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A Study on Analysis of Satisfaction Level of Employees in the Telecom Sector

Chavva Sandhya[1], M. Suseela Grace[2]

P.G. Scholar, Department of MBA (Hr), DRK College of Engineering and Technology, Hyderabad, India[1]

Assistant Professor, Department of MBA (Hr), DRK College of Engineering and Technology, Hyderabad, India[2]

ABSTRACT: Job satisfaction is derived from the Latin words "Satis" and "facere", which means "enough and to do" respectively. Job satisfaction survey can give the most valuable information the perceptions and causes. For satisfaction/dissatisfaction among the employees attitude towards job satisfaction may be either positive or negative. This positive feeling can be re-in forced and negative feelings can be rectified. This survey can be treated as the most effective and efficient way, which makes the workers to express their inner and real feelings undoubtedly. For any future course of action/ development, which involves employee's participation, is considered. The management will get a picture their employee's acceptance and readiness. This survey also enables to avoid misinterpretations and helps management in solving problems effectively. It is observed that during study some of the employees accepted the proposal survey research. A perfectly contentment and satisfaction motivates an employees to be confident with a high morale, it is an asset to organization as a whole

I. INTRODUCTION

Telecom sector organisation offer employees continuous training and development opportunities? If not, this is something that should be considered as many employees are looking for opportunities to develop their skills at work, and some use the lack of development opportunities as a cue to start looking for a new job. Training and development don't have to mean costly days off at a conference, it could also be a smaller online course or internal workshops.

Task and skill variety
An appropriate number of tasks and skills should be used- if too many are in use, the job can be perceived as overwhelming, whereas if too few are used, the employee might get bored instead. Getting the job done while finding a balance that works for all employees is therefore important.

Autonomy
Some studies suggest that the more autonomy employees have at work, the higher their job satisfaction level. The study also suggests that they are less likely to want to change jobs.
There is a growing number of flexi-workers; employees who want to be able to work from home or with varied start and finish times, determine the process of carrying out tasks and being able to make decisions on their own. Moreover, it is becoming increasingly important for many employees to be able to take on more responsibilities, as many want to feel that they have an impact on the organization and that their work matters. Furthermore, having work stressors we cannot control is far more damaging than work stressors we have some control over. Having work stressors that we cannot control can result in deteriorating mental health of employees.
However, not all employees are comfortable with taking on several responsibilities, some just want to follow the instructions provided by a manager.

II. NEED FOR THE STUDY

Job satisfaction levels with respect to the workers is significant if representatives are fulfilled then just the association can work easily expands its creation, faces rivalry if the workers are fulfilled. In the event that representatives are content with

their job they will absolutely convey a disposition that is positive. Consequently the examination turns out to be embraced to assess the worker job satisfaction that will be required for the corporation the organization to settle on choices that are sound.

III. SCOPE OF THE STUDY

The organization must fulfill individuals' needs and impact these affections for Acquiring their help and co-activity. Proactive mentality of people towards their jobs, good communication framework and destinations that are individual some of the elements of job satisfaction.

People often lie in exit interviews about why they are leaving. Managers should, of course, know in advance who is leaving and why. A comprehensive list like this is of little value unless used as a guide to gather information as to how to engage the employees so that to retain the talents in the organization.ighly engaged employees can be seen as exemplar for other employees of the organization those seek to transform the engagement levels of others. They support and build the environment and culture that promote circumstances and conditions for engaging other people. On the other view, the biggest challenge lies with moderately engaged employees in the organization

OBJECTIVES OF THE STUDY
➢ The essential goal with respect to the is fundamental examination is consistently to check the satisfaction levels in regards to the workers in Telecom Sector.
➢ To analyze the employee participation to achieve the objectives of the organization
➢ To know the security along with wellbeing measure taken due to the association.
➢ To recognize the known norm of complaint dealing with methodology when you take a gander at the association

IV. RESEARCH METHODOLOGY

The methodology this is certainly adopted for the scholarly study is so that it facilities the info accumulation. The information and knowledge is gathered through survey method. The survey method happens to be adopted for collecting the info from employees.

