

Empirical study of Employee job Satisfaction

Sowmya C.U.

Assistant Professor

*Post Graduate Department of Management Sciences – JSS Academy of Technical Education –
Bengaluru. (India)*

Abstract

The primary aim of the study is to discover critical problems, that are faced by the employees at work place and to identify the factors and methods to make employees faithful and dedicated to the organizations. The aim of the study is to present the important determinants that are helpful for the fulfillment of employees at organizations. That is organizations culture, fair policies, appreciation, pay, promotions, feeling of belongingness, safety and security, challenges and respect from supervisors and co-workers. These determinants help the organization to frame effective strategies to increase the effectiveness of the employees. This research report is based on the practical framework, a representation linked to Job Satisfaction. The research was carried out in 2019 at iNUBE SOFTWARE SOLUTIONS PRIVATE LIMITED and could get the response of 200 employees. From this research it is found that there is a correlation between fair policies, appreciation, pay, promotions and all other parameters.

Keywords: Appreciation, Employee job satisfaction, Fair policies, Feeling of belongingness, Pay and Promotions, , Safety and Security.

1. INTRODUCTION

Employee job satisfaction is one of the motivational aspects of Human Resource Management.

“**EMPLOYEE JOB SATISFACTION** is the amount to which staff are happy or content with their occupations and work environment”.

Employee job satisfaction concept on the surface and it covers the basic concerns and needs of employees. Passion, commitment and most important, discretionary effort. Satisfied employees are motivated to do extra than the minimal needed with a purpose to preserve their jobs. By means of contrast, happy personnel are simply happy or content with their jobs and the status.

JOB SATISFACTION

Employee Satisfaction is comparative ideas superficially and it covers the essential concerns and needs of representatives. Enthusiasm, duty and most vital, optional exertion. Drawn in workers are roused to do additional than the exposed negligible required with a reason to safeguard their occupations. By methods for differentiation, upbeat faculty are just cheerful or content with their employments and the status.

1.1 FACTORS OF EMPLOYEE JOB SATISFACTION

1.1.1 WORKPLACE CULTURE AND COMPANY VALUES:

The most basic main impetus of joy at work is the impression of fulfilment faculty could have around about their association. This sort of pride is most successfully connected to the organization's accomplishments and the five star of its administration and furthermore to other key variables like its subculture and shared qualities. Among others, shared thankfulness, energy about the undertaking completed, and being taken care of with value, are immediate individuals to an idealistic work environment.

1.1.2 CAREER AND GROWTH OBJECTIVE:

This is particularly valid for best abilities. So as to do at their top notch level, capacities need to ceaselessly break down and advantage from inward calling potential outcomes that coordinate their dimension of desire. Workers inside an organization significantly advantage from on-going preparing and instructing creating representatives enables the best organizations to manufacture a maintainable upper hand after some time. By the by, preparing everyone or perhaps enabling representatives to set aside effort to take care of their self-improvement accompanies an expense that numerous organizations consider they cannot figure out how to pay for. Be that as it may, the advantages from putting resources into individuals improvement are army and balanced their expense.

1.1.3 RESPECT, PRAISE AND APPRECIATION:

Representatives are additional fulfilled of their positions when they sense trustworthy and are applauded for a procedure pleasantly executed, notwithstanding assuming it's a simple thanks from an association chief. Bosses are frequently vocal while a labourer commits an error or something is needed of them anyway making a similar endeavour to salute or voice gratefulness will have a positive affect on specialist's pride.

1.1.4 GOOD RELATIONSHIP WITH SUPERVISORS:

One of the main reasons employees think about quitting a corporation is that their supervisor does not care about them. A participative climate created by the supervisor seems to have a greater substantial effect on workers' pride than does participation in a specific selection. powerful managers recognize their employees need recognition and praise for his or her efforts and accomplishments. employees additionally want to recognize their supervisor's door is constantly open for them to discuss any worries they've which can be affecting their capacity to do their jobs. it'll cause their pride inside the workplace.

