



A STUDY ON THE JOB SATISFACTION OF THE EMPLOYEES IN MRF LTD, KOTTAYAM

S.Sannasi

Associate Professor in Commerce, Park's College, Tirupur, Tamilnadu.

Introduction

Human being are engaged various activities to earn income for meeting their basic requirements of them and their dependents. Based on the knowledge in the particular work and interest of the individuals public are involved in various activities to their income. Being India a country is having more than 65 % of its population residing rural areas depending on agriculture and allied industries of agriculture. Due to rainfall failure, diseases in the crops gradually the income from agriculture is not sufficient to meet the family expenses which leads to inability of the parents to send their children for higher education. Most of them stop their ward's education even from elementary school level. But some of them send their children to school till they complete higher secondary education. After that normally most of the parents send their wards for earning either on daily wages basis or monthly salary basis to various towns where they can easily get employment or job. The employees in any organization face many problems in the work place.

The working time and work load of the employees is comparatively more when we consider about other workers in other sectors. They lead very normal life. The employers provide quarters or residential places to the workers. They have to avail leave as per the instructions given by the supervisor. But normally leave will be granted by the seniors or the concerned authorities after knowing the reasons for the leave. The employees should not take leave without prior permission. Even at the time of emergency also certain norms to be followed for taking the leave.. The monetary benefit and the approaches of the superior with the labourers are pathetic in nature; they face problems in all aspects of their life. The workers in the well established organization are provided with reasonable working conditions and also the adequate salary, further they provide with all the amenities required. In some of the private concern the workers are in a condition to work in a poor working condition where they get more frustration in the work which further makes them weak and lead to stress in their mind. Some of the employees suffer due to serious diseases caused by stress. Frequently there is more turnover of workers from one place to another. They could not settle their life properly as like others. Throughout their life they face financial crises even though they work permanently in the reputed organization. MRF Ltd, Kottayam is one of the reputed organizations in India. It provides employment opportunities to about 1300 workers in all cadres. The employees in the MRF Ltd are also facing the same issues like the employees in other sectors. Why it is going like this? What are the reasons behind this? How it can be solved? Hence it is inevitable to have a thorough study on their problems in the work places and their level of satisfaction in the job. By keeping the above views in mind the researcher selected the topic "A STUDY ON THE JOB SATISFACTION OF THE EMPLOYEES IN MRF LTD, KOTTAYAM"

Job Satisfaction

"Job satisfaction is defined as "the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs" This definition suggests job satisfaction is a general or global affective reaction that individuals hold about their job. While researchers and practitioners most often measure global job satisfaction, there is also interest in measuring different "facets" or "dimensions" of satisfaction. Examination of these facet conditions is often useful for a more careful examination of employee satisfaction with critical job factors. Traditional job satisfaction facets include: co-workers, pay, job conditions, supervision, nature of the work and benefits."

Job Satisfaction is a worker's sense of achievement and success, is generally perceived to be directly linked to productivity as well as to personal wellbeing. Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. The Harvard Professional Group (1998) sees job satisfaction as the keying radiant that leads to recognition, income, promotion, and the achievement of other goals that lead to a general feeling of fulfillment.

Importance to Worker and Organization

Frequently, work underlies self-esteem and identity while unemployment lowers self-worth and produces anxiety. At the same time, monotonous jobs can erode a worker's initiative and enthusiasm and can lead to absenteeism and unnecessary turnover. Job satisfaction and occupational success are major factors in personal satisfaction, self-respect, self-esteem, and self-development. To the worker, job satisfaction brings a pleasurable emotional state that often leads to a positive work attitude. A satisfied worker is more likely to be creative, flexible, innovative, and loyal.

Creating Job Satisfaction

So, how is job satisfaction created? What are the elements of a job that create job satisfaction? Organizations can help to create job satisfaction by putting systems in place that will ensure that workers are challenged and then rewarded for being



successful. Organizations that aspire to creating a work environment that enhances job satisfaction need to incorporate the following:

- Flexible work arrangements, possibly including telecommuting
- Training and other professional growth opportunities
- Interesting work that offers variety and challenge and allows the worker opportunities to "put his or her signature" on the finished product
- Opportunities to use one's talents and to be creative
- Opportunities to take responsibility and direct one's own work
- A stable, secure work environment that includes job security/continuity
- • An environment in which workers are supported by an accessible supervisor who provides timely feedback as well as congenial team members
- Flexible benefits, such as child-care and exercise facilities
- Up-to-date technology

