

**A STUDY ON JOB SATISFACTION AMONG THE EMPLOYEES OF
KEERTHI AGARBATHI WORKS IN TIRUPATTUR**

C.Suganya*

A.Rajukumar**

** Assistant Professor, Department of Management Studies, Paavai College of Engineering, Pachal, Namakkal*

***II MBA Student, Department of Management Studies, Paavai College of Engineering, Pachal, Namakkal*

ABSTRACT

Job satisfaction is the pivotal factor for organization development. Job satisfaction is a psychological feeling. It is the end feeling of a person after performing a task, which varies person to person, depended upon their work. The feeling should be positive or negative depending upon whether employee expectation and needs are satisfied. In this project researcher used descriptive research methodology, and sample size is 110. The researcher wants to find whether there is any relationship exists between the years of experience and satisfaction level, as well as to see whether there is any relationship between the years of experiences and employee feeling about the income. The researcher used chi square to see the relationship and Likert five-point scale used to measure the satisfaction level.

Key Words: Expectation, Job Satisfaction, Pay, Performance, Promotion,

INTRODUCTION

Job satisfaction is defining as “the extent of which people like (satisfaction) or dislike (dissatisfaction) their job”. Job satisfaction is the end feeling of an after performing a task. The feeling would be positive or negative depending upon whether need is satisfied or not. Job satisfaction is the one gets from his work by performing it strong and well established attitude or a feeling of fulfillment, which the worker gets by performing job, can be called job satisfaction.

NEED FOR JOB SATISFACTION

- To increase productivity.
- For involvement and participation in decision making.
- To build employee growth and development.
- To avoid absenteeism, employee turnover.
- For effective to various corporate programmers (training).

IMPORTANCE OF THE STUDY

- Job satisfaction results in happy living.
- Job satisfaction improves the longevity of life.
- Job satisfaction improves the image of the organization.
- Individuals become affectionate with the organization.
- Job satisfaction improves productivity and reduces the absenteeism and labour turnover.

OBJECTIVES OF THE STUDY

- To identify the level of satisfaction among Agarbathi worker
- To identify the factors influencing the job satisfaction of the Agarbathi worker.
- To study the attitude of the workers towards their job
- To provide suggestion on the basis of data collected from the worker to improve their job satisfaction and conclude the study.

SCOPE OF THE STUDY

The study has been undertaken to measure the level of job satisfaction of workers in Keerthi Agarbathi works, Tirupattur. The factors influencing the workers have been analyzed in the study Workers.

LIMITATION OF THE STUDY

The study is interpreted based on the information collected from the workers, so the result may be based. The study was conducted only in the Keerthi Agarbathi and Agarbathi workers; therefore, the finding and suggestion cannot be extended to other company.

RESEARCH METHODOLOGY

Research Methodology

Generally, refers to systematic procedure carried out in any project or research duty. Methodology gives a clear picture of suitable classification of the sequences of the different stay of the study, as to arrive at a proper manifestation of the objectives, scope and limitation of the study.

Type of research

The research design adopted is descriptive. Descriptive research included surveys and fact-finding enquiries of different kind. The major purpose of descriptive research is characteristic of this method is that research has no control over the variable, he can only report what has happened or what is happening.

Data used for analysis

The data used for analysis in this study has been collected in two forms namely primary and secondary data.

Primary data

The primary data was collected through the survey method. The primary data is the data collected afresh by the research.

Secondary data

The secondary data has been collected through company profile, journals, and websites.

Tools for data collection

The tool used for data collection is questionnaire method.

Area of the study

The study was conducted in TIRUPATTUR especially in the Head Office.

Sampling

Sample is the part of the universe, which is selected for the purpose of investigation.

Sampling method

The researcher used convenience-sampling method. The sample units are chosen primarily on the basis of the convenience to the investigator.

Sampling unit

In the present study the researcher has selected job satisfaction among the workers in Keerthi Agarbathi Works, Tirupattur especially in the head office.

Sampling size

The sample size for this study is 110.

Tools used in analysis and interpretation of data

The tool used for analysis of data is percentage analysis, Likert's 5-point scale, weighted average and chi – square analysis.

