

A STUDY ON JOB SATISFACTION TOWARDS EMPLOYEE IN EXIDE COMPANY, COIMBATORE

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Abstract—*Job satisfaction is all about how a person likes the job. It is of utmost requirements to organizations as it will increase the job involvement level of the employees and decrease the turnover. Job satisfaction has been a fascinating concept for researchers as well as experts since number of decades. This paper presents the study of past literatures of job satisfaction. The purpose is to find out the different attributes used for evaluating the job satisfaction. Form the review of literature, it has been found that it is always salary which leads to job satisfaction rather it is the work environment.*

INTRODUCTION

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.

Job satisfaction relates to the total relationship between an individual and the employer for which he is paid. Satisfaction means the simple feeling of attainment of any goal or objective.

Research workers differently describe the factors contributing to job satisfaction and job dissatisfaction. Hoppock describes job satisfaction as, "any combination of psychological, physiological and environmental 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 facilitating the achievement of one's job values." In contrast job dissatisfaction is defined as "the unpleasurable emotional state resulting from the appraisal of one's job as frustrating or blocking the attainment of one's job values or as entailing disvalues." However, both satisfaction and dissatisfaction were seen as, "a function of the perceived relationship between what one perceives it as offering or entailing."

REVIEW OF LITERATURE

According to Moyes, Shao & Newsome, "employee satisfaction may be described as how pleased an employee is with his or her position of employment".

According to Spector, "job satisfaction as all the feelings that a given individual has about his/her job and its various aspects. Employee satisfaction is a comprehensive term that comprises job satisfaction of employees and their satisfaction overall with companies policies, company environment etc".

According to E. A. Locke, "Job Satisfaction is a pleasurable or positive, emotional state from the appraisal of one's job or experience."

According to Keith Davis, "Job satisfaction is a set of the favorable or unfavorable feelings with which employees view their work."

According to Vroom, "Job satisfaction is generally considered to be an individuals perceptual or emotional reaction to important parts of work."

According to Hoppock, "job satisfaction as any combination of emotional, physical and ecological conditions that help a person to agree that he is satisfied with his job. According to Hoppock method although job satisfaction is influenced by many factors, it remains a bit internal that depends on the way how employee feels"

According to Vroom, “job satisfaction focuses on the part of the employee in the workplace. He defined job satisfaction as tender guidelines on the part of individuals toward work roles which they presently inhabit”.

According to ChitraKhirshnaswamy, “job satisfaction is looked with three scopes, the Job, employee holding the job, group relation influencing the individual in and outside the business. When expectations of both the employer and the employee match then they are found to be satisfied and become productive, and also tend to work longer in the organization”.

According to Rajendran, “employee satisfaction is correlated with work culture in public sector industry”.

According to Armstrong, “job satisfaction as attitude and feelings employees have towards their work. Positive and good attitudes regarding job show job satisfaction. Negative and bad attitudes about the job indicate job dissatisfaction”.

According to George et al, “job satisfaction as a collection of feeling and beliefs employee has regarding present job. Employee level of satisfaction can range from extreme satisfaction to extreme displeasure. In addition to the attitude to job as a whole, employee also have attitudes about few traits of their jobs like kind of work they do, coworkers, managers or subordinates and also pay”.

According to Chandrasekar, “organization has to take responsiveness to make a work environment which enriches the ability of employees to become productive in order to increase profits. He even argued that employee to employee interactions and relations are more important than money but management skills and energy are required to improve the performance of the organization”.

According to Mahmood B, “job security and Coworker’s conduct influence the public sector whereas private sector universities educators are more concerned with Supervision, Salary and Promotional opportunities. The public and private university faculty members show variation in the level of job satisfaction”.

According to Machado-Taylor et al, “job satisfaction depends on several demographic factors like age, gender and psychology of the employee”.

According to Schultz, “ job satisfaction is essentially the psychological disposition of people toward their work”.

According to Lofquist and Davis, “job satisfaction as an individual’s positive affective reaction of the target environment as a result of the individual’s appraisal of the extent to which his or her needs are fulfilled by the environment”.

According to Wexley and Yukl, “job satisfaction is influenced by many factors, including personal traits and characteristics of the job. To better understand these employee and job characteristics and their relationship to job satisfaction, various theories have emerged”.

STATEMENT OF THE PROBLEM:

It is said that satisfied employee is a productive employee, any kind of grievance relating to organizational and personal to a greater extent influence on the job. So every organization is giving higher priority to keeping their employees with the satisfaction by providing several facilities which improves satisfaction and which reduces dissatisfaction. Job satisfaction is considered as 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, job 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.