RESEARCH DESIGN:
Research Design is described as the specification of methods and procedures for acquiring the given information needed. Usually the extensive research design is some of the following three types-DESCRIPTIVE, EXPLORATORY and CASUAL.

DESCRIPTIVE STUDY:
Descriptive study/research is marked because of the prior formulations of specific research questions. The investigator already knows a amount that is substantial the investigation problem ahead of the project is established. Hence this can be chosen for my research.

EXPLORATORY STUDY:
The purpose that is major of study could be the identification of problem, the greater amount of precision formulation of problem in addition to formulation of new alternative courses of action.

CASUAL STUDY:
The determination is involved by the study regarding the actors that cause what the researchers are predicting. This is mainly a effect and cause study.
The investigation design selected because of the researcher when you look at the study that is present "DESCRIPTIVE" in the wild.

RESEARCH INSTRUMENT:

HR studies have a single research that is main in collecting primary data. This is certainly questionnaires.

So that you can extract first hand information through the respondents, a pre-tested questionnaire was prepare and the same was administered to the respondents in order to extract first hand information from the respondents.

DATA SOURCES:

Data means an accumulation facts in true to life statistical data that are statistical a collection of facts in numerical figures. The info sources usually are identified making use of the types of data needed. There's two forms of data.

1. Primary data
2. Secondary data

PRIMARY DATA:

The hand that is first because of the investigator in the form of observation in person questioning, telephone interview and mailing questionnaire is named primary data. Primary data is made from original information gathered for a purpose that is specific

TYPES OF PRIMARY DATA;-

For the true purpose of present study, the primary data collected from respondents by contacting them personally for the purpose of present study.

SECONDARY DATA:

Secondary data is made from information that already exists somewhere, having been collected for the next purpose

TYPES OF SECONDARY DATA:

For the true purpose of present study, the secondary data was collected from published data regarding the companies. Population could be the aggregate of objects animate as well as in animate, under study in virtually any statistical investigation. The population for the analysis here was employees in Met life.   The secondary data was collected from published data of the companies. Population is the aggregate of objects animate and in animate, under study in any statistical investigation. The population for the study here was employees in Met life for the purpose of present study.

SAMPLING PROCEDURE

A "Purposive-Cum convenient sampling" was followed with a view to arrive at the sample population for the study.

SAMPLE SIZE

The sample size includes 100 employees who will be doing work in the Telecom Sector

LIMITATIONS

- The analysis is bound to Telecom Sector. Only.
- The info is collected from 100 employees only.
- The analysis is bound into the employees of production department only.
- The findings and observation built in the scholarly study purely on the basis of the respondents'
- Answers that might be biased.

V. REVIEW OF LITERATURE

Keith Davis, job satisfaction is characterized "idealness' (or) unfavorableness withWhich the staff see their work and results in the event that you have a fit between job attributes and needs of representatives." Relating to cost 2001, job satisfaction can be clarified as the direction that is viable. That an individual from staff has towards his/her work. Job satisfaction depicts the sentiments, mentalities and inclinations of an individual with respect to work.
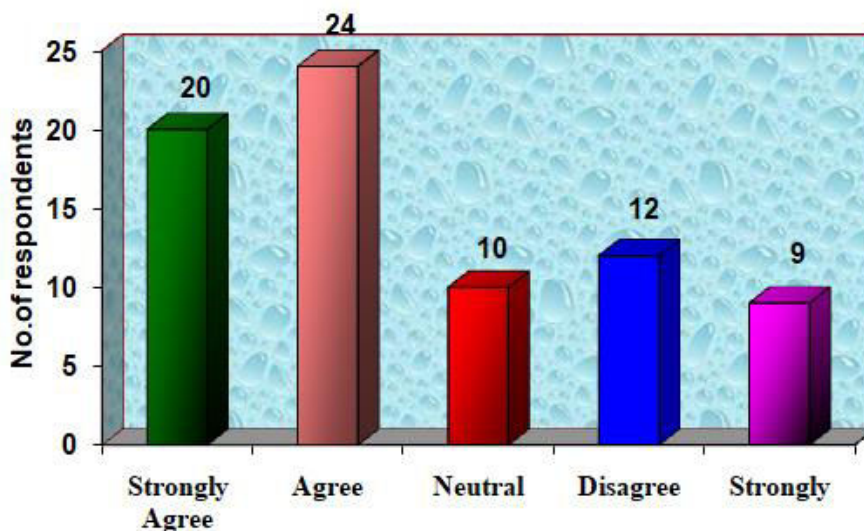
Doorman and Lawler (1968) gather the impacts on job satisfaction in 2 classes ofouter and interior factors that are acceptable. Identifying with them, inward factors that are palatable identified with the continuous work itself such as feeling of autonomy, pride, feeling of triumph, confidence, feeling of control just as other inclination that is comparable from work) though External factors that are agreeable in an indirect manner relating to work itself (such as great associations with partners, significant pay, great government assistance and utilities). The board and initiative style assume a job that is essential deciding the work satisfaction standard of representatives (CarrandKazanowsky 1994).