Hypothesis

- (1) Whether there is a significant difference between years of experience and satisfaction level of the workers.
- (2) Whether there is a significant difference between years of experience and employee feeling about the income.

DATA ANALYSIS AND INTERPRETATION

Table 1.1

Age Group of the Workers in Keerthi Agarbathi

S. No	Age group	No. of respondents	Percentage
1	25 – 30	20	18.9
2	31 – 35	35	31
3	36 – 45	43	39.1
4	45 and above	12	11
	Total	110	100

The above table reveals that out of 110 workers 11% (12) of the worker belong to the age group of 45 and above, 39.1% (43) of the worker belong to the age group of 36 – 45, 31% (35) of the worker belong to the age group of 31 – 35, and only 18.9% (20) of the worker belong to the age group of 25 – 30.

Table 1.2

Workers Income Status in Keerthi Agarbathi

S. No	Income	No. of respondents	Percentage
1	6000 – 8000	12	10.9
2	8000 – 10000	38	34.6
3	10000 – 12000	45	40.9
4	12000 and above	15	13.6
	Total	110	100

The above table reveals that out of 110 workers 13.6% (15) where belonging to the income group of 12000 and above, 34.6% (38) of the workers where belonging to the income group of 8000 – 10000, 40.9% (45) of the workers where belonging to the income group of 10000 – 12000, 10.9% (12) of the worker is belonging to the income group of 6000 – 8000.

Table 1.3

Workers Year of Experience in Keerthi Agarbathi

S. No	Experience	No. of respondents	Percentage
1	Less than 5 yrs	7	6.4
2	6 – 10 yrs	20	18.2
3	11 – 15 yrs	48	43.6
4	15 yrs and above	35	31.8
	Total	110	100

The above table reveals that out of 110 respondents 31.8% of the worker belongs to 15year & above services, 43.6% of the worker belongs to 11 – 15 year of service, 18.2% of the worker belongs to 6 – 10 year of service, 6.4% of the worker belongs to less than 5 years of services and only 31.8% of the workers belong to 15 years and above services.

2. The Nature of work itself

Table 2.1

Workers Responsibilities Are Clearly Defined In Keerthi Agarbathi.

S.No	Particulars	No. of respondents	Percentage
1	Strongly agree	17	15.5
2	Agree	45	40.9
3	Neutral	20	18.2
4	Disagree	15	13.6
5	Strongly Disagree	13	11.8
	Total	110	100

The above table reveals that 40.9% of the workers agree that their responsibilities are clearly defined in KEERTHI AGARBATHI, 15.5% of the worker strongly agree that their responsibilities are clearly defined in KEERTHI AGARBATHI, 18.2% of the workers are neutral with their responsibilities clearly defined, 11.8% of the workers strongly disagree with their responsibilities are clearly defined and only 13.8% of the workers disagree with their responsibilities are clearly defined in KEERTHI AGARBATHI.

Table 2.2

Workers Performance in Keerthi Agarbathi is Satisfied

S. No	Particulars	No. of respondents	Percentage
1	Strongly Agree	38	34.5
2	Agree	37	33.6
3	Neutral	20	18.2
4	Dis agree	10	9.2
5	Strongly Dis agree	5	4.5
	Total	110	100

The above table reveals that 34.5% of the workers strongly agree that their performance is satisfied in KEERTHI AGARBATHI 33.6% of the workers agree that their performance is

satisfied in KEERTHI AGARBATHI, 4.5% of the worker strongly disagree with their performance satisfaction, 9.2% of the worker disagree with their performance satisfaction, and only 18.2% of the workers neutral with their performance satisfaction in KEERTHI AGARBATHI.

Table 2.3

Workers Workload in Their Present Job

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	45	40.9
2	Agree	35	31.8
3	Neutral	0	0
4	Disagree	20	18.2
5	Strongly disagree	10	9.1
	Total	110	100

The above table reveals that 31.8% of the workers agree that workload in the present job is adequate 40.9% of the workers agree that workload in the present job is adequate, 18.2% of the workers disagree that workload in the present job and only 9.1% of the workers strongly disagree that workload in the present job.