IMPORTANCE OF THE STUDY:

- The company can analyze the level of employee satisfaction in their organization.
- The company can improve the working conditions, environment and other policies to satisfy the employees.
- The company can implement my valuable suggestions to overcome many problems faced by the organization.
- This study is to understand how the organization works and can get more insight on the concept of job satisfaction.
- This study is undertaken to provide suggestions.

OBJECTIVES OF THE STUDY:

- To know employees opinion about the working environment in the organization.
- To derive and analyse the satisfaction level of the employees in the company.
- To analyze relationship of employees relation with employer and peer group.
- To know the employee satisfaction towards the infrastructure facilities.

LIMITATIONS OF THE STUDY:

- As the respondents were busy with their work, it was difficult for the researcher to meet the respondents and gain information.
- The study was limited to a short period only
- The data depends totally on the respondent's view, which may be biased.
- Interactions with the employees were difficult.

RESEARCH METHODOLOGY

RESEARCH DESIGN:

A research design is a basis of frame work, which provides guidelines for the rest of research process. It is the map of blueprint according to which, the research is to be conducted. The research design specifies the method of study. Research design is prepared after formulating the research problem.

TYPES OF RESEARCH:

DESCRIPTIVE RESEARCH:

The study follows descriptive research method. Descriptive studies aims at portraying accurately the characteristics of a particular group or situation, descriptive research is concerned with describing the characteristics of a particular individual or group. Here the researcher attempts to describe the existing facts by the existing data.

SAMPLE DESIGN:

Sampling design is a design, or a working plan, that specifies the population frame, sample size, sample selection, and estimation method in detail. Objective of the sampling design is to know the characteristic of the population. A sample design is made up of two elements.

SAMPLING METHOD:

Sampling method refers to the rule and procedures by which some elements of the population are included in the sample. Some common sampling method are simple random sampling.

ESTIMATOR:

The estimation process for calculating sample statistics is called the estimator. Different sampling methods may use different estimators. For example, the formula for computing a mean score with a simple random sample is different from the formula for computing a mean score with a stratified sample. Similarly, the formula for the standard error may vary from one sampling method to the next.

The "best" sample design depends on survey objectives and on survey resources. For example, a researcher might select the most economical design that provides a desired level of precision. Or, if the budget is limited, a researcher might choose the design that provides the greatest precision without going over budget.

SAMPLING:

Sampling is the process of selecting units (e.g. people, organization) from a population of interest so that by studying the sample we may fairly generalize our results back to the population from which they were chosen.

TYPE OF SAMPLING:

PROBABILITY SAMPLING:

Probability methods require a sample frame (a comprehensive list of the population of interest). Probability methods rely on random selection in a variety of ways from of the sample frame of the population. They permit the use of higher level statistical techniques which require random selection, and allow you a calculate the difference between your sample results and the population equivalent value so that you can confidently state that you know the population values

SAMPLING TECHNIQUES:

Sampling technique used in this study is ‘Simple Random Sampling’.

In simple random sampling, each item or element of the population has an equal chance of being chosen at each draw. A sample is random if the method for obtaining the sample meets the criterion of randomness (each element having an equal chance at each draw). The actual composition of the sample itself does not determine whether or not it was a random sample.

SAMPLE SIZE:

The sample size taken for this study is 100 out of 120

POPULATION:

A group of individuals or items that share one or more characteristics from which data can be gathered and analysed

The total population of Kalakurichi-II Co-operative sugar mills is 1000 employees

DATA COLLECTION METHOD:

Data are the raw materials in which marketing research works. The task of data collection begins after research problem has been defined and research design chalked out. Data collected are classified into primary data and secondary data.

PRIMARY DATA:

Data collected directly from the respondents

METHODS OF PRIMARY DATA:

There are methods of primary data

DATA PERSONAL INTERVIEW:

- Under this method the investigate himself goes to the field of enquiry and collects the data
- Either by observation or through personal interview with the information present in the field
- The information or data thus collected will be first hand or original in character.

STRUCTURED QUESTIONNAIRE:

- Closed or structured questionnaire are a quantitative method of research, it is a positivist research method.
- It includes the low level of involvement of the researcher and high number of respondents (the individuals who answer the questions)

RESEARCH INSTRUMENTS:

A research instrument is what you use to collect the information in a qualitative field study or observation. It helps you keep track of what you observe and how to report it. It must be both valid and precise. Research instruments are used to gauge some quality or ability of your subjects. The purpose of the instrument is to elicit the data for your study.