1.1.5 FAIR POLICIES AND PRACTICES:

Individuals who apperceive that advance decisions are fabricated in a fair and aloof address are acceptable to acquaintance achievement from their jobs. Very generally advisers are demotivated and annoyed with their jobs because arbitrary behavior and practices abound at their abode of work. It is accordingly of absolute accent for an alignment to accept a fair and according arrangement apropos practices and behavior so that there is no bigotry and frustration.

1.1.6 FEELING OF BELONGINGNESS:

Most of the alignment fails to accept this axiological factor, whereas many have started acting towards it. If an agent feels that he is advised as an important allotment of the team, he belongs to the alignment

again there are college affairs of job satisfaction. Texting an agent on his/her birthday, communicating the crisis to alike at the arena akin employee, authoritative appropriate efforts during blithe seasons, all these baby little gestures accomplish an agent accept that he or she belongs to the firm. This brings job achievement and adherence together.

1.1.7 THE ASPECTS CONTRIBUTING TO EMPLOYEE SATISFACTION

Employee satisfaction representative commitment might be lined up with worker work fulfillment, and it concerns representative's association and promise to the association. Representative commitment is ordinarily characterized by the genuine conditions in the working environment and specialists assessment and conduct for example how the representatives see their seeking with their work, just as how they see others round them.

The Study surveys the parts of worker work fulfillment and commitment; these angles are sorted into the accompanying zones.

- i. CareerDevelopment
- ii. Relationship withManagement
- iii. Conditions forEngagement
- iv. WorkEnvironment
- v. Engagement Opinions &Behavior

i. CAREER DEVELOPMENT:

Profession development presents openings that can be as one valuable for everywork force and managers. Representatives who share in employment preparing, proceeding with instruction and different sorts of expert improvement can refine and gain new aptitudes that could propel their profession and high efficiency. Creating vocation ways and stepping stools are procedures which can urge work force to advance of their calling.

ii. RELATIONSHIP WITH MANAGEMENT:

Representatives frequently assistant their confidence in their director with their general frame of mind toward the association. Indeed, control issues are one of the real resources riding up specialist turnover. This thought process alone addresses the several ramifications the labourer/the board relationship has on an office. Creating successful correspondence rehearses and regarding representatives work and conclusions lead to better connection among administrators and their staff. These endeavours demonstrate that administration has personal stake in their representatives.

iii. CONDITIONS FORENGAGEMENT:

Employees would like to believe that their time and endeavors are adding tothe more noteworthy stretch out, by perceiving how task underpins the association's business objectives can expand representative occupation fulfillment. The board can likewise as often as possible foresee that faculty as of now understand theessentialness and significance in their assignments.Clearly clarifying and emphasizing how representatives' work is esteemed and how these issues can be relieved.

iv. WORKENVIRONMENT:

Advancing components that continue an invigorating work surroundings finishes in happy and connected with employees. A perfect work setting includes parts, for example, animating work ventures, affirmation of individual and hierarchical prosperity, and devoted colleagues.

2. LITERATURE REVIEW

2.1 EMPLOYEE JOB SATISFACTION

Employee Job Satisfaction

It is the character pride as a master person, that is, the individual affects his frame of mind. Business endeavor part to its working element is the subjective assessment, staff traverse the more commonsense qualities and hope of the hole between the expense obtained after the get together regardless of whether or no longer all parts of work mentalities and passionate reactions. It involves crafted by the level of authoritative duty and work inspiration is intently related (Saari, L. M., & Judge, T. A., 2004)

2.2 Why worker satisfaction is significance and interest?

labourer commitment has end up being an intently referenced point in most recent years be that as it may, there is still equivocalness inside the instructive writing with respect to how specialist commitment can be invigorated by the executives. There has been impressive leisure activity in representative commitment, anyway this has been combined with a decent arrangement of misconception. In accordance with Kular et al, this misconception might be halfway ascribed to the truth that there's no complete definition, bringing about commitment being operationalised and consequently estimated in different ways.

