



A STUDY ON JOB SATISFACTION OF EMPLOYEES WITH REFERENCE TO SELECT TELECOM ORGANISATION

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Abstract

Job satisfaction is a person's attitude towards the job positive. The jobs are equivalent to job satisfaction where as negative attitudes towards the job or equivalent to job dissatisfaction. It can also be connected with the factors like age, education, length, employee's performance, salary, abilities, status and gender etc. The term job satisfaction is commonly used in the context of human behavior at work-in the words of "job satisfaction is the amount of overall positive effect or feeling that individuals have towards their jobs"

Human resources consider being the most valuable asset in any organization. It is the sum-total inherent abilities, acquired knowledge and skills represented by the talents and attitudes of the employed persons who comprise executives, supervisors and the rank and file employees. It may be noted here that human resource should be utilized to the maximum position extent in order to achieve individual and organization goals it is thus the employee's performance, which ultimately decides, attainment of goals. However the employee's performance is to be large extent, influenced by motivation and job satisfaction.

The research paper is based on analyzing the level of job satisfaction of employees with respect to select telecom organization. It evaluates the factors effecting job satisfaction of the employees in the select organization.

Key Words: Job Satisfaction, Human Resource Management.

1. Introduction

A Hawthorne study was one of the biggest studies of job satisfaction. This study (1924-1933) was conducted by the Elton Mayo of the Harvard business school to find out the effects of various conditions of workers' productivity. These studies ultimately showed that novel changes in work condition temporarily increase productivity. It is called as Hawthorne effects. The finding provided strong evidence that people work for purposes other than pay, which paved the way for researches to investigate other factors in job satisfaction.

The term relates to the total relationship between individuals and employer for which he is paid. Satisfaction does mean the simple feeling state accompanying the attainment of any goals; the end state is feeling accompanying the attainment by an impulse of its objective. Job satisfaction does mean absence of motivation of work. Research workers differently described the factors contributing of job satisfaction and job dissatisfaction.

The survey made regarding the job satisfaction will facilitate and enables the management to know perceptions and inner feelings regarding the job they are performing on day-to-day bases. The term job satisfaction reveals and focuses on likes and dislikes of the employees of .In this particular study researcher tries to identify the causes for satisfaction and dissatisfaction among the employee. So this is most effective and selective instruments for diagnosing and peeping into the employees problems. Job satisfaction survey involves employee's participation, is considered.

1.1Need for the Study

Employee satisfaction is of utmost important for employees to remain happy and also deliver their best in their work environment. Satisfied employees are the ones who are extremely loyal towards their organization and stick with it even in the worst scenario. And they do not work for any compulsion because they equipped with Theory-y category, so their dream is always to take their organization into a new level. Employees need to be passionate towards their work and passion comes only when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the workplace and People around them.



Job satisfaction is an important output that employees work for the organization. It comprises of extrinsic and intrinsic factors and helps to maintain an able and willing workforce. It is an interesting and significant area for conducting research. The study made on the topic of job satisfaction will reveal the factors of feelings of employees this report is useful to the management of the company to know the satisfaction level of employees and they can take measures to increase the productivity.

Job design aims to enhance job satisfaction and performance. Job satisfaction is a very important attribute, which frequently measured my organizations. Job satisfaction expresses the amount of agreement between one as emerging expectations and rewards that the job provide. Job satisfaction is set of favorable or unfavorable feeling with which employees view the work. It is the felling of relative pleasure or pain. The present condition of the company faces a lot of problems to create profitable environment.

The primary focus of any organization should be effective and efficient utilization of human resources, retaining talents in the organization is also important factor to be considered. The happier people within their job, the more satisfied they are said to be.

Empirical Analysis of Significant Impact on Employee Job Satisfaction Working Hours Are Convenient For Me

source of variance	Sample size	Degree of Freedom	Mean	F ratio	5% of Fraction Ratio limit
Between sample size	34.44	(3-1)=2	34.44/2=17.22	17.22/4.7	F(2,12)
Within sample size	57.44	(15-3)=12	57.44/12=4.7		3.88
Total	91.88	(15-1)=14		3.60	

Interpretation

From the Anova one way calculation based on 100 respondent draw from technical ,hr, sales department has been tested and significant variance in calculated used F ratio.

The F statistic has been analyzed and it value is 3.60 less then probability distribution value this is 3.88 at 5% of level of significant .this represent that hypothesis is accepted which says that working hours has significant impact on employees job satisfaction. Satisfied employee tends to higher productivity and increased morale.

The working hours generally followed are 10:00Am to 4:00 Pm Working hours be well planned which can influenced employee ability to performance the task. Employees are satisfied with working hours when there is long working hours it may adversely effected the productivity, employee loos there personal time and feel stress full .this may result in lack of responsibility towards work and give scope for many issues .working hours should me framed based on organizational requirement and feasibility of work that can be provide to employees Though the working hours is 8 hours, in Mobile sector the monitoring has to be 24x7.

