

A STUDY ON EMPLOYEES JOB SATISFACTION TOWARDS SRI MK TRADERS WITH SPECIAL REFERENCE TO SEELANAICKENPATTI

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Abstract—The majority of organizations are competing to survive in this volatile and fierce market environment. Satisfaction and performance of the employees are essential tools for the success of any organization in the long run. On the one hand, measuring performance is critical to organization's management, as it highlights the evolution and achievement of the organization. On the other hand, there is a positive relationship between job satisfaction and organizational effectiveness, reflected in numerous studies. This paper aims to analyze the drivers of job satisfaction to high levels of organizational performance. The literature shows that factors such as empowerment and recognition increase job satisfaction. If the recognition of employees is increased, their Satisfaction to work will also improve, as well as their accomplishments and the organizational performance. Nevertheless, employee dissatisfactions caused by monotonous jobs and pressure from clients, might weaken the organizational performance. Therefore, jobs absenteeism rates may increase and employees might leave the organization to joint competitors that offer better work conditions and higher incentives. Not all individuals are the same, so each one should be motivated using different strategies. For example, one employee may be motivated by higher commission, while another might be motivated by job satisfaction or a better work environment.

INTRODUCTION

Job satisfaction is one of the most researched variables in the area of workplace psychology, and has been associated with numerous psychosocial issues - the changing world of work organisational factors ranging from leadership to job design. This article seeks to outline the key definitions relating to job satisfaction, the main theories associated with explaining job satisfaction, as well as the types of and issues surrounding the measurement of job satisfaction. While it is also important to explore what factors precede and is impacted by job satisfaction, this is covered in a separate article.

REVIEW OF LITERATURE

HülyaGündüzÇekmecelioğlu et.al (2008) The aim of this research was to empirically investigate, the impact of emotional intelligence (EI) on job satisfaction. This study considers emotional intelligence as a multidimensional construct and compares the effects of these dimensions on job satisfaction and job performance. Data obtained from 147 call center employees in Istanbul we used to examine the hypothesized relationships among study variables. The results of the study show significant positive relationship emotional intelligence and internal satisfaction. Specifically these findings indicate that employees with high emotional recognition are more likely to have higher levels of internal job satisfaction.

Yuan-Ho Chen (2009) Research study on Employee's satisfaction and happiness of companies with different cultural managements had revealed many interesting and significant outcome. Survey questionnaires exquisitely designed and specialized in employee's satisfaction; happiness and job commitment were used and focused in this study. Three sets of survey forms with 10 questions each for employee satisfaction, organization commitment, and job involvement were fabricated respectively. One European invested company and one local Chinese company, and their basic employees were chosen as the studying objects. Both companies carried the same product lines are located in proximity at KD province, China. And 290 effective samples had been obtained from both companies were statistically analyzed with meaningful results. Tangible conclusions had shown that the employee in local Chinese invested company had higher positive feedbacks from all three aspects as in employee satisfaction, regulative commitment, and proactive job involvement than the employee of the European invested company.

Zahariishak et.al (2010) This study examines the predictions on sexual harassment experience towards job satisfaction and work stress among female employees at three universities in the Klang Valley, Malaysia. A questionnaire consisting of four sections has been used for this research. The four sections measured sexual harassment experience, job satisfaction, work stress and respondents information. A total of 1423 participants were selected through simple random sampling technique. Results show that more than half of the sample has had sexual harassment experience. Female

employees aged between 26 to 39 years, married, and having length of service less than 5 years had more sexual harassment experiences.

AlexandruMihalcea et.al (2011) Job satisfaction is a frequently used construct studied in the organizational psychology, being considered to have a direct influence on the working quality of the employees' of an organization. The leader's personality does not only impact the performance, but also the job satisfaction of the subordinates. The present study proposes to verify three hypothesis: 1. Showing the connection between different sides of job satisfaction and personality profile of the subjects with leading positions 2. Evaluating the efficiency of a certain coaching type addressed to top managers by analyzing the level of satisfaction of their subordinates and 3. Identifying personality traits specific to leaders who generate satisfaction among their team.

