Total	0.0%	0.9%	9.1%	10.0%
	Professio nal	Count	0	0	22	22
		% within QUALIFICATION	0.0%	0.0%	100.0%	100.0%
		% within PERIOD OF SERVICE	0.0%	0.0%	68.8%	20.0%
		% of Total	0.0%	0.0%	20.0%	20.0%
Total	Count	36	42	32	110	
	% within QUALIFICATION	32.7%	38.2%	29.1%	100.0%	

	% within PERIOD OF SERVICE	100.0%	100.0%	100.0%	100.0%
	% of Total	32.7%	38.2%	29.1%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	155.272 ^a	6	.000
Likelihood Ratio	171.219	6	.000
Linear-by-Linear Association	86.172	1	.000
N of Valid Cases	110		

a. 3 cells (25.0%) have expected count less than 5. The minimum expected count is 3.20.



Degree of Freedom = $(r-1) * (c-1)$
 $= 3 * 2 = 06$

Calculated value = 155.272

Tabulated value = 12.592

$Z = Z_{cal} > Z_{tab}$

$Z = 155.272 > 12.592$

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 qualification and period of service.

ANOVA

ONE-WAY ANOVA CLASSIFICATION

Null hypothesis (Ho):

There is a significance difference between level of employment and performed well and can count on being promoted.

Alternate hypothesis (H1):

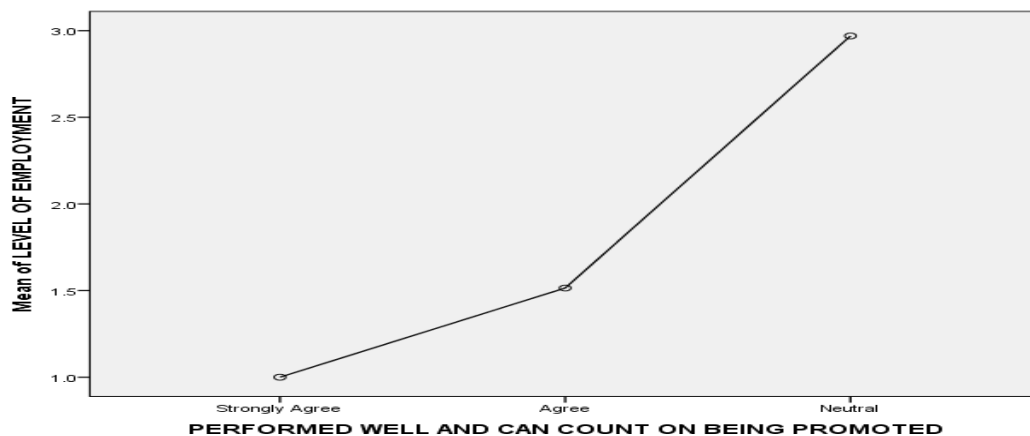
There is no significance difference between level of employment and performed well and can count on being promoted.

Descriptive								
LEVEL OF EMPLOYMENT								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval		Minimum	Maximum
					for Mean			
					Lower Bound	Upper Bound		
Strongly Agree	9	1.00	.000	.000	1.00	1.00	1	1
Agree	68	1.51	.503	.061	1.39	1.64	1	2
Neutral	33	2.97	.174	.030	2.91	3.03	2	3
Total	110	1.91	.819	.078	1.75	2.06	1	3

Test of Homogeneity of Variances			
LEVEL OF EMPLOYMENT			
Level of Statistic	df1	df2	Sig.
329.552	2	107	.000

LEVEL OF EMPLOYMENT

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	55.136	2	27.568	164.287	.000
Within Groups	17.955	107	.168		
Total	73.091	109			



Tabulated value = 3.09

Calculated value= 164.287

$$F = F_{cal} > F_{tab} \quad F = 164.287 > 3.09$$

Hence, the null 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 level of employment and performed well and can count on being promoted

FINDINGS

- ✓ Most of the respondents are undergraduates.
- ✓ Most of the respondents are working in the Ellipso Logistics Pvt. Ltd 3-5 years.
- ✓ Most of the respondents are getting salary less than 20000.
- ✓ Most of the respondents are working as a junior level employee.
- ✓ Most of the respondents say agree that they satisfied with the work environment in their organization.
- ✓ Most of the respondents are agreeing that they feel their contribution to the organization's mission and vision.
- ✓ Most of the respondents are agreeing that the Ellipso Logistics Pvt. Ltd has given enough authority to make decisions which are taken at their level.
- ✓ Most of the respondents are agreeing that they performed well and they can count on being promoted.
- ✓ Most of the respondents are either agreed or disagree that they believe their job is secure.
- ✓ Most of the respondents strongly agree that they feel as a part of a team working towards shared goals.
- ✓ Most of the respondents strongly agree that they feel their work is valued at the Ellipso Logistics Pvt. Ltd and society

SUGGESTIONS

- ✓ Management of Ellipso Logistics Pvt. Ltd can revise their insurance policies, and the salary level of the employees. This could increase their overall job satisfaction level of the employees.
- ✓ Although the work done well is recognized in Ellipso Logistics Pvt. Ltd, employees expect a good reward system too. This will make the to repeat their good work
- ✓ Periodical stress management programmes can be conducted to improve their work life balance.
- ✓ Special training can be given to the employees to handle the customers with different behaviour.
- ✓ Management can team meetings to communicate their new plans and processes directly to the employees once in a month.

CONCLUSION

Employee satisfaction while generally a positive in your organization can also be a downer if mediocre employees stay because they are satisfied with the work environment. Factors contributing to employee satisfaction include treating employees with respect, providing regular employee recognition, empowering

employees of above industry-average benefits and compensation period employee perks and company activities and positive management within a success framework of goals, measurements and expectations.

This study has been undertaken to understand the overall job satisfaction among the employees in Ellipso Logistics Pvt. Ltd. For this purpose, responses from the employees have been collected and analyzed. Based upon the findings out of the research, few valuable suggestions have been given to the management of Ellipso Logistics Pvt Ltd to improve the overall job satisfaction level of the employees

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