The work in Mobile services was challenging. The working hours are convenient for every employee, these 8 hours for every employee was also have safety .Employee satisfied with their working hours .Working hours are very Important for every in any organization when they have a long working hours they may have a security problem, they may loss our personal time also, sometime by the long working hours may have a pressure, by the long working hours they increases our stress. By the pressure sometime they may have problem also. For the survey it is received that Select Organization provided reasonable working hours as a part of improving employee job satisfaction and morale.



I Am Happy With My Work Place

Source of variance	Sample size	Degree of freedom	mean	F ratio	5% of fraction Ratio limit
Between Sample size	5	(3-1)=2	5/2=2.5	2.5/44.2	F(2,12)
Within sample size	88.4	(15-3)=12	88.4/12=44.2		3.88
Total	93.4	(15-1)=14		0.056	

Interpretation

From the anova calculation based on 100 respondents regarding employee satisfaction about workplace the calculation value is 0.056 and F distribution value is 3.88 which represent hypothesis is accepted .work place plays a major role is to improve employee productivity .lack of proper working condition is a sign of employee de motivation this is an essential HR aspects where motivation workforce has a better commitment of job when compare to other .workplace includes availability working conditions ,physical space and ambience of the organization.

If the work place are not convenient to the employee they may have the issues also some time, some employee while satisfied with their workplace they can work perfectly otherwise they may have many problems.

Employers think that work place should be satisfied to every employee ,while the employee are happy with their work place only can perform well in there job.so employer think from the employee of view then they can solve there need and requirement .

From the survey it is received that Select Organization provide reasonable work place as a part of improving employee job satisfaction and moral.

Safety Measure Provided By the Company,

Source of variance	Sample size	Degree of freedom	Mean	F ratio	5% of fraction Ratio limit
Between sample size	1.8	(3-1)=2	1.8/2=0.9	0.9/8.79	F(2,12)
Within sample size	105.5	(15-3)=12	105.5/12=8.79		3.88
Total	107.3	(15-1)=14		0.102	

Interpretation

From the anova calculation based on 100 respondents regarding employee satisfaction about workplace the calculation value is 0.102 and F distribution value is 3.88 which represent hypothesis is accepted .satisfy measure plays a major role in terms of work environment free from hazards . Any organization which deals which hazardous work place should ensure safety program which are well defined and implemented. The organization should also promote safety Commitment in this regards has to ensure satisfaction of work environment to their employee.

From this statistical analysis it is established that safety measure has significance impact of employee job satisfaction .the Company should promote safety awareness program and safety slogans should be display through the workplace .safety with regards to employee is the crucial elements of the HR functions.



Hence safety measure should be properly focused in terms of employee job satisfaction. The employees were satisfied with the safety measures, in the company they have the safety measures like safety policy and developed the view of employee, certain time limit for the employee. By the time limit they have the safety measures. They have occupational health and safety policy and it has safety health and training and development. They have also promotions these are also provided by the safety measures. They plan safety drawer box to the employee to keep the documents safely.

From the survey it is received that Select Organization provided reasonable safety measure as a part of improving employee job satisfaction and moral

4) My Relationship with My Superior Is Warm and Friendly

Source of variance	Sample size	Degree of freedom	mean	F ratio	5% of fraction Ratio limit
Between sample size	62.6	(3-1)=2	62.6/2=31.3	31.3/6.43	F(2,12)
Within sample size	77.2	(15-3)=12	77.2/12=6.43		3.88
Total	139.8	(15=-1)=14		4.86	

Interpretation

From the anova calculation based on 100 respondents regarding employee satisfaction about workplace the calculation value is 4.86 and F distribution value is 3.88 which represent hypothesis null value is rejected .from the analysis it is understood that superior and subordinate .this established the friendly environment at workplace which is significant for building better industrial relation. Every organization should really on better industrial relation and friendly work environment for the establishing employee morale and better performance. Since hypothesis is rejected it establishing that there is no significant impact of employee job satisfaction towards superior relationship.

In this organization we don't have any problem over the relationship, because the relationship will be strong. Only few employees will have the problem with the relationship so management should motivate in relationships also then we can solve the problem.

From the survey it is received the organization provided reasonable warm and friendly relationship as a part of improving employee job satisfaction and morale.

My Superior Consider My Idea Too While Taking Decision,

Source of variance	Sample size	Degree of Freedom	Mean	F ratio	5% of fraction ratio limit
Between sample size	0.2	(3-1)=2	0.2/2=0.1	0.1/6.4	F(2,12) 3.88
Within sample size	77.2	(15-3)=12	77.2/12=6.4		
Total	77.4	(15-1)=14		0.015	

From the anova calculation based on 100 respondents regarding employee satisfaction about workplace the calculation value is 0.015 and F distribution value is 3.88 which represent hypothesis is accepted participative management is a fair tool for building employee job satisfaction .the superior should consider subordinate decision while taking action plan .This builds the integrity of the employee towards the organization. Superior



should consider involvement of subordinate in a manner which builds the relationship between them. Based on the data analysis it is assume that subordinate opinion are highly consider by the superior during decision making process.