Mohammad HoseinLotfi et.al (2012) this study is analyzing the relationship between organizational justice and job satisfaction among the employees of Tehran Payame Noor University. Statistical Society of this study includes all personnel of the organization (800 people) in 2012 and the sample size includes 260 people that were selected randomly. This study was of correlational descriptive-analytic type and for data collection, organizational justice (Moorman and Niehoff, 1993) and job satisfaction () questionnaires were used. For analyzing the data, statistical methods like Multiple Regression and Pearson Correlation Coefficient were utilized and the results were as follows:

Isaiah O. Ugboro (2013) Top management leadership and employee empowerment are considered two of the most important principles of total quality management (TQM) because of their assumed relationship with customer satisfaction. As a result, many top management leadership and employee empowerment strategies and practices have been suggested in the management literature. However, few studies have been done to test this assumed relationship and determine which of these strategies and practices may be most effective in bringing about the intended results. This study surveyed organizations that have adopted TQM to determine the relationship between top management leadership, employees' empowerment, job satisfaction, and customers' satisfaction. The results reveal positive correlation between top management leadership, employee empowerment, job satisfaction, and customer satisfaction.

NEED OF STUDY

- It is possible to be satisfied with a job in a global sense and at the same time be dissatisfied with one or more particular components of the job.
- A person may perceive the actual work that he performs to be meaningful and enjoyable, but cares little for the people that he works with.
- Likewise, an employee might be very satisfied with the opportunities for promotion within her organization, but receives far less pay than she feels is appropriate for her job and abilities.

STATEMENT OF THE PROBLEM

Employees play an important role, so employee's satisfaction is a very essential one, hence there arises a need to study the job satisfaction of Sri MK Traders. Job satisfaction is considered as a key issue by the where efforts are taken and programs are initiated. Solar industries are giving higher priority to keep their employees with satisfaction by providing several facilities which improve satisfaction and which reduce dissatisfaction. It is said that a satisfied employee is a productive employee, any kind of grievance relating to organizational or personal to a greater extent influence on the job

OBJECTIVES OF THE STUDY

The objective of the study is as follows

- To identify the factors which influence the job satisfaction of employees
- To know the employee satisfaction towards the facilities.
- To offer valuable suggestions to improve the satisfaction level of employees.
- To analyse the satisfaction level of the employees working conditions and rewards.
- To analyse the satisfaction level of the employees welfare measures and Job security
- To suggest some measures for improving the satisfaction level of the employees.

SCOPE OF THE STUDY

This study emphasizes in the following scope:

- To identify the employees level of satisfaction upon that job.
- This study is helpful to that organisation for conducting further research.
- It is helpful to identify the employer's level of satisfaction towards welfare measure.
- This study is helpful to the organization for identifying the area of dissatisfaction of job of the employees.
- This study helps to make a managerial decision to the company.
- Job satisfaction should be major determinants of an employee organizational behaviour.
- A satisfied employee will be having positive attitude towards his or her job and would go beyond the normal expectation in his or her job.
- A person who places high importance on imagination, independence and freedom is likely to be poorly matched with an organization that seeks conformity from its employees.

LIMITATIONS OF THE STUDY

- The study could not be generalized due to the fact that researcher adapted personal interview method.
- The survey is subjected to the bias and prejudices of the respondents. Hence 100% accuracy can't be assured.
- The researcher was carried out in a short span of time, where in the researcher could not widen the study.

RESEARCH METHODOLOGY

Research methodology is the systematic way to solve the research problem. It gives an idea about various steps adopted by the researcher in a systematic manner with an objective to determine various manners.

Research Design

A research design is considered as the framework or plan for a study that guides as well as helps the data collection and analysis of data. The research design may be exploratory, descriptive and experimental for the present study. The descriptive research design is adopted for this project.

