

A STUDY ON EMPLOYEE JOB SATISFACTION

A PAPER

SUBMITTED BY

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ABSTRACT

Logistics is the management of the flow of goods, information and other resources , including energy and people, between the point of origin and the point of consumption in order to meet the requirements of consumers. Logistics involve the integration of information, transportation, inventory, warehousing, material-handling and packaging.

The main objective of the research was to find the satisfaction level of employees in the organisation.

Employee satisfaction is essential to the success of any business. The important factors that are to be considered in the job satisfaction of the employees are salary, promotion, working condition, and so on..

The study was done as a part of descriptive research. Convenience sampling technique was employed for selecting the sample. The primary data was collected by the means of questionnaire. The secondary data was collected from the company records and websites. A structured questionnaire was given to hundred employees band the data was collected based on the same. The data was analysed using percentage analysis. Utmost care has been taken from the beginning of the preparation of the questionnaire till the analysis, finding and suggestions.

INTRODUCTION

Introduction to job satisfaction

Human Resource is considered to be the most valuable asset in any organisation. It is the sum total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise executives, supervisors, and the rank and file employees. It may be noted here that human resources should be utilised to the maximum possible extent, in order to achieve individual and organisational goals. It is thus the employees performance which ultimately decides and attainment of goals. However the employee performance is to a large extent, influenced by motivation and job satisfaction.

Employee satisfaction and retention have always been important issues for physicians. After all, high levels of absenteeism and staff turnover can affect your bottom line, as temps, recruitment and retraining take their toll. But few practices (in fact, few organisations) have made job satisfaction a top priority, perhaps because they have failed to understand the significant opportunity that lies in front of them. Satisfied employees tend to be more productive, creative and committed to their employers, and recent studies have shown a direct correlation between staff satisfaction and patient satisfaction. Family physicians who can create work environments that attract, motivate and retain hard-working individuals will be better positioned to succeed in a competitive health care environment that demands quality and cost-efficiency. What's more, physicians may even discover that by creating a positive work place for their employees, they've increased their own job satisfaction as well.

Meaning of job satisfaction:

Job satisfaction refers to a person's feeling of satisfaction on the job which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job the term relates to the total relationship between individual and the employer for which he is paid. Satisfaction does mean the simple feeling-state accompanying the attainment of any goal; the end-state is feeling accompanying the attainment by an impulse of its objective. Job dissatisfaction does mean absence of motivation at work. Research workers differently described the factors contributing to job satisfaction and job dissatisfaction. Hop pock describes job

satisfaction as any combination of psychological, physiological and environment circumstances that cause and person truthfully to say I am satisfied with my job.

Job satisfaction is defined as the “pleasurable emotional state resulting from the appraisal of one’s job as achieving or felicitating the achievement of one’s job values”. In contrast job.

The reason for this research to be conducted is to find out the job satisfaction on employees and how that can improve the physical working condition .

1. Company and administrative policies:

An organisations policies can be a great source of frustration for employees if the policies are unclear or unnecessary or if not everyone is required to follow them. Although employees will never feel a great sense of motivation or satisfaction due to your policies, you can decrease dissatisfaction in this area by making sure your policies are fair and apply equally to all. Also, make printed copies of your policies-and-procedures manual easily accessible to all members of your staff. If you do not have a written manual, create one, soliciting staff input along the way. If you already have a manual, consider updating it (again, with staff input). You might also compare your policies to those of similar practices and ask yourself whether particular policies are unreasonably strict or whether some penalties are too harsh.

2. Supervision:

To decrease dissatisfaction in this area, you must begin by making wise decisions when you appoint someone to the role of supervisor. Be aware that good employees do not always make good supervisors. The role of supervisor is extremely difficult. It requires leadership skills and the ability to treat all employees fairly. You should teach your supervisors to use positive feedback whenever possible and should establish a set means of employee evaluation and feedback so that no one feels singled out.