Table 2.4

Workers Working Hours is Satisfied in Keerthi Agarbathi

S. No	Particulars	No. of respondents	Percentage
1	Strongly Agree	33	30
2	Agree	46	41.8
3	Neutral	11	10
4	Disagree	20	18.2
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 41.8% of the worker agree that their working hour is satisfied in KEERTHI AGARBATHI, 30% of the workers strongly agree that their working hours is satisfied in KEERTHI AGARBATHI, 118.2% of the workers disagree with their working hours and only 10% of the workers are neutral with their working hour in KEERTHI AGARBATHI.

Table 2.5

Workers Promotional Chances Provided in KEERTHI AGARBATHI.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	19	17.3
2	Agree	7	6.4
3	Neutral	0	0
4	Disagree	55	50
5	Strongly disagree	29	26.3
	Total	110	100

The above table reveals that 50% of the workers disagree with their promotional chance provided in KEERTHI AGARBATHI, 17.3% of workers strongly agree with their promotional chances provided KEERTHI AGARBATHI, 26.3% of the workers strongly disagree with their promotional chances provided in KEERTHI AGARBATHI, and only 6.4% of the workers agree with promotional chances provided in KEERTHI AGARBATHI.

3. Economics Factors

Table 3.1

Workers Present Salary in KEERTHI AGARBATHI is Satisfied

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	33	30
2	Agree	47	42.7
3	Neutral	20	18.2
4	Disagree	10	9.1
5	Strongly disagree	0	0

	Total	110	100
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The above table reveals that 42.7% of the workers agree that their present salary in KEERTHI AGARBATHI is satisfied, 30% of the workers strongly agree that their present salary in KEERTHI AGARBATHI is satisfied, 18.2% of the workers are neutral and only 9.1% of the worker disagree with their present salary provided in KEERTHI AGARBATHI.

Table 3.2

Workers Existing Loan Facility in KEERTHI AGARBATHI

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	18	16.4
2	Agree	32	29
3	Neutral	0	0
4	Disagree	52	47.3
5	Strongly disagree	8	7.3
	Total	110	100

The above table reveals that 47.3% of the worker disagree with existing loan facilities provided in KEERTHI AGARBATHI, 29% of the worker agree with existing loan facilities provided in KEERTHI AGARBATHI, 16.4% of the worker strongly agree with existing loan facilities provided in KEERTHI AGARBATHI, and only 7.3% of the workers strongly disagree with existing loan facilities provided in KEERTHI AGARBATHI.

Table 3.3

Workers Better Remuneration Policy Compare with Other Agarbathi

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	38	34.5
2	Agree	40	36.4
3	Neutral	10	9.1
4	Disagree	22	20

5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 36.4% of the workers agree with their remuneration policy is better compare with Other Agarbathi, 34.5% of the worker strongly agree with their remuneration policy is better compare with Other Agarbathi 20% of the workers disagree with their remuneration policy compare with Other Agarbathi is better and only 9.1% of the worker's neutral with their remuneration policy compare with Other Agarbathi is better.

Table 3.4

Workers Bonus in KEERTHI AGARBATHI Is Satisfied

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	38	34.6
2	Agree	44	40
3	Neutral	16	14.5
4	Disagree	12	10.9
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 40% of workers agree that they are satisfied with bonus provided in KEERTHI AGARBATHI, 34.6% of the workers strongly agree that they are satisfied with bonus provided in KEERTHI AGARBATHI, 10.9% of the worker disagree with bonus provided in KEERTHI AGARBATHI, and only 14.5% of the worker neutral with bonus provided in KEERTHI AGARBATHI.

Table 3.5

Workers Salary That Manage Personal Expenditure

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	36	32.7
2	Agree	47	42.7

3	Neutral	7	6.4
4	Disagree	20	18.2
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 42.7% of the workers agree that their salary is able to manage their personal expenditure, 32.7% of the workers strongly agree that their salary is able to manage their personal expenditure, 18.2% of the worker disagree with their salary is able to manage their personal expenditure, and only 6.4% of the worker's neutral with the salary that able to manage their personal expenditure.