High and low a working job satisfaction level likewise is reliant upon such an associations (Schoderbek and Plambeck 1979, Solomon 1986).

VI. DATA ANALYSIS

1.   Satisfaction level provides scope to realize goals?

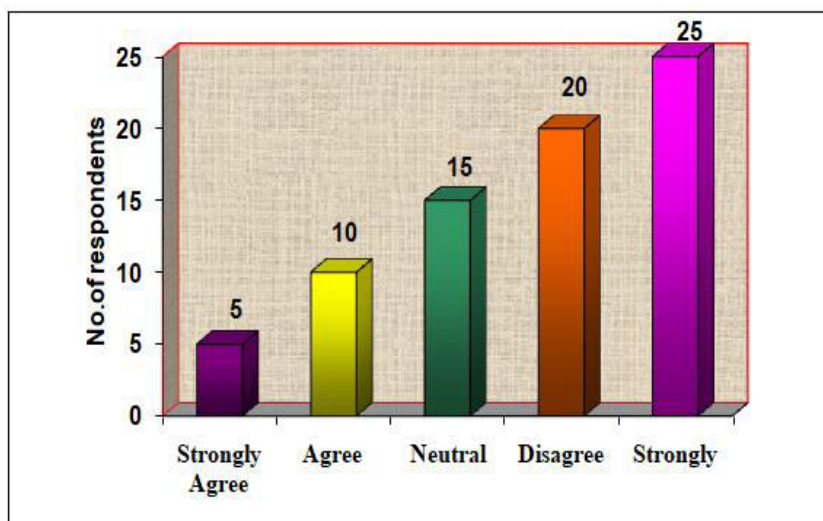| Response	Respondents	% of Respondents
Strongly Agree	20	26.67
Agree	24	32
Neutral	10	13.33
Disagree	12	16
Strongly	9	12

Interpretation:-
From the aforementioned table, it really is clear that, 32 % of employees agree totally that there clearly was scope for achieving goals and 26% of those are strongly are agreed.
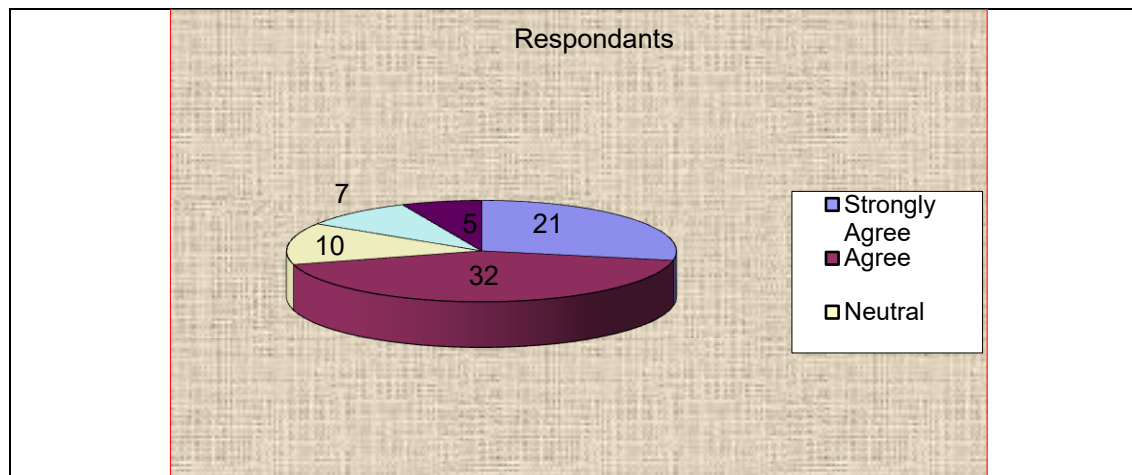
2. Freedom to take decision?