3. Salary:

The old adage "you get what you pay for" tends to be true when it comes to staff members. Salary is not a motivator for employees, but they do want to be paid fairly. If individuals believe they are not compensated well, they will be unhappy working for you. Consult salary surveys or even your local help-wanted ads to see whether the salaries and benefits you're offering are comparable to those of other offices in your area. In addition, make sure you have clear policies related to salaries, raises and bonuses.

4. Interpersonal relations:

Remember that part of the satisfaction of being employed is the social contact it brings, so allow employees a reasonable amount of time for socialisation (e.g., over lunch, during breaks, between patients). This will help them develop a sense of camaraderie and teamwork. At the same time, you should crack down on rudeness, inappropriate behaviour and offensive comments. If an individual continues to be disruptive, take charge of the situation, perhaps by dismissing him or her from the practice .

5. Working conditions:

The environment in which people work has a tremendous effect on their level of pride for themselves and for the work they are doing. Do everything you can to keep your equipment and facilities up to date. Even a nice chair can make a world of difference to an individual's psyche. Also, if possible, avoid overcrowding and allow each employee his or her own personal space, whether it be a desk, a locker, or even just a drawer. If you've placed your employees in close quarters with little or no personal space, don't be surprised that there is tension among them. Before you move on to the motivators, remember that you cannot neglect the hygiene factors discussed above. To do so would be asking for trouble in more than one way. First, your employees would be generally unhappy, and this would be apparent to your patients. Second, your hardworking employees, who can find jobs elsewhere, would leave, while your mediocre employees would stay and compromise your practice's success. So deal with hygiene issues first, then move on to the motivators:

6. Work itself:

Perhaps most important to employee motivation is helping individuals believe that the work they are doing is important and that their tasks are meaningful. Emphasise that their contributions to the practice result in positive outcomes and good health care for your patients. Share stories of success about how an employee's actions made a real difference in the life of a patient, or in making a process better. Make a big deal out of meaningful tasks that may have become ordinary, such as new-baby visits. Of course employees may not find all their tasks interesting or rewarding, but you should show the employee how those tasks are essential to the overall processes that make the practice succeed. You may find certain tasks that are truly unnecessary and can be eliminated or streamlined, resulting in greater efficiency and satisfaction.

Objectives of the study

The main objective of this study are:

- To study the influence of socio demographic characters of the respondents and satisfaction with working conditions.
- To find out whether facilities quality impact employees job satisfaction.
- To study the impact or influence of factors on job satisfaction.
- To suggest suitable measures for improving job satisfaction.

Research methodology

The data needed for the study is collected from the employees, through questionnaire . Analysis and interpretation has been done by using the statistical tools and data presented through tables and charts.The sampling technique is a definite plan for obtaining a sample from a given population. Convenience sampling method used in selected samples.

Statistical Tool Used

Anova and correlation

Hypothesis Formulation

TEST 1:ANOVA

Hypothesis-1

The age of the respondents

H0:There is no significant relationship between age of the respondents and satisfaction with working condition.

H1:There is significant difference in the satisfaction with working condition based on the age of the respondents.

ANOVA

Respondant_no

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	15740.680	3	5246.893	7.453	<.001
Within Groups	67584.320	96	704.003		
Total	83325.000	99			

Variables : Involvement of the respondents (Independent variable) and their working condition (Dependent variable) on employee job satisfaction.

Analysis and Interpretation

The p-value is calculated as less than 0.001. Since P-Value is found to be less than 0.05, at 5% level of significance, alternative hypothesis is rejected. Therefore, it can be concluded that the factor extent of involvement has a no significant difference in the satisfaction with working condition based on the age of the respondents.

TEST 2: Correlation (H2,H3,H4,H5,H6)

Hypothesis-2

Physical working condition

H0: There is no significant association between overall management safety policy and work based accidents.

H2: There is no significant association between overall management safety policy and work based accidents.

