

A STUDY ON JOB SATISFACTION

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1. INTRODUCTION:

SCOPE OF HUMAN RESOURCE MANAGEMENT

The scope of Human Resource Management is indeed vast. All major activities in the working life of a worker from the time of his or her entry into an organization until he/she stays come under Human Resource Management. Specifically, the activities included are Human resource planning, job analysis and design, recruitment and selection orientation of placement and executive remuneration motivation and communication, welfare, safety and health.

Human Resources involve two categories of functions.

1. Managerial function
2. Operative Function

1. MANAGERIAL FUNCTIONS

The managerial functions of Human Resource Management:

- Planning
- Organizing
- Directing
- Controlling

2. OPERATIVE FUNCTIONS

The operative functions of Human Resource Management:

- Procurement

- Development
- Compensation
- Integration
- Maintenance
- Separation.

INTRODUCTION TO TOPIC

JOB SATISFACTION

Employee satisfaction and retention have always been important issues for employers. After all, high levels of absenteeism and employees turnover can affect the bottom line, as temps, recruitment and retraining take their toll. But few organizations have made job satisfaction a top priority. Satisfied employees tend to be more productive, creative, and committed to their employers. Employers who can create work environment that tract, motivate, and retain hard – working individuals will be better positioned to succeed in a competitive work environment that demands ability and cost efficiency. What's more, employers may even discover that by creating a positive workplace for their employees, they've increased their job satisfaction as well.

NEED OF THE STUDY

- To create and maintain a satisfactory level of job satisfaction.
- To contribute to the employee growth and development through training and Job Performance.
- To help the supervisors to have proper understanding about their subordinates.
- To guide the job changes with the help to continuous ranking.

- To facilities fair and equitable compensation based on job performance.
- To achieve goals and objectives by management performance.

OBJECTIVES OF THE STUDY

- To make a brief account about the job satisfaction among employees in HMS Host.
- To study the culture and the values withheld by them.
- To make the analyses among the employees about the job satisfaction.
- To study the working environment this is enhancing the employee satisfaction levels.
- To offer constructive suggestions for improvement in order to grow the potential of the employees.

SIGNIFICANCE OF THE STUDY

- A study on job satisfaction enables to identify the factors that drive people to strive for achievement.
- It assists to influence their behavior in reaching the target.
- The study helps us to understand the perception of employees on job satisfaction.
- It would lead to building up a flexible system and in enrichment of jobs with satisfaction.
- In understanding the factor that motivates the employees to work under the positive working environment.

LIMITATIONS

- It is possible that some errors might have crept in while collecting the data, in the preparation of the report due to following reason.
 - Lack of experience on the part of the research.
- Questionnaires were handed over to the human resource manager and he administered them among the employees. I didn't talk with the employees in personal.
- The study is confined to only HMS HOST India private limited

2. RESEARCH METHODOLOGY

Fundamental to the success of any research project is sound research design. A research design is purely and simply the work or plan for a study that guides the collection and analysis of the data. A good research design has the characteristics – analysis, time required for research project and estimate of expenses to be incurred. The function of research design is to a blue print that is followed in completing a study.

Data collection:

The study and findings are based on data collected from two important resources. These sources are:

1. Primary sources
2. Secondary sources

Primary sources include data ascertained from employees through the questionnaire.

Secondary sources basically comprises company's manuals, records, brochure,

Internet etc.

Sample Size = 30

Sampling technique = Simple Random Technique.

PREPARATION OF QUESTIONNAIRE

In the light of the objectives a questionnaire is prepared comprising of 20 questions that are based on the various attitudinal dimensions. The data for questionnaire is prepared by collecting data from internet, books and lecturers.

SAMPLE

Samples are taken sequentially from the total manpower list. In the matter of selection of sample a simple random sampling method was applied, sample size is 30 and each sample representing a class of employees belonging to a particular department like production, service, accounts etc.

DATA COLLECTION

Data collections made by both structured questionnaire and secondary sources comprising company's manual, records, brochure, internet. The questionnaire is distributed in different departments.

DATA ANALYSIS

After the field work as foresaid, the data collected from the primary and secondary sources was consolidated, analyzed, interpreted and presented in the report. For the purpose of analyzing the data, statistical tools like graphs, tables and percentage method have been adequately utilized. On the basis of information generated from the data analysis, conclusions have been drawn and suitable suggestions / recommendations are made.