Response	Respondents	% of Respondents
Strongly Agree	5	6.67
Agree	10	13.33
Neutral	15	20
Disagree	20	26.67
Strongly	25	33.33

Interpretations:-
From the aforementioned table, 13 % of employees agreed that they usually have the freedom is had by them to take decision using the decision taking and 33% of employee doesn't have freedom to take decision.

3. Better position in foreseeable future?

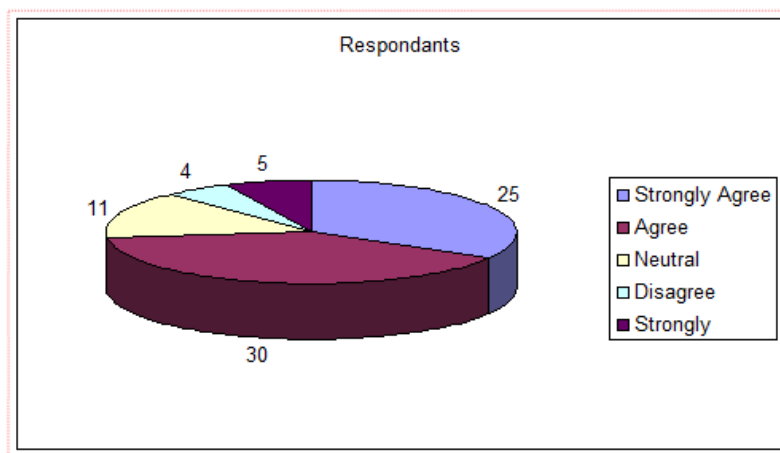| Response	Respondents	% of Respondents
Strongly Agree	21	26.67
Agree	32	42.33
Neutral	10	13.33
Disagree	7	9.33
Strongly	5	6.67

Interpretations:-

From the aforementioned table, 42 % of employees agree they can see themselves in a better position in near future and 26% strongly agree that they can place themselves in a better position very few disagrees for the above that they can see themselves.

4. Working under in human working conditions:

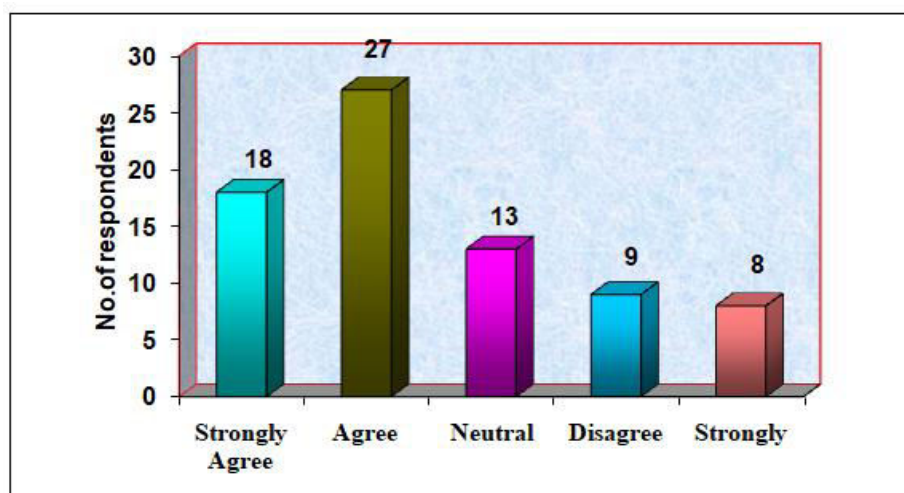| Response	Respondents	% of Respondents
Strongly Agree	25	33.33
Agree	30	40
Neutral	11	14.67
Disagree	4	5.33
Strongly	5	6.67