Competitive salary and opportunities for promotion Probably the most important point to bear in mind when considering job satisfaction is that there are many factors that affect job satisfaction and that what makes workers happy with their jobs varies from one worker to another and from day to day. Apart from the factors mentioned above, job satisfaction is also influenced by the employee's personal characteristics, the manager's personal characteristics and management style, and the nature of the work itself. Managers who want to maintain a high level of job satisfaction in the work force must try to understand the needs of each member of the work force. For example, when creating work teams, managers can enhance worker satisfaction by placing people with similar backgrounds, experiences, or needs in the same workgroup. Also, managers can enhance job satisfaction by carefully matching workers with the type.

Statement of the Problem

It is the duty of employers to have keen interest regarding the welfare of the employees. They must take of the employees both in moral and monetary aspects which will help the employers to retain the existing employees and to avoid the turn over of the employees. They should provide better working conditions and better environment at the work place. But in almost all organization the maximum work is extracted from the employees. Equal pay to the work policy is also not adopted in many places. We can not blame all the employers. But there are considerable issues among the workers regarding the approaches of the supervisors and managers in the organization. They are not motivated properly. Further human value is not considered by the employers. Mentally the workers are frustrated in their work. in many occasions. Partiality is shown among the workers by the supervisors. The boarding places and mess of the workers is not up to the standard.

Significance of the Study

Human resources are considered as an important resource for factor of production. The skills of the employees help more for the development of any organization as well as to the individuals also. The working condition and the approaches of the superior influence the employees to continue the same work in the same organization or to relieve from the concern where they are working. So the employers try to satisfy the workers in all possible way both in monetary and also in non-monetary support. Further it helps to retain the existing employees and minimize the turnover of employees and workers. But the workers in many well established organization like MRF Ltd suppressed in various issues of the HR. They are also to be developed well as like the employees in other sector. Hence it is the right time to have a thorough study on the job satisfaction of the employees and working conditions available in corporate sectors.

Objectives of the Study

The following are main objectives of the study.

1. To know the existing HR practices of MRF Ltd
2. To evaluate the working conditions available to the workers in the MRF Ltd
3. To measure level of satisfaction of the workers in MRF Ltd
4. To analyze the issues related to the workers in the MRF Ltd
5. To find out the reasons and causes for the problems of the workers in MRF Ltd.
6. To suggest remedial measures to solve the issues of the workers in the MRF Ltd

Research Methodology

Research Design

Descriptive research work was carried out to complete the study successfully. A pilot study was conducted among 10 sample respondents to test the necessity and importance of the study and also the association between two variables in responding for the particular issue.



Data Collection: Both primary data and secondary data were collected for analyzing data and to complete the research work in a successful manner.

Primary Data: Primary data was collected from the respondents by framing questionnaire and making interview schedule among the sample respondents. Further necessary additions and deletions were made in the questionnaire with the help of experts in the relevant field to make the questionnaire effective for the successful conduct the study.

Secondary Data: Secondary data was collected from the books; magazines and the journals published and also from the related articles published the refereed journals.

Sample selection: The population for the study is the employees in MRF Ltd. The total number of employees in MRF Ltd, kottayam is 1036. In this study 10% of the total population was considered as sample respondents for the successful completion of the research work. Hence the researcher selected 100 respondents at random by using convenient sampling method. The sample respondents consist of both the male and female employees' i.e. 30 female workers and 70 male workers from all categories.

Findings of the Study: In this chapter key findings and conclusions of this research are recapitulated. Based on these findings few suggestions have been proposed for improving the morale of the employees of the MRF Ltd, kottayam