Table 3.6

Workers Earn Leave System in KEERTHI AGARBATHI Is Satisfied

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	35	31.8
2	Agree	43	39.1
3	Neutral	10	9.1
4	Disagree	22	20
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 39.1% of the is satisfied worker agree with their earn leave system in KEERTHI AGARBATHI is satisfied, 31.8% of the worker strongly agree with their earn leave system in KEERTHI AGARBATHI is satisfied, 20% of the worker disagree with the earn leave system in KEERTHI AGARBATHI, and only 9.1% of the worker are neutral with their earn leave system in KEERTHI AGARBATHI.

4. Working Condition

Table 4.1

Working Condition Provided in KEERTHI AGARBATHI.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	22	20
2	Agree	64	58.2
3	Neutral	2	1.8
4	Disagree	10	9.1
5	Strongly disagree	12	10.9
	Total	110	100

The above table reveals that 58.2% of the worker agree that their present working condition is satisfied 20% of the worker strongly agree that their present working condition is satisfied, 9.1% of the worker disagree with the present working condition, 10.9% of the worker strongly disagree with their present working condition and only 1.8% of the workers are neutral with this statement.

Table 4.2

Workers Safety Measures Adopted in KEERTHI AGARBATHI.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	36	32.7
2	Agree	41	37.3
3	Neutral	0	0
4	Disagree	24	21.8
5	Strongly disagree	9	8.2
	Total	110	100

The above table reveals that 37.3% of the workers agree that the safety measures adopted in KEERTHI AGARBATHI is adequate, 32.7% of the workers strongly agree that the safety measures adopted in KEERTHI AGARBATHI is adequate, 21.8% of the workers disagree with the safety measure, adopted in KEERTHI AGARBATHI, and only 8.2% of the workers strongly disagree with the safety measure adopted in KEERTHI AGARBATHI

Table 4.3

Workers Medical Facilities Provided in KEERTHI AGARBATHI.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	10	9.1
2	Agree	35	31.8
3	Neutral	0	0
4	Disagree	43	39.1
5	Strongly disagree	22	20
	Total	110	100

The above table reveals that 39.1% of the workers disagree with their medical facilities provided in KEERTHI AGARBATHI, 31.8% of the workers agree that the medical facilities provided in KEERTHI AGARBATHI is satisfied, 20% of the workers strongly disagree with the medical facilities provided in KEERTHI AGARBATHI and only 9.1% of the workers strongly agree that the medical facilities provided in KEERTHI AGARBATHI is satisfied.

Table 4.4

Working Condition That Not Affected Their Physical Health in KEERTHI AGRABATHI.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	31	28.2
2	Agree	53	48.2
3	Neutral	8	7.3
4	Disagree	18	16.3
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 48.2% of the workers agree that the working condition had not affected their physical health in KEERTHI AGRABATHI, 28.2% of the workers strongly agree that the working condition had not affected their physical health in KEERTHI AGRABATHI, 16.3% of the workers disagree with the working condition had not affected their physical health in KEERTHI AGRABATHI and only 7.3% of the workers neutral with the working condition had not affected their physical health in KEERTHI AGRABATHI.

5. Relationship

Table 5.1

Workers Social Interaction among Co – Workers Is Friendly

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	31	28.1
2	Agree	54	49.1
3	Neutral	6	5.5
4	Dis agree	19	17.3
5	Strongly dis agree	0	0
	Total	110	100

The above table reveals that 49.1% of the workers agree with social – interaction among co – workers in friendly, 28.1% of the workers strongly agree with social interaction among co – workers is friendly 17.3% of the workers disagree about the social – interaction among co – worker in friendly and only 5.5% of the worked neutral with social interaction among co – workers is friendly.

Table 5.2

Workers Cordial Relationship with Supervisors

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	29	26.3
2	Agree	55	50
3	Neutral	7	6.4
4	Disagree	19	17.3
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 50% of the workers agree that there is a cordial relationship with their supervisors, 26.3% of the workers strongly agree that there is a cordial relationship with their supervisor, 17.3% of the worker disagree with cordial relationship among their supervisor and only 6.4% of the worker's neutral with cordial relationship among their supervisor's

Table 5.3

Supervisors in KEERTHI AGRABATHI Is co – operative

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	38	34.5
2	Agree	40	36.4
3	Neutral	22	20
4	Disagree	10	9.1
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 36.4% of the workers agree that their supervisors are co – operative in KEERTHI AGRABATHI, 34.5% of the workers strongly agree that their supervisors are co – operative in KEERTHI AGRABATHI, 20% of the worker's neutral with supervisors are co – operative in KEERTHI AGRABATHI, and only 9.1% of the workers disagree with supervisor co – operative in KEERTHI AGRABATHI.