3. DATA ANALYSIS & INTERPRETATION

Q1. MY MANAGER DEFINES MY JOB RESPONSIBILITIES.(OUT OF 30)

INTERPRETATION:

Regarding manager defines job responsibility in HMS HOST is 67% very clearly, 20% clearly, 13% ambiguously and 0% unclear as responded by the employees.

Q2. HOW DO YOU FEEL WITH THE PRESENT SALARY & MONETARY BENEFITS? (OUT OF 30)

INTERPRETATION:

The employees of the HMS Host responded to how they feel with the present salary & monetary benefits in the organization as 77% delighted, 17% satisfactory, and 6% un satisfactory.

Q3. HOW SATISFIED ARE YOU WITH THE TRAINING AND DEVELOPMENT OF EMPOLYEEES. (OUT OF 30)

INTERPRETATION:

Regarding their training and development 50% satisfied, 33% somewhat satisfied, while 17% employees responded as dissatisfied.

Q4. HOW SATISFIED ARE YOU WITH THE FUTURE GROWTH OPPORTUNITIES IN YOUR ORGANISATION. (OUT OF 30)

INTERPRETATION:

Regarding future growth employees of HMS Host has responded as 60% satisfied, 23% somewhat satisfied and a very low figure of 17% as dissatisfied.

4. FINDINGS OF THE STUDY

1. MANAGER DEFINES MY JOB RESPONSIBILITIES:

Regarding manager defines job responsibility in HMS HOST is 67% very clearly, 20% clearly, 13% ambiguously and 0% unclear as responded by the employees. I.e. some little more improvement is needed in case of defining job responsibilities.

2. PRESENT SALARY & MONETARY BENEFITS:

The employees of the HMS Host responded to how they feel with the present salary & monetary benefits in the organization as 77% delighted, 17% satisfactory, and 6% unsatisfactory. And none responded even as unsatisfactory, which points that it's well maintain

3. THE TRAINING AND DEVELOPMENT OF EMPOLYES:

Regarding their training and development 50% satisfied, 33% somewhat satisfied, while 17% employees responded as dissatisfied. Thus it can be said that training and development of employees need to be improve

4. THE FUTURE GROWTH OPPORTUNITIES IN YOUR ORGANISATION:

Regarding future growth employees of HMS Host has responded as 60% satisfied, 23% somewhat satisfied and a very low figure of 17% as dissatisfied. Thus it can be said that almost all the employees are satisfied with the future growth oppurtunities.

5 .THE WORKING ENVIRONMENT OF YOUR ORGANISATION:

Regarding working environment in HMS Host as per the employees responded is 80% is satisfied, 13% is somewhat satisfied where 7 % is dissatisfied. Thus it can be said that the environment is a very friendly one.

6. COLLEAGUES BEHAVIOUR IN YOUR ORGANISATION:

The employees of the HMS Host responded regarding the colleague behavior as 70% excellent while 20% is good and 10% as satisfied. Thus it can be said that the colleagues behavior in organization is excellent.

7. REGARDING SAFETY & SECURITY IN YOUR ORGANISATION:

safety in HMS Host the employees are responded as 90% of them are feel very safe Regarding while 10% to an extent and 0% unsafe. Thus it can be said that safety and security in HMS Host is very safe.

8. YOUR WORKING HOURS:

Working hours in the organization is responded as 87% is flexible, 0% strict, 0% comfortable 13% satisfied and 0% unsatisfied. Thus it can be said that working hours is more flexible.

9. THE LEAVE FACILITIES IN YOUR ORGANISATION:

The leave facilities in the organization as responded as 27% very comfortable, 67% comfortable and 6% un comfortable. Thus it can be said that not all the employees are fully satisfied for leave facility in organization.

10. THE JOB SECURITY IN YOUR ORGANISATION:

The employees of HMS Host responded to the job security as satisfied 17%, somewhat satisfied 73% while 10% responded as dissatisfied. More job security is needed so that majority of employees respond as fully satisfied.

11. NATURE OF SUPERVISORS IN YOUR ORGANISATION:

Regarding nature of supervisors 33% employees response as very cooperative while 67% response as cooperative & motivating. Thus it can be said that most of the employees think that nature of supervisors is co operative and motivating.

12. MANAGEMENT RECOGNIZES & UTILISES MY SKILLS AND ABILITIES:

The feeling about the management utilizes skills & abilities are shown as 87% very well, and 13% as satisfied. Thus it can be said that skills are fully utilized.