Correlations

		Respondant_n o	Response_3
Respondant_no	Pearson Correlation	1	-.048
	Sig. (2-tailed)		.633
	N	100	100
Response_3	Pearson Correlation	-.048	1
	Sig. (2-tailed)	.633	
	N	100	100

Analysis and interpretation

The p-value is calculated as 0.633. Since p-value $0.633 > 0.005$, at 5% level of significance, alternative hypothesis is rejected. Therefore, it can be concluded that the factor values has no significant association between overall management safety policy and work based accidents.

Hypothesis-473

Peers And Management

H0: There is no significant association between working experience and over all job satisfaction .

H3:There is significant association between working experience and over all job satisfaction.

Correlations

		Respondant_n o	Response
Respondant_no	Pearson Correlation	1	.197*
	Sig. (2-tailed)		.049
	N	100	100
Response	Pearson Correlation	.197*	1
	Sig. (2-tailed)	.049	
	N	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

Analysis and interpretation

The p-value is calculated as 0.049. Since p-value $0.049 < 0.005$, at 5% level of significance, alternative hypothesis is accepted. Therefore, it can be concluded that the factor values has significant association between working experience and overall job satisfaction.

Wages and benefits

H0: There is no significant association between Pay and job satisfaction of employees.

H4:There is significant association between pay and job satisfaction of employees.

Table 4.4.4

Hypothesis-474

Correlations

		Respondant_n o	Response_2
Respondant_no	Pearson Correlation	1	.200*
	Sig. (2-tailed)		.046
	N	100	100
Response_2	Pearson Correlation	.200*	1
	Sig. (2-tailed)	.046	
	N	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

Analysis and interpretation

The p-value is calculated as 0.046. Since p-value $0.046 < 0.005$, at 5% level of significance, alternative hypothesis is accepted. Therefore, it can be concluded that the factor values has significant association between pay and job satisfaction of employees.

Physical Working hours

H0: There is no significant association between number of working hours in a day and employee morale.

H5: There is significant association between number of working hours in a day and employee morale.

Correlations

		Respondant_n o	Response_3
Respondant_no	Pearson Correlation	1	.206*
	Sig. (2-tailed)		.040
	N	100	100
Response_3	Pearson Correlation	.206*	1
	Sig. (2-tailed)	.040	
	N	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

Analysis and interpretation

The p-value is calculated as 0.040. Since p-value $0.040 < 0.005$, at 5% level of significance, alternative hypothesis is accepted. Therefore, it can be concluded that the factor values has significant association between number of working hours in a day and employee morale.

Coworkers Relationship

H0: There is no significant association between scheduling more team meeting and quality of deliverables.

H6: There is significant association between scheduling more team meeting and quality of deliverables.

Hypothesis-476

Correlations

		Respondant_n o	Response_4
Respondant_no	Pearson Correlation	1	.248 [*]
	Sig. (2-tailed)		.013
	N	100	100
Response_4	Pearson Correlation	.248 [*]	1
	Sig. (2-tailed)	.013	
	N	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

Analysis and interpretation

The p-value is calculated as 0.013. Since p-value $0.013 < 0.005$, at 5% level of significance, alternative hypothesis is accepted. Therefore, it can be concluded that the factor values has significant association between scheduling more team meetings and quality of deliverables.

SUGGESTIONS :

The company is rich in maintaining its employees and is always successful in satisfying them also. But as some negatives are there in nature of work environment, it can still improve its employee job satisfaction.

The training programs provided by the firm are somewhat beneficial among the workers. The firm can improve by adopting different training program.

- Employee must be recognised for their work
- Work expected from the employee must be reasonable
- Supervisor must listen to the suggestions of the employee

CONCLUSION:

This study of employee's job satisfaction was systematically done with the help of the data collected through questionnaire. The data is analysed and inference are drawn. It has been found out that the employees job satisfaction rate is GOOD.

Whether conducted expertly in-house, or by an independent professional specialist, job satisfaction surveys can benefit the organisation, its employees and other stakeholders.

The organisation can respond to events and possibly discover and tapped opportunities, rather than attempt to react to factors about which it is not fully informed.

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