



JOB SATISFACTION OF EMPLOYEES IN POWER SECTOR

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Abstract

The Power sector in India is one of the larger markets in the world. It had previously been one of the fastest growing globally, but is currently experiencing flat or negative growth rates. Human Resources are the most important and valuable resource in any organization in the form of its employees. HRD variables are designed to link with Human Resource planning whereby employees contribute the maximum to the organization satisfying their own personal goals. Demographic profiles as well as organizational details of the employees are very crucial in determining their perception towards HR practices. This perception towards is classified on the basis of gender, age, educational qualification, designation, experience and annual income of the employees. The role of human resources has evolved from being viewed as 'factors of production' to people being viewed as 'talent investors' in an organization and building human capital as a core source of competitive advantage has become a key human resource activity. Employers must also keep and revise a written record of health and safety policy and consult with employees on such policies.

Key Words: Management, Power Sector, Job Satisfaction.

Introduction

Human Resources (HR) are the people at work who are utilizing their talent, skill, ability and competence for the achievement of the organizational and individual goals. The human resources are very important for the effective working performance of the organization in which they work. Their services towards the growth and the development of the organization in co-ordination with the management are valuable and their ever-developing skills and aptitudes are instrumental for the effective functioning of the institution. Welfare measures and good working environment of employees would greatly reduce employee turnover and absenteeism, and to improve the job satisfaction and efficiency of work force.

In the present competitive business environment, it has become an axiom that the only source of competitive advantage to any organization is its human resources. They are the well spring of all the knowledge used to leverage other resources that organization employ to grow and thrive. The role of human resources has evolved from being viewed as 'factors of production' to people being viewed as 'talent investors' in an organization and building human capital as a core source of competitive advantage has become a key human resource activity. Employers must also keep and revise a written record of health and safety policy and consult with employees on such policies. Thus, physical environment, safety and welfare of employees play a crucial role in work place performance and job satisfaction of employees in every organization.

Table 1.1: Factors Determining Job Satisfaction

Factors	Sub-factors
Nature of work	i) Job requirement
	ii) Job attachment
	iii) Job information
Inter-personal relationship	i) Relations with staff
	ii) Communication
	iii) Feeling of recognition
Company and management	i) Company and Management
Pay and allowances	i) Reasonable pay
	ii) Competency
	iii) Transparency in reward system
Working environment	i) Working conditions
	ii) Comfort and safety
Training	i) Innovative learning
	ii) Training conditions
Empowerment	i) Empowerment
Redressal of grievances	i) Grievances handling procedure
	ii) Grievances evaluation
Personal growth and development	i) Opportunity for growth



	ii) Promotion and education
Personal factors	i) Living conditions and finance
	ii) Relations with family members

Need of the Study

Industrial relations are used to denote the relationship between employer and employees in an industrial organization. The mixed economy of India is characterized by the co-existence of public, private and co-operative sectors. The public sector had a very important role to play in the development of this vast and popular developing economy. The workers can be motivated and their productivity can be increased only when a conducive and physical work environment is provided and adequate employee welfare amenities and safety measures are under taken by the management. Significance of the studies of this type greatly enhanced as they clearly show the lacunae and also what could be done to improve the situation. Keeping this in view to fill the gap, a modest attempt has been made to employees perception and satisfaction for the activities. To conduct the above study, a state owned power sector organization called Dr. Narla Tata Rao Thermal Power Station (Dr. NTTPS) in Krishna District of Andhra Pradesh, India, is selected as there are hardly studies in power sector relating to physical work environment and safety. Surprisingly, very few attempts have been made by the researchers to study the extent of job satisfaction of the employees in power sector units. By comparison across the sectors with what is existed, the study shows the gap and also furnishes the reasons between the practice and precept.

Scope of the Study

The study covers the employee perception about the prevailing working environment in the selected power sector unit. It studies the influence of the factors on job satisfaction. Society comprises of the workers, management, Government and general public. The present study is of much relevance from the point of view of the society. The perception and attitude of the employees' determine their work efficiency and in turn it influences the development of any organization.