From a HR point of view today, commitment keeps on being an imperative consideration on account of the intense money related atmosphere, organizations now more noteworthy than any time in recent memory are making sense of to rebuild and resize, which has finished in organizations exploring new strategies to keep up and blast commitment. Firms battle to enroll and show their aptitudes, so they need to do their quality to hold of it. Associations need to strike the correct solidness among encouraging and improving specialist commitment levels while on the equivalent time now not trading off their focused job. (Kular et al, 2008)

2.3 Employeesatisfaction is explicitly test with the fulfillment that got from the person as an expert individual.

Employeesatisfaction is explicitly test with the fulfillment that got from the person as an expert individual. One basic research finding is that movement fulfillment is related with presence joy. This connection is equal, which implies people that are happy with their lives will in general be happy with their employments bad habit visa. In any case, a couple of research have contended this thought activity amuse isn't in every case widely identified with ways of life charm in light of their variable comprehensive of nonworking delight and center self-assessments are mullied over. Association part to its running element is the intellectual assessment. staff

overcome the more down to earth esteems and hope of the separation among the qualities got after the gathering whether or no longer all parts of work demeanors are passionate reactions. This comprises of the volume of firm contribution and related persuasive games.(Rode, J.C,2004)

2.4 Examine confirms the life of a robust connection among task pleasure and process involvement.

In employees with low task pleasure the effect of task involvement on absence conduct is lots more mentioned than in employees with excessive job pride. worker's degrees of satisfaction with co-employees, activity, obligation, and task protection, loyalty to the employer a number of the health factors that have an impact on an employee's absence behavior, pressure appears to be the most critical one.A specialist who's missing from works of art is deliberately or unknowingly communicating negative connection to the organization . In any case, representatives who are outstandingly happy with their occupations or unequivocally committed to the association will stay away from withdrawal practices and keep up suffered connection to work.The way worker's feels and thought that their employments being favored are exceptionally parts basic in expressions of workers process fulfillments turnover and non-appearance (Wegge, et al, 2007)

3. OBJECTIVES OF THE STUDY

- 3.1 To investigatethe effectsandimpactoftheorganizationalcultureandcommunication in predicting Employee Job Satisfaction
- 3.2 To understand the Employee perception and the factors that build a culture of high performance, to improve a high EmployeeRetention.
- 3.3 To examine the problems related to employee job satisfaction.
- 3.4 To suggest suitable measures to overcome the problems of employee job satisfaction.

4. RESEARCH METHODOLOGY

4.1 RESERACH

The information required for the study is gathered from the employees of the Inube SoftwareSolutions, through questionnaire

4.2 DATA COLLECTION METHOD :

The facts gathered for the observe includes primary and secondary information.

4.2.1 PRIMARY DATA:

Essential information are assembled through faculty talk with utilizing poll. The survey was managed to 200 representatives of iNube Software solutions.

4..2.2 SECONDARY DATA:

Secondary data for this investigation was gathered from the recently distributed records, examine reports, books references and sites.

4.3 SAMPLING TECHNIQUE:

4.3.1 SAMPLING DESIGN : The sampling design used in this survey is non-probability sampling method considering the scope and size of the survey.

4.3.2 SAMPLING SIZE : The sample size consists of 200 respondents who are working in the company at various levels.

4.3.3 SAMPLING UNIT: iNUBE SOFTWARE SOLUTIONS PRIVATE LIMITED

Departments covered during the questionnaire distribution are as follows,

DEPARTMENTS	NO. OF RESPONSES
HR	20
Health	10
Support	60
Pre-Sales	40
Delivery Sadish	70

5. HYPOTHESIS

5.1 THE MISSION OR PURPOSE OF THE COMPANY MAKES ME FEEL MY JOB IS IMPORTANT

H0: Employees feel that the objective or the purpose of the company doesnot make them feel that their job is important

H1: Employees feel that the objective or purpose of the company make them feel that their job is important

5.2 REWARDS ARE GIVEN FOR THE ACHIEVEMENT AND HARDWORK

H0: Employees feel that they are not being rewarded for their achievement and hard work

H1: Employees feel that they are being rewarded for their achievement and hard work

5.3 ANALYSIS AND INTERPRETATION

ANALYSIS OF RESPONDENTS/NON-RESPONDENTS

Around 25 questions was asked to the employees of iNube Software Solutions to get filled in order to know the extent of job satisfaction of employees inside the organization.