Table 5.4

Supervisor Show Favoritism among Workers

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	32	29.1
2	Agree	45	40.9
3	Neutral	18	16.4
4	Disagree	15	13.6
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that 40.9% of the worker agree that their supervisor show favoritism among workers in KEERTHI AGRABATHI, 29.1% of the worker strongly agree that their supervisor show favoritism among workers in KEERTHI AGRABATHI, 16.4% of the workers are neutral with supervisor favoritism among workers in KEERTHI AGRABATHI and only 13.6% of the workers disagree with supervisor favoritism among workers in KEERTHI AGRABATHI.

Table 5.5

Administrative Staff Are Highly Co – Operative In KEERTHI AGRABATHI.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	32	29.1
2	Agree	47	42.7
3	Neutral	20	18.2
4	Disagree	11	10
5	Strongly disagree	0	0
	Total	110	100

The above table reveals that the fact 42.7% of the workers agree that their administrative staff are highly co – operative in KEERTHI AGRABATHI, 29.1% of the workers strongly agree that their administrative staff are highly co-operative in KEERTHI AGRABATHI, 18.2% of the workers are neutral with administrative staff are cooperatives in KEERTHI AGRABATHI, and only 10% of the workers reference to that disagree with administrative staff are co – cooperativeness' in KEERTHI AGRABATHI.

6) WELFARE MEASURER

Table 6.1

Workers Restroom Facilities in KEERTHI AGRABATHI Are Adequate

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	12	10.9
2	Agree	56	50.9

3	Neutral	8	7.3
4	Disagree	20	18.2
5	Strongly disagree	14	12.7
	Total	110	100

The above table reveals the fact that 18.2% of the workers strongly disagree with rest room facilities provided in KEERTHI AGRABATHI, 50.9% of the workers agree that the restroom facilities in KEERTHI AGRABATHI are adequate, 10.9% of the workers strongly agree that the restroom facilities in KEERTHI AGRABATHI are adequate, 7.3% of the workers are neutral with reference to that restroom facilities in KEERTHI AGRABATHI and only 12.7 % of the worker strongly disagree with restroom facilities in KEERTHI AGRABATHI.

Table 6.2

Workers Bathroom, Toilet and Other Sanitary Facilities Are Satisfied in KEERTHI AGRABATHI.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	34	30.9
2	Agree	48	43.6
3	Neutral	6	5.5
4	Disagree	14	12.7
5	Strongly disagree	8	7.3
	Total	110	100

The above table reveals the fact that 12.7% of the workers disagree with bathroom, toilet and other sanitary facilities provided in KEERTHI AGRABATHI, 30.9% of the workers strongly agree with bathroom, toilet and other sanitary facilities provided in KEERTHI AGRABATHI are satisfied, 43.6% of the workers agree with bathroom, toilet and other sanitary facilities, provided in KEERTHI AGRABATHI are satisfied, 7.3% of the workers strongly disagree with bathroom, toilet and other sanitary facilities provided in KEERTHI AGRABATHI and only 5.5% of the

workers are neutral with reference to that bath room, toilet and other sanitary facilities provided in KEERTHI AGRABATHI.

Table 6.3

Work Area Ventilation & Lighting Facilities in KEERTHI AGRABATHI

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	38	34.5
2	Agree	47	42.7
3	Neutral	5	4.5
4	Dis agree	20	18.3
5	Strongly dis agree	0	0
	Total	110	100

The above table reveals the fact that 42.7% of the workers agree that ventilation & lighting facilities provided are KEERTHI AGRABATHI is satisfied, 34.5% of the workers are strongly agree that ventilation and lighting facilities provided in KEERTHI AGRABATHI is satisfied, 18.3% of the workers disagree with lighting & ventilation facilities in KEERTHI AGRABATHI and only 4.5% of the workers are neutral with the ventilation & lighting facilities in KEERTHI AGRABATHI.