13. YOUR MANAGEMENT BALANCES YOUR WORK LIFE AND PERSONAL LIFE:

Regarding management balances work life & personal life employees of HMS Host responded as 27% Yes and 73% No. not all the employees are

happy with the balance of work life and personal life.

14. IS DEPARTMENTAL SUPPORTS PROVIDED IN YOUR ORGANISATION TO ACHIEVE THE COMPANY GOALS:

Regarding departmental support provided in organization to achieve company goals is responded as 87% very well and 13% satisfied. It can be said that departmental support is up to the mark to achieve organizational goal.

15. MANAGER PROVIDE CONTINUOUS FEEDBACK TO ACHIEVE TARGETS:

Employees responded to manager provides continuous feedbacks to achieve targets are shown as 33% always, 17% sometimes, while 50% when required. There must be continuous feedback of the manager to achieve targets.

16. . DO YOU HAVE READY ACCESS TO THE INFORMATION NEED TO GET YOUR JOB DONE:

Employees responded to the access to information to done job is 100%. Yes the employees are having full access to the information needed to get job done.

17. ARE YOU MOTIVATED TO DEVELOP NEW & MORE EFFICIENT WAY TO DO YOUR WORK:

Regarding you motivated to develop new & more efficient ways to do work, Employees respond to this are 73% not motivated while 27% says sometimes motivated. There must be more motivation towards developing new and more effective ways of doing the jobs.

18. OVER ALL HOW SATISFIED ARE YOU WITH WORKING FOR THE COMPANY:

Regarding how satisfied they are working with HMS Host as responded by employees are 80% satisfied and 20 % somewhat satisfied. Thus it can be said that more number of employees are satisfied with working in the organization.

19. DO YOU REFER OTHERS TO WORK FOR THIS COMPANY:

Regarding do you refer others to work for this company as responded by employees are 63% always, 17% responded as

sometimes and 20% when required. More number of employees always refers others to work for the company.

20. DO YOU AGREE THAT YOUR ORGANISATION PROVIDES ENOUGH JOB SATISFACTION MEASURES:

The employees of the HMS Host responded regarding do you agree that your organization provides enough job security measures are shown as 73% strongly agree, 20% agree and 7% don't agree. Thus it can be said that more number of employees are strongly agree with the job satisfaction measures.

SUGGESTIONS

1. some employees of the HMS Host are satisfied with the job security that is provided to them as the employees are permanent in the organization and some employees are not satisfied with the job security because they are working on yearly contract so organization should give some benefits to contract workers so that it may energize them to work more and to be regular.
2. The HMS Host limited should enable the participation among the employees so that may feel as a part of the organization, and get represented feeling about the organization. This may motivate them to work harder for the organizations goals.
3. The latest methodology by which change / innovation is implemented, should be brought within the organization as today the market is global and it is moving fast pace, hence the latest technology should be implemented, which may enable employees to work at a faster pace.
4. Employees should be motivated by giving them new opportunities and promotions or incentives etc.

5. The level of salary that is given to some employees in operational level is unmatched to their experience as during survey it was noted that the employees do not get the increment in their salaries very fast. As a result the employees don't take interest in their work keenly. It is recommended that the employees should be given a handsome salary according to their experience, seniority, and designation.
6. The employees are given the work of same type within the organization, with which they easily get bored of it and that's why their skills are not utilized. In order to bring some changes within the organization the employees should be shifted to other department every few months as to make their minds fresh. The job rotation mechanism should be implemented.

to, it is to maintain a viable and knowledgeable work force.

REFERENCES

- <http://www.hmshost.com>
- www.citehr.com
- www.employeesatisfaction.com
- www.employeesatisfaction.biz

5. CONCLUSION

This study evaluates the satisfaction of employees with regards to their job. Basing on the data analysis the following conclusions are drawn.

- a. Majority of the employees are satisfied with the work environment, employees are of the view that their work environment is friendly.
- b. Most of the employees said they are satisfied with their supervisor and also said that their supervisors demonstrate a considerable amount of commitment towards organization.
- c. For any organization to perpetuate itself, through growth, there is a basic need for developing manpower resources. It is one thing to possess knowledge but yet another thing to put it to effective use. It is essential to help develop skills and also update the knowledge. Especially, in rapidly changing society, employee training is not only an activity that is desirable but also an activity that an organization must commit resources