FINDINGS FOR EACH RESEARCH QUESTION

The representatives of iNube Software Solutions were made a few inquires about their involvement and satisfaction in their current job and the reactions from them are as underneath.

ANALYSIS USING THE STATISTICAL TOOL

5.4 TABLE SHOWING THE MISSION OR PURPOSE OF THE COMPANY MAKES THE EMPLOYEES FEEL THEIR JOB IS IMPORTANT

Particulars	Respondents	Percentage
Strongly Agree	32	16%
Agree	128	64%
Neutral	32	16%
Disagree	8	4%
Strongly Disagree	0	0%
Total	200	100%

H0: Employees feel that the objective or the purpose of the company doesn't make them feel that their job is important

H1: Employees feel that the objective or the purpose of the company does make them feel that their job is important

ANOVA: SINGLE FACTOR

SUMMARY

Groups	Count	Sum	Average	Variance
Column 1	101	20	0.198019802	0.16039604
Column 2	101	61	0.603960396	0.241584158
Column 3	101	20	0.198019802	0.16039604
Column 4	101	0	0	0
Column 5	101	0	0	0

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	24.56237624	4	6.140594059	54.59507042	3.47038E-38	2.389766936
Within Groups	56.23762376	500	0.112475248			
Total	80.8	504				

ANALYSIS : In anova single factor analysis. If $F > F_{critical}$, null hypothesis will be rejected

From the above table we can analyse that $F = 54.59507042 > F_{Critical} = 2.389766936$.

Hence, null hypothesis H0 is rejected and alternate hypothesis H1 is accepted.

INTERPRETATION : From the above analysis we can interpret that Employees feel that the objective or the purpose of the company does make them feel that their job is important

5.5 TABLE SHOWING REWARDS ARE GIVEN FOR THE ACHIEVEMENT AND HARDWORK

Particulars	Respondents	Percentage
Yes	144	72%
No	56	28%
Total	200	100%

H0: Employees feel that they are not being rewarded for their achievement and hard work

H1: Employees feel that they are being rewarded for their achievement and hard work

ANOVA: SINGLE FACTOR

SUMMARY

Groups	Count	Sum	Average	Variance
Column 1	101	74	0.732673267	0.197821782
Column 2	101	27	0.267326733	0.197821782

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	10.93564356	1	10.93564356	55.28028028	2.99859E-12	3.888374717
Within Groups	39.56435644	200	0.197821782			
Total	50.5	201				

ANALYSIS : In anova single factor analysis.if $F > F_{critical}$, null hypothesis will be rejected

From the above table we can analyse that $F = 55.28028028 > F_{Critical} = 3.888374717$.

Hence, null hypothesis H_0 is rejected and alternate hypothesis H_1 is accepted.

INTERPRETATION : From the above analysis we can interpret that Employees feel that they are being rewarded for their achievement and hard work.

5.6 FINDINGS

1. The study interprets that the employees job is being appreciated inside the organization and there is adequate providence of all the resources and facilities necessary for work by the organization.
2. Organization working condition is good and safe.
3. Majority of the respondents feel they are getting all the support and team work from the other departments inside the Organization.
4. Majority of the respondents feel that rewards are given for the achievement and hard work.
5. Majority of the respondents agree that they have opportunities to do innovative things at work
6. Majority of employees agree to compensation being satisfactorily reviewed from time to time
7. Majority of the employees agree that the objective of the company makes them feel their job is important
8. Majority of the employees agree that the company makes effort to identify employees strengths and weakness
9. Majority of the employees agree to have freedom to choose how to best perform the job
10. Majority of the respondents expressed their neutral thoughts about the performance appraisal process being fair
11. Majority of the respondents agree to have being provided with the right training if any new system/tool/software is introduced
12. Majority of the respondents have neutral thoughts about them giving fair amount of time to their family.
13. Majority of the respondents agree that the manager is professional and cordial while communicating

5.7 SUGGESTIONS

1. Support and Team work from the other departments inside the Organization must be emphasized.

2. Encouragement by the senior for the achievement of employees must be done regularly thus by reducing their fear of failure
3. Rewards and recognition must be given for the achievement and hard work
4. Compensation must be satisfactorily reviewed from time to time
5. Company must make more efforts to identify employees strengths and weakness
6. Providence with the proper guidance if any new system/tool/software is presented the employees.
7. Favouritism should not be encouraged or followed in any ways in the organization.
8. Employees wishing to look for the other jobs must be communicated and their difficulties or problems within the organization must be known and solved for them if possible.