7) WORKERS PERCEPTION:

Table 7.1

Training and Development Programme.

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	11	10
2	Agree	49	44.5
3	Neutral	0	0
4	Disagree	32	29.1
5	Strongly disagree	18	16.4
	Total	110	100

The above table reveals the fact that 44.5% of the workers agree that the training and development programme are adequate in KEERTHI AGARBATHI, 29.1% of the workers disagree

with training and development programme in KEERTHI AGARBATHI, 16.4% of the workers strongly disagree with training and development programme in KEERTHI AGARBATHI and only 10% of the workers strongly agree that the training and development programme are adequate in KEERTHI AGARBATHI.

Table 7.2

Management Act Favorable at Time of Accident in KEERTHI AGARBATHI

S. No	Particulars	No. of respondents	Percentage
1	Strongly agree	32	29.1
2	Agree	52	47.3
3	Neutral	10	9.1
4	Disagree	0	0
5	Strongly disagree	16	14.5
	Total	110	100

The above table reveals the fact that 47.3% of the workers agree that the management favorably acts at the time of accident, 29.1% of the workers strongly agree that the management favorably acts at the time of accident, 14.5% of the workers strongly disagree with the management favorably act at the time of accident and only 9.1% of the worker's neutral with reference to that the management that favorably acts at the time of accident.

Chi square Test

Test No 1

Aim To know whether there is any significance between the year of experience and satisfaction level of the worker.

Null Hypothesis (H₀): There is no significant difference between no of years of experience and satisfaction level of the worker

Alternative Hypothesis (H_e): There is significant difference between no of years of experience and satisfaction level of the worker.

$$\text{Chi-square } (x^2) = \sum \frac{[O - E]^2}{E}$$

Derive Total Satisfaction	5years	6-10 years	11-15 years	15 and above years	Total
Disagree	4	8	10	6	28
Neutral	3	6	12	23	44
Agree	5	8	12	13	38
Total	12	22	34	42	110

Source Primary Data (Questionnaire)

Expected Frequency

$$\begin{array}{ll}
 12 / 110 \times 28 = 3.1 & 34 / 110 \times 28 = 8.7 \\
 12 / 110 \times 44 = 4.8 & 34 / 110 \times 44 = 13.6 \\
 12 / 110 \times 38 = 4.15 & 34 / 110 \times 38 = 11.7 \\
 22 / 110 \times 28 = 6.8 & 42 / 110 \times 28 = 10.7 \\
 22 / 110 \times 44 = 14.4 & 42 / 110 \times 44 = 16.8 \\
 22 / 110 \times 38 = 7.6 & 42 / 110 \times 38 = 14.5
 \end{array}$$

S.No	Observed Frequency	Expected Frequency	(O - E)	(O - E) ²	(O - E) / E
1	4	3.1	0.9	0.81	0.58
2	3	4.8	-1.8	-3.24	-0.78
3	5	4.15	0.85	0.72	0.41
4	8	6.8	1.2	1.44	0.35
5	6	14.4	-8.4	70.6	-1.17
6	8	7.6	0.4	0.16	0.11
7	10	8.7	1.3	1.69	0.3
8	12	13.9	1.6	2.6	0.24
9	12	11.7	0.3	0.09	0.05
10	6	10.7	-4.7	22.1	0.9
11	23	16.8	6.2	38.4	0.7

12	13	14.5	-1.5	2.3	0.21
					0.54

Degree of freedom = (3-1) 4-1)

$$= 2 \times 3 = 6$$

χ^2 Value at 5% level of Significance = 12.592

Since the calculated χ^2 value (0.54) is less than table value our hypothesis (Ho) is accepted.

Decision There is no significant difference between the years of services and the level of satisfaction of the worker.

Test -2

Aim To know whether there is any significance between the years of services and employee feeling about the income

Null hypothesis (Ho) There is no significant difference between the years of services and employee feeling about the income.

Alternative hypothesis (H_e): There is significant difference between the years of services and employee feeling about the income.

Weighted Average

Weighted average was performed for the 5 component and tabulated in the table here under. The comported area

- (1) Job itself
- (2) Job Condition
- (3) Wages
- (4) Medical facilities
- (5) Promotion

The respondents were asked to give their opinion about various factors. A 5-point Liker scale was used to get the neat opinion of employee about various factors. The scale arranges from “Strongly Agree” to “Strongly Disagree”, to calculate weighted average for all factors.