Findings

- It is found from the analysis of the study that majority (67%) of the respondents revealed that they are happy on the place of working.
- It is found from the study that majority (53%) of the respondent revealed the reason for the happiness of the working place is due to the positive attitude of the superior.
- It is observed from the study that good majority (79.5%) of the respondents revealed that they are satisfied with the training programme organized by the MRF Ltd, kottayam
- It is found from the analysis of the study that majority (83.6%) of the respondent revealed that are satisfied with the present perquisites like allowance, bonus and canteen facilities and the respondent (16.4%) expressed that they are not satisfied.
- It is observed from the study that a good majority (68.8%) of the respondents revealed that they are satisfied with the training programmes organized by the officials of the MRF Ltd, kottayam whereas 11.2% of the respondents were dissatisfied with the present method of training offered by various technical training programmes
- It could be found that majority (64.2%) of the respondents were not satisfied with the present work load in the MRF Ltd, kottayam.
- It is observed from the analysis of the study that majority (70%) of the respondent revealed that they are not satisfied with the relationship maintained by the co-workers in the section where they are working
- It is found from the study that 59% of the respondents have good opinion on the position of good facilities to their children.
- It is learned from the analysis of the study that majority (68.4%) of the respondents revealed that the reason for the accident in the work place due to the occupational stress.
- It is observed from the study that the action taken by the management is the cause for the dissatisfaction of the employees in various aspects.
- It is found that majority (60.2%) of the respondent revealed that the employees are satisfied with the shift timing and the allowances offered by the MRF Ltd, kottayam to their employees.
- It is observed from the study that majority of the respondent expressed their opinion on the grievances of the employees are settled properly.
- It is found that most (48.5%) of the respondents are satisfied with the lavatory system available in the work place
- It is inferred from the study that majority (74.4%) of the respondents were satisfied on the safety measures provided by the MRF Ltd, kottayam
- It is learned from the study that (53%) of the respondents are having satisfaction and the remaining are not having the fullest satisfaction.
- It is inferred from the study that majority (58%) of the respondent expressed that there were satisfied on workers participation in management policy decision of the corporation.
- It is observed from the study that majority (69.9%) of the respondents expressed their opinion on overall measures taken by the MRF Ltd, kottayam for the welfares of the employees..



Chi-Square Analysis

It is found from the analysis that administrative staff have perceived the maximum levels of satisfaction. The chi-square analysis proved that there is a close relationship between the designation and the level of job satisfaction in MRF Ltd, kottayam.

It is found from the analysis that age plays an important role in perceiving the job satisfaction. The chi-square analysis proved that there is a close relationship between the age and the level of job satisfaction.

It is found from analysis that the relationship between educational qualification of the respondents and the level of job satisfaction. The chi-square analysis proved that there is no close relationship between educational qualification of the respondent and their level of job satisfaction.

It is found that the respondents earning above Rs. 9000 have perceived maximum level of job satisfaction than other category viz. The chi-square has proved that there is a relationship between the income earned by the respondents and their level of job satisfaction.

Factor Analysis Factor analysis was employed in transferring a set of variables into a small number of linear composites which have maximum correlation with original variables. It is used to study job satisfaction in order to identify the major factors considered important by the respondents. The level of job satisfaction perceived by the employees of MRF Ltd, kottayam in the study area was studied by selecting twenty factors. The main factors among them are welfare facilities.\

Suggestions

Since most of the employees of the MRF Ltd, kottayam, performing the duty well, their performance depends upon their relationship with the Management. Since it involves indirect supervision, the management should always be approachable for the employees and workers. The top management decision shall be highly rational and should be in the interest of the organization and also satisfy the needs of the employee. Then every decision of the management should be communicated to the employees so that they can work together to achieve the target of the organization. Some of the employees are not satisfied with the promotion system followed in MRF Ltd, kottayam. Hence the management of MRF Ltd, kottayam if possible may follow a proper system for giving promotion to the employees. Further some of the respondents are not satisfied with the canteen facilities available in the company. So the authorities concerned in the company may try to provide better facilities in the canteen.

Conclusion

In the management area, managing living things especially human beings is not an easy job like non-living thing such as finance, materials other physical resources. The survival of any organization is highly depended on how the needs and wants of the employees are fulfilled to the maximum extent. Every organization has a set of ideal policies and practices which are applicable even to an average employee, sometimes number of conflicts arise between management and employees and leads to various bad consequences like fall in productivity, economic loss, high rate of labor turnover and loss of reputation etc. in this aspect we can say that human resources are the precious assets and only the active factor in the factors of production. Hence almost all the fields in developed countries are recognizing their human resource to a large extent. It is a great blessing to the nation. Majority of the employees are being closely associated with every effort of the MRF Ltd, kottayam. I assure that when the company considers the above suggestion it is no doubt that the company will be bagged with the number of rewards for good services to the customers and also the public.

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