

## **A STUDY ON EMPLOYEE SATISFACTION OF THE WORKERS AT RS INDUSTRIES, COIMBATORE**

**Sharmila D<sup>1</sup>, A.Velsamy<sup>2</sup>**

<sup>1</sup>Final Year MBA Student, Department of Management Studies, Paavai Engineering College (Autonomous), Pachal, Namakkal, Tamil Nadu. Email ID: sharmilashamili420@gmail.com

<sup>2</sup>Associate Professor, Department of Management Studies, Paavai Engineering College (Autonomous), Pachal, Namakkal, Tamil Nadu.

---

**Abstract**—Employee satisfaction is a factor in motivation retention and goal achievement in the place of work and commitment is a factor that include no excess work load treating employee with respect provide recognition & rewards fringe benefits and positive management The purpose of this topic is to study the employee satisfaction and organizational commitment and to examine the satisfaction level of staff and its impact on Commitment This is descriptive and empirical in nature and purposive sampling technique is used. The study is based on primary data which has been collected through structural questionnaire filled by member stake 50 respondents of has been selected on random sampling basis percentage method is used for data analysis. According to findings of this data the employee satisfaction effects commitment of management and staff. Factors affecting employee satisfaction and commitment are rewards stress, leave, benefits and compensation given to the staff by the management which are important to improve the motivation level and employee satisfaction.

---

### **INTRODUCTION**

Satisfaction is the act of fulfilling a need, desire, appetite or the feeling gained from such fulfillment. Satisfaction means you have had enough. It is a multifaceted construct with a variety of definitions and related concepts which has been studied in a variety of disciplines for many years till now. Many theories and articles of interest to managers, social psychologist and scholars, focus on satisfaction because most people spend their life time for work and understanding of the factors that increase satisfaction, is important to improve the well-being of individuals in this facet of the living.

### **NEED FOR THE STUDY:**

- Obviously, employee satisfaction plays a key role in organizations success.
- Without employee satisfaction towards their jobs none of the employee will perform well and it is very difficult to reach the organizational goals and objectives.
- Hence, employee satisfaction helps to yield maximum output (performance) from the employees. So that this study is undertaken to measure satisfaction level of employees towards their jobs.

### **STATEMENT OF THE PROBLEM**

My study is concerned with studying the impact of employee satisfaction at the organizational performance. To what extent employees are satisfied with the organizational practices at RS industries. What are the various facilities and provisions provided by the organization that motivate the employees and affect their performance level?

What are the positive points of the organization responsible for making the employees satisfaction level and what is the impact of those points on organizational and individual performance.

To recommend the changes in present organization practices to increase the satisfaction level of employees and ultimately performance.

## **SCOPE OF THE STUDY**

The development of any of the organization is mainly depending on the satisfaction level of the employees so that they can perform well in the organization.

- 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 based on the results of my survey.
- They can implement my valuable suggestions to overcome many problems faced by the organization.
- I can understand how actually an organization works and can get more insight on the concept of job satisfaction.
- It provides me a great opportunity to relate theoretical concepts learnt in my course to the actual happenings in the organization.
- I can get an opportunity to provide suggestions.

## **OBJECTIVES OF THE STUDY**

- To know Organizational culture/behaviors can be barrier.
- To examine the time will play as crucial role while making the study.
- To determine the Sample size does not exactly represent the total population.
- To know the Language problem while interacting with few south Indian employees.
- To determinate the Response from respondents may be different from actual view, Respondents might not disclose actual views
- To examine Un responsiveness nature of certain respondents.
- To determinate the Lack of reliability of data

## **LIMITATIONS OF THE STUDY**

- The brand name of the organization is utmost importance to the employees and it is considered when employee satisfaction is considered
- The aims and objectives of the organization where an employee works are likely to affect employee satisfaction
- Salary and wage is one of the most important factor behind employee satisfaction
- Rewards and penalties are other important factors behind employee satisfaction the kind of treatment given by the supervisor to his employee also largely determines the level of Satisfaction it is always desired to treat employees in a good manner.
- Working methods of the organization determines the satisfactory level of an employee. It is true that every organization has its own working methods but some freedom should also be given to the employees.
- It is essential to check that the personality of the employee matches the type of job allotted to him.