Research Approach

The research worker contacted the respondents personally with well-prepared sequentially arranged questions. The questionnaire is prepared on the basis of objectives of the study. Direct contact is used for survey, i.e., contacting employees directly in order to collect data.

Sample size

The study sample constitutes 150 respondents constituting in the research area.

Sampling Area

The study is conducted in employees of Solar industries.

Sampling Design

The researcher has used probability sampling in which stratified random sampling is used.

Collection of Data

Most of the data collected by the researcher is primary data through personal interview, where the researcher and the respondent operate face – to –face.

Research Instrument

The researcher has used a structured questionnaire as a research instrument tool which consists of open ended questions, multiple choice and dichotomous questions in order to get data. Thus, Questionnaire is the data collection instrument used in the study. All the questions in the questionnaire are organized in such ways that elicit all the relevant information that is needed for the study.

Analysis of Data

The data are collected through survey and books, reports, new industries and internet etc., the survey conducted among the employees of solar industries. The data collected by the researcher are tabulated and analyzed in such a way to make interpretations. Various steps, which are required to fulfill the purpose, i.e., editing, coding, and tabulating. Editing refers to separate, correct and modify the collected data. Coding refers to assigning number or other symbols to each answer for placing them in categories to prepare data for tabulation refers to bring together the similar data in rows and columns and totalling them in an accurate and meaningful manner The collected data are analyzed and interrupted using statistical tools and techniques.

Research period

The research period of the study has six month.

Methods of Data Collection

Data in study are of two types:

- Primary data
- Secondary data

i) Primary Data

Primary goal is original and collected by the researcher freshly. In this study primary data was collected through questionnaire. A questionnaire is a popular means of collecting primary data.

A questionnaire is a list of question for the own.

ii) Secondary Data

Secondary data is the data, which is already available. It can be obtained through company records, internet and some data collected from the observation method by the researcher.

Statistical Tools

The statistical tools used for analyzing the data collected are percentage method, chi square, bar diagrams and pie diagrams.

Tools for Analysis of Data

1. Chi-square Method

2. Correlation

DATA ANALYSIS AND INTERPRETATION**CORRELATION**

The table shows that the relationship between No. of experience and monthly income.

X	Y	X²	Y²	XY
64	44	4096	1936	2816
42	32	1764	1024	1344
26	21	676	441	546
18	53	324	2809	954
$\sum X = 150$	$\sum Y = 150$	$\sum X^2 = 6,860$	$\sum Y^2 = 6,210$	$\sum XY = 5,660$

$$r = \frac{\sum XY}{\sqrt{(\sum X^2)(\sum Y^2)}}$$

$$r = \frac{5,660}{\sqrt{(6,860)(6,210)}}$$

$$r = \frac{5,660}{6,526.91}$$

$$r = 0.87$$

Result

This is a positive correlation. There are relationships between No. of experience and monthly income.

TESTING OF HYPOTHESIS

The relationship between opinion about infrastructure facilities prevailing in the organization and types of rewards you received for your performance.

Infrastructure facilities/ Types of rewards	Excellent	Very good	Good	Normal	Total
Appreciation	8	6	12	3	29
Promotion	17	13	25	6	61
By incentives	13	11	20	5	49
Others	3	2	4	2	11
Total	41	32	61	16	150

(Source: Primary Data)

NULL HYPOTHESIS

H₀: There is no significance relationship opinion about infrastructure facilities prevailing in the organization and types of rewards you received for your performance.

ALTERNATIVE HYPOTHESIS

H₁: There is a significance relationship between opinion about infrastructure facilities prevailing in the organization and types of rewards you received for your performance.