Sometime without knowing any idea of the employee they should not take the decision ,in this case we may get issues .every employer think in positive they may not get any issues .If they take all the employee idea ,by this they may give the effective work.

From the survey it is received that organization provided reasonable oppotunity to the every employee to share their ideas as a part of improving employee job satisfaction and morale.

I Am Satisfied With the Support from My Co Worker

Source of Variance	Sample size	Degree of freedom	Mean	F ratio	5% Fraction Ratio limit
Between sample size	4.13	(3-1)=2	4.13/2=2.065	2.065/7.76	F(2 ,12)
Within sample size	93.2	(15-3)=12	93.2/12=7.76		3.88
Total	97.33	(15-1)=14		0.266	

Interpretation

From the anova calculation based on 100 respondents regarding employee satisfaction about workplace the calculation value is 0.266 and F distribution value is 3.88 which represent hypothesis is accepted from the analysis it is understood that there is high level of support from co-worker which is an essential requirement towards job satisfaction . The employee are mutually supportive during the working hours they have interpersonal relationship in a positive manner regarding job profile ,technical knowledge and other information needed co-worker should be greatest step for building Job satisfaction of the employee’s . In the select organization employee were satisfied with the support of the co-worker, because they already discussed above question while taking decision they ask the employee idea .In this way only we can understand how the employee were satisfied with the co-worker support.

From the survey it is reasonable that every employee should satisfy with the support of the co-worker as a part of improving employee job satisfaction and morale.

I Am Satisfied With the Allowances Provided by the Organization

Source of variance	Sample size	Degree of freedom	mean	F ratio	5% fraction ratio limit
Between sample size	2.2	(3-1)=2	20/2=1.1	1.1/14.2	F(2,12)
Within sample size	178.1	(15-3)=12	178.1/12=14.8		3.88
Total	180.3	(15-1)=14		0.074	

Interpretation

From the anova calculation based on 100 respondents regarding employee satisfaction about workplace the calculation value is 0.074 and F distribution value is 3.88 which represent hypothesis is accepted from the analysis it is understood that there is significant impact of allowances provided by the organization towards employee job satisfaction .they include medical allowances ,travel allowances etc .The employee may be de motivated when there is unavailability of search allowances in the organization .



83% of the employees were satisfied with the allowances provided by the organization. The needs and expenses were satisfied in this organization .management think from the employee point of view and decide the allowances .money that paid to the employee with the need that’ s way employee are satisfied in the allowance provided. From the survey is received that organization provide a reasonable allowances for the entire employee as a part of improving employee job satisfaction and morale.

Over all I am satisfied with my job

Source of variance	Sample size	Degree of freedom	mean	F ratio	5% of fraction Ratio limit
Between sample size	1	(3-1)=2	$\frac{1}{2}=0.5$		F(2,12)
Within sample size	150.4	(15-3)=12	$150.4/12=12.53$	0.5/12.53	3.88
Total	151.4	(15-1)=14		0.039	

Interpretation

From the anova calculation based on 100 respondents regarding employee satisfaction about workplace the calculation value is 0.074 and F distribution value is 3.88 which represent hypothesis is accepted job satisfaction results in employee motivation and morale .the organization should consider different approach to ensure they have satisfied employee over a given time period. Satisfaction is influence by various factor such as work condition, working hours, superiors support, allowances, safety measure etc. is the role of HR department to review the level of employee job satisfaction and take necessary steps in this regards .dis satisfaction employee may result in high attrition and decreased employee turnover.

From the date analysis it is established employee of the organization are highly satisfied at the work place is a good scope from success of the organization. 98% of employee were satisfied with all over job facilities ,working hour ,environmental facilities ,welfare measure, welfare facilities ,chance of promotion to the employee, boos encouragement ,parking facilities, rest room and lunch room almost all facilities provided by company. so all employee were satisfied with their job .mostly who are working all are satisfy with their job .Only some employee were not satisfied

With their job if they get any issues means they will solve between themself only. From the above survey it is received that organization provided reasonable satisfaction though the job and as a part of improving employee satisfaction and morale.

Findings of the Study in One Way Anova

1. Regard working hour the Hypothesis is accepted at 5% level of significant which represent working hour as significant impact on job satisfaction.
2. Regard work place the hypothesis is accepted which represent work place significant impact on job satisfaction.
3. Regard safety measure, the hypothesis accepted which represent safety measure has a significant impact on job satisfaction.
4. Regard superior subordinaterelationship, the hypothesis is rejectedthere is no significant which represent the employee job satisfaction.
5. Regard involvement of subordinate decision making, the hypothesis accepted significant impact of employee participation in decision making.



Recommendation

Regarding Work load few employees feel strength full due to over load of tasks to be accomplished the requires proper staffing and delegation of work to competence work force so that they can be highly productive it requires effective job analysis and identification of specific tsk duties Strategic policy related HR should articulate has they have greater impact employee job satisfaction. There is lesser satisfaction of employees with regards to promotion policies which adversely influence their self -motivation .The Company has to verify the policies regularly and receive when they were needed to avoid such demonization.

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