TOOLS FOR STATISTICAL ANALYSIS:

CHI SQUARE TEST

The Chi – square test amongst the several tests of significance developed by statisticians. A very powerful testing the significance of the discrepancy between theory and experiment is given by Prof. Karl Pearson in the year 1990 and is known as “Chi-square test of goodness of fit ”.

It enables us to find if the deviation of the experiment from theory is just by chance (or) is it really due to inadequacy of the theory to fit the observed data. If O_i ($i = 1, 2, 3, \dots, n$) is a set of observed [experimental / frequencies] and E ($i = 1, 2, 3, \dots$) is the corresponding set of expected [theoretical or hypothetical] frequencies then Karl Pearson's Chi – square given by

$$\chi^2 = \sum_{i=1}^n \left[\frac{O_i - E_i}{E_i} \right]^2$$

The Chi – square is applicable in large number of problems. The test is in fact a technique through the use of researchers to test the goodness of fit, test the significance of association between two attributes and test the homogeneity or the significance of population variance.

TABLE NO: 1

TESTING OF HYPOTHESIS

The relationship between experience and pay and promotional facilities

Experience/ pay and promotional facilities	Salary	Opportunities of promotion	Benefits	Job security	Total
Below 5 years	4	6	13	1	24
5-10 years	6	9	22	2	39
10-15 years	2	3	7	1	12
10-20 years	3	4	11	1	19
Above 20 years	1	1	3	0	6
Total	15	23	56	6	100

(Source: Primary Data)

NULL HYPOTHESIS

H_0 : There is no significance relationship between experience and pay and promotional facilities

ALTERNATIVE HYPOTHESIS

H_1 : There is a significance relationship between experience and pay and promotional facilities.

Particular	Observed Frequency (O)	Expected Frequency (E)	(O-E) ²	(O-E) ² /E
R_1C_1	4	3.6	0.16	0.04
R_1C_2	6	5.52	0.23	0.04
R_1C_3	13	13.44	0.19	0.01
R_1C_4	1	1.44	0.19	0.13
R_2C_1	6	5.85	0.02	0.00

R ₂ C ₂	9	8.97	0.00	0
R ₂ C ₃	22	21.84	0.03	0.00
R ₂ C ₄	2	2.34	0.12	0.05
R ₃ C ₁	2	1.8	0.04	0.02
R ₃ C ₂	2	2.76	0.58	0.21
R ₃ C ₃	7	6.72	0.08	0.01
R ₃ C ₄	1	0.72	0.08	0.11
R ₄ C ₁	3	2.85	0.02	0.01
R ₄ C ₂	4	4.37	0.14	0.03
R ₄ C ₃	11	10.64	0.13	0.01
R ₄ C ₄	1	1.14	0.02	0.02
R ₅ C ₁	1	0.9	0.01	0.01
R ₅ C ₂	1	1.38	0.14	0.10
R ₅ C ₃	3	3.36	0.13	0.04
R ₅ C ₄	0	0.36	0.13	0.36
Calculated value				1.2

$$\text{Chi square}(\chi^2) = \frac{(\text{O} - \text{E})^2}{\text{E}}$$

$$\text{Degree of freedom (v)} = (\text{R}-1) (\text{C}-1)$$

$$= (5-1) (4-1)$$

$$= 12$$

A study on job satisfaction towards employee in EXIDE Company, Coimbatore

Level of Significance	= 5%
Table value (TV)	= 21.026
Calculated value (CV)	= 1.2
CV < TV	= H ₀ is Accepted

RESULT

Since the calculated value is less than the table value. So, we accept the null hypothesis. There is no relationship between experience and pay and promotional facilities.

FINDINGS:

Since the calculated value is less than the table value. So, we accept the null hypothesis. There is no relationship between experience and pay and promotional facilities.

SUGGESTIONS:

- The company can provide all round growth of employees through succession planning and carrier planning.
- Management can adopt better training methods.
- The company has to develop their infrastructure facilities.
- The organization can minimize the candidate eligibility verification process.
- The company can provide sufficient rest time to the employees and reduce the over working hours.

CONCLUSION:

The organisation is giving the real importance to the job satisfaction to employee to achieve the organizational goals. The study tries to reveal the factors influencing the employees with some suggestions which will be of immense aid for the employees as well as the organisation. I earnestly desire that, the study might bring some descend in the organisation, if taken into consideration practically.

People are the major assets of any organisation and taking care of their performances and their satisfaction in their duty through proper training as a whole apart from earning profit. As work environment is becoming more challenging and complex, the management must also see through it that, it is capable of managing and bringing in changes at the same pace so as to survive in this competitive scenario by enabling the employees to learn more to do their job perfectly.

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