Strongly Agree	- 5
Agree	- 4
Neutral	- 3
Disagree	- 2
Strongly disagree	-1

The individual score of work summed up and their weighted average of various factors were calculated.

FINDINGS

- 40% of the workers belong to the age group of 45 and above.
- 30% of the workers belong to the designation of conductor
- 41% of the workers belongs to the income group of Rs.10000-12000 and above
- 44% of the workers belong to the 15 years and above services.
- 41% of the workers agree that their responsibilities are clearly defined and only 19% of the workers are neutral
- 35% of the workers strongly agree that their performance is satisfied in KEERTHI AGARBATHI and only 7% of the workers disagree
- 32% of the workers agree that their working hour is satisfied in KEERTHI AGARBATHI and only 5% of the workers are neutral.
- 30% of the workers strongly agree that workload in the present job is adequate and only 5% of the workers strongly disagree.
- 50% of the workers disagree with their promotional chances provided in KEERTHI AGARBATHI and only 7% of the workers agree.
- 43% of the workers agree with their present salary in KEERTHI AGARBATHI is satisfied and only 10% of the worker disagree.
- 48% of the workers disagree with existing loan facilities provided in KEERTHI AGARBATHI and only 8% of the worker strongly Agree.
- 40% of the workers agree with their earn leave system provided in KEERTHI AGARBATHI is satisfied and only 10% of the workers are neutral.

- 37% of the workers agree with their remuneration policy is better compare with private Keerthi Agarbathi and only 20% of the workers disagree.
- 40% of the workers agree that they are satisfied with bonus provided in KEERTHI AGARBATHI and only 15% of the workers are neutral.
- 43% of the workers agree that their salary is able to manage their personal expenditure and only 15% of the workers strongly disagree.
- 59% of the workers agree that their present working condition is satisfied only 9% of the workers disagree.
- 37% of the workers agree that the safety measures adopted in KEERTHI AGARBATHI is adequate and only 8% of the workers strongly disagree.
- 39% of the workers disagree with their medical facilities provided in KEERTHI AGARBATHI and only 20% of the workers strongly disagree.
- 48% of the workers agree that the working condition had not affected their physical health and only 7% of the workers are neutral.
- 49% of the workers agree with social interaction among co-worker is friendly in KEERTHI AGARBATHI and only 17% of the workers disagree.
- There is no significant difference between the no of year of experience and employee feeling about the income.
- There is no significant difference between the no of years of services and the level of satisfaction of the workers.

SUGGESTIONS

- Retirement facilities and benefits provided in KEERTHI AGARBATHI to the worker is not up to the satisfaction level.
- Management should give attention to the medical facilities provided to the worker's
- Management should give attention to the existing loan facilities provided to the worker's.
- Management should give attention to the bathroom, toilet and other sanitary facilities provided to the worker.
- Management should give attention to worker's promotion.
- Management should give attention to the restroom facilities provided to the worker.

CONCLUSION

There are few areas in which the worker satisfaction level is low those areas are promotion, loan facilities, medical facilities, restroom facilities, bathroom, toilet and sanitary facilities, retirement facilities and other benefit provided to the worker in KEERTHI AGARBATHI.

The Keerthi Agarbathi plays a vital role in the development of economy; this can be achieved through the help of employee job satisfaction. In this regard this project work will help the management to take action to fulfill the job satisfaction and make worker to feel satisfied fully.

From the survey and statistical analysis, it is found that Keerthi Agarbathi Works mostly influencing factors are Performance, Remuneration policy, Bonus, Salary, Working condition, Safety measures, Cordial relationship with supervisor, co-cooperativeness' with administrative staff and supervisor training and developments, settlement of grievance, communication system, policy matters, labor law implementation and Mutual benefits provided in KEERTHI AGARBATHI.

Job satisfaction is the pivotal factor for organization development. Job satisfaction is a psychological feeling. It is the end feeling of a person after performing a task, which varies person to person, depended upon their work. The feeling should be positive or negative depending upon whether employee expectation and needs are satisfied.

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