CHI-SQUARE TABLE

Particular	Observed Frequency (O)	Expected Frequency (E)	(O-E) ²	(O-E) ² /E
R ₁ C ₁	8	7.92	0.006	0.008
R ₁ C ₂	6	6.18	0.032	0.005
R ₁ C ₃	12	11.79	0.044	0.003
R ₁ C ₄	3	3.09	0.008	0.002
R ₂ C ₁	17	16.67	0.108	0.006
R ₂ C ₂	13	13.01	0.001	0.007
R ₂ C ₃	25	24.80	0.04	0.001
R ₂ C ₄	6	6.50	0.25	0.038
R ₃ C ₁	13	13.33	0.108	0.008
R ₃ C ₂	10	10.45	0.202	0.019
R ₃ C ₃	20	19.92	0.006	0.003
R ₃ C ₄	5	5.22	0.048	0.009
R ₄ C ₁	3	3.00	0	0
R ₄ C ₂	2	2.34	0.511	0.049
R ₄ C ₃	4	4.47	0.220	0.049
R ₄ C ₄	1	1.17	0.028	0.024
Calculate value				0.231

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

$$\begin{aligned} \text{Degree of freedom (v)} &= (R-1)(C-1) \\ &= (4-1)(4-1) \\ &= 9 \end{aligned}$$

$$\text{Level of Significance} = 5\%$$

$$\text{Table value (TV)} = 16.919$$

$$\text{Calculated value (CV)} = 0.231$$

$$CV < TV = H_0 \text{ is Accepted}$$

RESULT

Since the calculated value is less than the table value. So we accept the null hypothesis. There is no relationship between opinion about infrastructure facilities prevailing in the organization and types of rewards you received for your performance.

FINDINGS

1. Majority 61% of the respondents are said 26 to 30 years in age.
2. Thus the majority 48 of the respondents are male.
3. Majority 40% of the respondents are the educational qualification falls under degree.
4. Majority 43% of the respondents are experience Below 5 years.
5. Majority 35% of the respondents are said Above Rs.20, 000.
6. Majority 41% of the respondents are said good.
7. Majority 59% of the respondents are in reward system in yes.
8. Majority 41% of the respondents are promotion in performance.
9. Majority 57% of the respondents are said somewhat level of participation in the organization.
10. Majority 65% of the respondents are said yes in job security.
11. Majority 37% of the respondents are retention of employee's Good working environment.
12. Majority 43% of the respondents are job skills strongly agree.
13. Majority 74% of the respondents are said no.
14. Majority 86% of the respondents are said somewhat.
15. Majority 41% of the respondents are said highly satisfied.
16. Majority 41% of the respondents are said To a great extent.
17. Majority 61% of the respondents are said no prevailing conditions
18. Majority 59% of the respondents are said more than adequate.
19. Majority 47% of the respondents are welfare schemes very good.
20. Majority 83% of the respondents are said feedback training program yes.
21. Majority 34% of the respondents are said neutral34% of the respondents are said neutral.
22. Majority 69% of the respondents are said insurance facility.
23. Most 55% of the respondents are job security and good.

SUGGESTIONS

Seek opportunities to demonstrate skills and talents. Develop excellent communication skills. Employers' value and reward excellent reading, listening, writing, and speaking skills. Acquire new job-related knowledge that helps you to perform tasks more efficiently and effectively. Demonstrate creativity and initiative. Qualities like these are valued by most organizations and often result in recognition as well as in increased responsibilities and rewards. Develop teamwork and people skills. A large part of job success is the ability to work well with others to get the job done. Accept the diversity in people. Accept people with their differences and their imperfections and learn how to give and receive criticism constructively.

CONCLUSION

Human resource is an important source of the organization. Without this we can't achieve the goals of the organization. If it is a manufacturing company means it has to produce quality products to satisfy the customer needs. To achieve quality, employees must be effective and they should know all the details about quality sri mk traders , has conducted main programmes to educate the employees to achieve quality. Finding out the needs of the employees and satisfying them is the very essential task of management.

The study on employee's satisfaction level revealed that workers were satisfied on majority of the factors. The analysis thus thrown light on various factors. Suitable suggestions were provided to further improve job satisfaction level.

The findings and suggestions provided by the researcher will help the organization to increase the satisfaction level of workers and to motivate them in their job.

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