Methodology of the Study

i. Objectives of the study

Against this background, now an attempt is made to study the following objectives of the study:

1. To examine the demographic profile of workforce in the selected unit of the study,
2. To analyze the influence of physical work environment, safety and welfare on employee job satisfaction and commitment, and
3. To suggest the measures for an effective utilization of human resources and providing good working environment to increase the job satisfaction of the employees.

ii. Sources of Data

The study is conducted by using both analytical and descriptive type of methodology. The study depends on primary and secondary data. A pilot study is conducted to validate the questionnaire and to confirm the feasibility of the study. The primary data are to be collected through survey method. Survey is conducted by using well formulated Questionnaire. The Secondary data are also collected from Journals, Magazines, Publications, Reports, Books, Dailies, Periodicals, Articles, Research Papers, Websites, Company Publications, Manuals and Booklets.

iii. Selection of the Sample:It is fact that complete enumeration is not possible and therefore taking sample to get the information is only alternate for the studies of type. In this study, samples for the purpose of the study are selected systematically. Totally 540 Questionnaires are used. Simple Stratified Random Sampling is used.

iv. Data Collection: The primary data are collected through questionnaire survey. The respondents are asked to give their opinion relating to the demographic factors, working conditions, welfare, safety elements, Inter- Personal Relationship, Salary Structure, working environment with optional questions.

Scaling Technique in the Questionnaire:The questionnaire is prepared in optional type and Statements in Likert's 5 point scale. The responses from the employees of Dr. NTTPS are to be obtained in the 5 point scale, which ranges as follows: 5 – Strongly agree 4 – Agree 3 – Neutral 2 – Disagree 1 – Strongly Disagree.

Factor analysis: One sample t-test and paired sample t-test are used to identify the factors of employee satisfaction. K-means cluster analysis is exploited to classify the employees into various groups based on the demographic factors.



v. Data Analysis and Interpretation:The processing, classification, tabulation and interpretation and analysis of data are done with the help of SPSS software package. Statistical and mathematical techniques are employed depending on the nature of the data to be collected from the respondents.

vi. Limitations of the Study:The data is collected from the employees through oral and schedule interviews is subject to personal bias. It does not provide information about all power sector units other than Dr. NTTPs.

Suggestions

The existing suggestion scheme prevailing in the organisation may be suitably revised and made more attractive to encourage the employees at all levels of employment to offer their suggestions for improving the profitability of the company as a whole. The frustration regarding the personnel and company policies in the minds of the employees at lower level may be drastically reduced and suitable remedial action may be taken earnestly and sincerely as expected by most of the respondents.

Suitable action may be taken by the towards the promotion of non-supervisory employees to the supervisory position as demanded by the majority of the respondents. Management may initiate necessary steps for the development of employees for future task and responsibilities through the conduct of regular training programmes on Employees Personality Development. All sections of employees may be treated alike and clear instructions may be given to the workers regarding the results expected of them on their work. Some drawbacks in the organisation of work may be removed and suitable work programme and action plan for the work to be performed in each department may be revised.

Management of human resources is the greatest asset and the management should promote congenial relations and co-operation among the different groups of employees in order to meet the present day demands in industrial sector. Government may try to implement the uniform service conditions to benefit the employees of all Public Sector Enterprises through a legislative measure as desired by most of the respondents.

Maintenance of good working conditions have the effect of increasing job satisfaction and hence, the management must try to achieve this goal by improving the safety management system and upgrading the technologies and expertise in various areas of activities involving production operations. Though the functioning of Grievances redressal committee is found to be satisfactory, the employees think that the committee should divert more attention towards the early settlement of their complaints and grievances. Studies on employee job satisfaction may be made at regular intervals of time and the results obtained should be implemented earnestly and sincerely as expected by most of the employees.

Conclusion

On the basis of the results obtained in the study, it is found that the factors of job satisfaction prevailing have deep impact on workers psychology and the presence of such factors always motivate the workers towards their job in a laudable manner. Hence, it is concluded that the workers employed are satisfied with their job and their positive approach towards the management has been responsible for the overall growth of in the Indian corporate sector. Besides, it has also been found that the concept of Job satisfaction assumes immense importance in the present business scenario which requires highly skilled and competent human resources for the transformation of traditional economies into the modern and industrial economies.

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