## **REVIEW OF THE LITERATURE**

According to the U.S. Department of Education, National Center for, Education Statistics (NCES), (1999), the more job stress, the lower group cohesion, the lower work satisfaction and the higher the anticipated turnover. The higher the work satisfaction, the higher group cohesion and the lower anticipated turnover. The more stable the work schedule, the less work related stress, the lower anticipated turnover, the higher group cohesion, and the higher work satisfaction. Job stress, work satisfaction, group cohesion, and weekend overtime were all predictors of anticipated turnover. These are difference in the factors predicting anticipated turnover for different age groups.

Maslach (1996) Job Satisfaction and burnout are important areas of study because of the financial and social effects of job satisfaction and the damaging physical/psychological impacts of burnout. Two hundred family / children and psychiatric workers of seven social service organizations were surveyed. Instruments used were the Minnesota Satisfaction Questionnaire, the Maslach Burnout Inventory, and the staff Burnout Scale for Health Professionals.

NCES (1999) and Thomas (2000) reported an increase from 29 percent in 1986, to 45 percent in 1994. This study addressed the factors that nursing staff perceived as creating job satisfaction in their working environment in addition to addressing the ethical dilemmas that staff experienced within an acute psychiatric care setting. It also addressed how clinical supervision contributed to job satisfaction among staff as well as the differences between staff who attended and staff who did not attend to clinical supervision. Data were analyzed using descriptive statistics.

Chubon (1992) the result of this study showed that the factors influencing nurses are related to areas of dissatisfaction, for example, stress and experiences with shortcomings. Factors that contribute to job satisfaction or dissatisfaction were found to be related to the nurses value systems. The ethical dilemmas that were specifically addressed involved how to care for patients and handle work in relation to patients' autonomy, how to approach the patient, how to provide care against the will of the patient, and what action was ethically right for each particular patient.

Lefrancois (1994) the current nursing shortage and high turnover is of great concern in many countries because of its impact upon the efficiency and effectiveness of any health- care delivery system. Recruitment and retention of nurses are persistent problems associated with job satisfaction. This paper analyses the growing literature relating to job satisfaction among nurses and concludes that more research is required to understand the relative importance of the many identified factors to job satisfaction.

Wilzinki (1991) the satisfaction refers to an individual's general attitude towards his/her job. A person with a high level of job satisfaction holds positive attitudes about the job, while a person who is dissatisfied with his/her job holds negative attitudes about the job. When people speak of employees attitudes, more often than not they mean job satisfaction.

## **RESEARCH METHODOLOGY RESEARCH DESIGN**

A research design is a plan, structure and strategy of investigation conceived to obtain answer to research questions and to control variance. It is the Framework for a study that guides the collection and analysis of data. It provides as scientific framework for conducting some research investigates

### **DESCRIPTIVE RESEARCH**

Descriptive research is used in this study, because it will ensure the minimization bias and maximization of reliability of data collected this study is well structured. For this research structured interview schedule was designed to collect the data.

### **DATA COLLECTION METHODS**

For this research study, primary data and secondary data were used.

#### **PRIMARY DATA**

These data are collected recently for a particular research study. The information is collected from permanent employees of the company.

#### **SECONDARY DATA**

In this method, information is collected from the company, magazine, journals, websites and various books.

### **RESEARCH INSTRUMENT**

The data's are collected through questionnaire method. The type of questions used for this research purpose is as follows

1. Open ended questions
2. Closed ended questions
3. Multiple choice questions

### **SAMPLE UNIT**

The sample unit of this research study consists of various levels of employees of RS Industry. In the sampling unit various levels of employees from different department are taken in to consideration and the sample size is 100.

**SAMPLING TOOLS**

**Statistical tools**

The commonly used statistical tools for analysis of collected data are.