6. CONCLUSION

This report on “EMPERICAL STUDY OF EMPLOYEE JOB SATISFACTION” was helpful to know about the different practices through which employee job satisfaction is being done in the company iNube software solutions.

This examine inferred that most of the personnel are satisfied with the existing practices but a bit improvement and changes are required as a way to make it effective. Various factors which influence the employee satisfaction in the job was known and measures through which employees could be encouraged was identified through this process.

Employee job satisfaction majorly depends on the working environment and fair policies of wages and rewards whereas employee job engagement depends upon the recognition, organizations approach and work involvement programs provided to the employees.

From the survey it can be concluded that organization have to take over initiatives to carry out more powerful worker process satisfaction practices and ought to not forget all of the factors that might influence them. Worker job pleasure forms the basis of employee retention and enterprise boom is also majorly influenced with the aid of it.

BIBLIOGRAPHY

References:

Web:

www.inubesolutions.com

Books:

1. UdaiPareek, T V Rao, D M Pestonjee. ‘Behavioural Processes in Organisations’ Oxford and IBH Publishing Co. Pvt. Ltd. New Delhi, Eighth printing-2000, pp-103-108.
2. Rao, P. Subba (2000) ‘Essentials of Human Resource Management and industrial relations’ Himalaya publishing House, Mumbai, India, p.480.

Journals:

2nd National Conference on Recent Innovation in Engineering, Science, Humanities and Management

REVA University, Yelahanka, Bangalore, (India)



29th-30th March 2019

www.conferenceworld.in

ISBN : 978-93-87793-79-8

1. Wegge, J., Schmidt, K., Parkes, C. & Dick, V. K. (2007). Taking a sickle: Job satisfaction and job involvement as interactive predictors of absenteeism in a public organization. *Journal of Occupational and Organizational Psychology*, 80, 77-89.
2. Mount, M., Ilies R., & Johnson, E., (2006). Relationship of Personality traits and counterproductive work behaviors: The mediating effects of job satisfaction. *Personnel Psychology*, 59, 591-622
3. Ozdevecioglu, M., (2000). Orgutselvatandaslikdavranisiileuniversityogrencilerinbazidemografikozellikleriveakademikbasarilararasi ndakiiliskilerinbelirlenmesineyonelikbirarastirma. *Erciyes Universites iktisadiveIdari Bilimler Fakultesi Dergisi*, 20(1), 117-135.
4. Miller, J. L. (2006). *Coach Yourself to Succeed @ Work: How to Achieve Optimal Performance and Job Satisfaction*. CA, Dorrance Publishing Co.
5. Moyes, G. D., & Shao, L. P., Newsome, M. (2008). Comparative analysis of employee job satisfaction in the accounting profession. *Journal of Business & Economics Research*, 6(2), 65-81.
6. Hochheiser, Robert M. (1998) 'Its a Job Not a Jail: How to Break Your Shackles When You Can't Afford to Quit', Simon & Schuster Chapman, Elwood (1993), 'Achieving Job Satisfaction: Helping Employees Reach Higher Productivity', Crisp Learning
7. *Journal of Management and Science*, Vol. 1, No.1, pp. 36-47.
8. Penn, Joanna (2008), 'How to Enjoy Your Job', Lulu publishers
9. Esen, Evren (2007), 'Job Satisfaction', Society for Human Resource Management
10. Stride, Chris, D. Wall, Toby, Catley, Nick (2008) 'Measures of Job Satisfaction, Organisational Commitment, Mental Health and Job Related Well-being'.