1. Simple Percentage analysis
2. Chi-square Analysis

**DATA ANALYSIS AND INTERPRETATION**

**CHI-SQUARE ANALYSIS**

The table depicts the analysis between the gender of the respondents and service in the company.

**NULL HYPOTHESIS**

H0: There is no significance between the gender of the respondents and service in the company.

**ALTERNATIVE HYPOTHESIS**

H1: There is significance between the gender of the respondents and service in the company.

**OBSERVED FREQUENCIES**

The table shows that relationship between the gender of the respondents and service in the company.

COUNT		SERVICE IN THE COMPANY					
		0-5	5-10	10-15	15-20	Above 20	TOTAL
GENDER OF THE RESPONDENTS	MALE	37	10	15	2	2	66
	FEMALE	22	6	4	0	2	34
GRAND TOTAL		59	16	19	2	4	100

Expected Frequencies = Row Total/ Column Total \* Grand Total

O	E	O-E	(O-E) <sup>2</sup>	$\frac{(O - E)^2}{E}$
37	38.94	-1.94	3.76	0.0965
10	10.56	-0.56	0.31	0.0293
15	12.54	2.46	6.05	0.4824
2	1.32	0.68	0.46	0.3485

*A Study on Employee Satisfaction of the workers at RS Industries, Coimbatore*

2	2.64	-0.64	0.41	0.1553
22	20.06	1.94	3.76	0.1874
6	5.44	0.56	0.31	0.0570
4	6.46	-1.54	2.37	0.3670
0	0.68	-0.68	0.46	0.6765
2	1.36	0.64	0.41	0.3015
<b>CALCULATED VALUE</b>				<b>2.7014</b>

**CHISQUARE RESULT**

Calculated chi-square value = 2.7014

Degree of freedom = 4

Table value = 9.49

Level of significant = 5% of level

From the above analysis we conclude that there is significant relationship between the gender of the respondents and service in the company. So we accept the alternative hypothesis.

**FINDINGS**

- The respondents are male because they have work experience.
- The respondents feel that long hour work does not hinder in balancing work and family commitment.
- The respondents spend less than half an hour for travelling to work because there are near to the industry.
- The respondents are satisfied with the work condition because rarely work extra hours beyond the regular schedule.
- The respondents sometimes miss out any quality time with their family or their friends because of pressure of work.
- The respondents sometimes feel tired depressed because of work
- The respondents sometimes affect their personal life because they not provided any convenience facilities.
- The respondents did not give up activities they enjoy to do because of work and the organization provides recreational facilities.

**SUGGESTIONS**

- Every company needs to understand the needs and expectations of employees if they expect to retain the "Human Capital" and "Knowledge Capital" of the company
- Major of the employees opined that their traveling time to work place is more than half-an hour. To help them manage their time and reduce stress during travelling, the organization can provide conveyance facilities.

- It was found that the company does not provide any monetary benefits. The organization can provide monetary allowances based on the performance of employees and this would help employees meet the demands of their children and family as a whole.
- Most of the employers feel that recreational club in the organization helps them a lot in balancing work life and hence the organization can sustain further by including additional facilities in the club. This would help them do their job with more involvement.
- Most of the employees feel that they miss out quality time with their family and friends so the company can organize some cultural functions or get together as an occasion to enjoy their family members.

## **CONCLUSION**

This study is carried out to analyze and study the level of employees work life balance at RS INDUSTRIES. The study has found some major factors affecting work-life balance and provide some suggestions to improve the same.

The study is intended to throw light upon some possible ways to improve the work life balance among the employees and there by improve the productivity of the organization.

## **BIBLIOGRAPHY**

Gupta S. P. Statistical Methods, New Delhi, Sultan Chand and Sons.2002. Kothari

C.R., Research Methodology, New Age international (p) LTD., New Delhi, second Edison.

Aswathappa. K. Human resource and personnel management, Tata McGraw-Hill Publishing Co.LTD.New Delhi.

Wayne F. Cascio, Managing Human Resources, Tata McGraw-Hill, Third edition.

Reece Brandt, Effective Human Relations in organizations, All India publishers and distributors Regd., sixth edition.

\*\*\*\*\*