Interpretation:-
From above table 40% of employees concur with the working conditions are human and 33% of employees strongly agree.

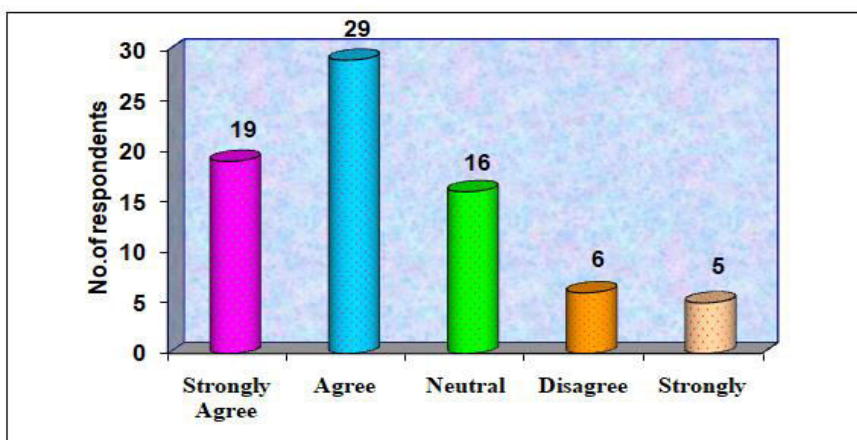5. Placing in a place that is right

Response	Respondents	% of Respondents
Strongly Agree	18	24
Agree	27	36
Neutral	13	7.33
Disagree	9	12
Strongly	8	10.67

Interpretation:-
From the aforementioned table, 24% regarding the employees strongly agree totally that these are generally positioned in right position, 36% regarding the employees agree, while 23% regarding the employees disagree for the aforementioned.

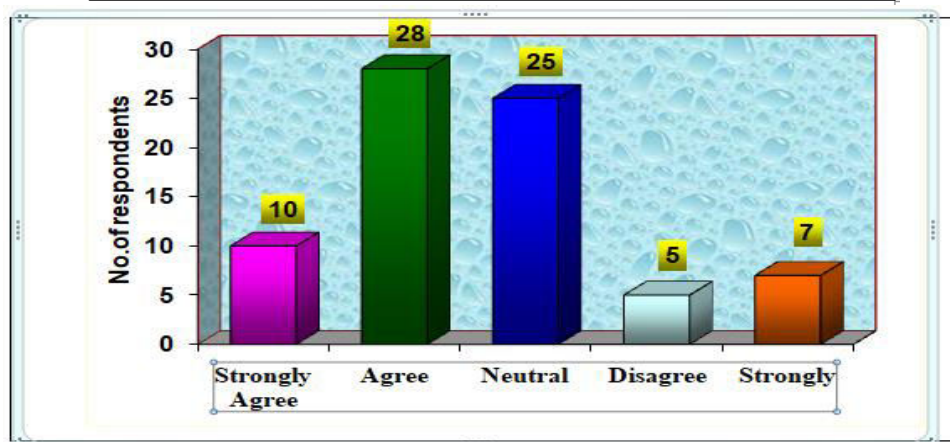6. Relationship along with your peers?

Response	Respondants	% of Respondants
Strongly Agree	19	25.33
Agree	29	38.67
Neutral	16	21.33
Disagree	6	8
Strongly	5	6.67

Interpretation:-

From the above table 25% regarding the employees strongly agreed they own it is good 8% said it is average, 67% said they have poor relationship with their peers that they have good relationship with their peers, 39% said.
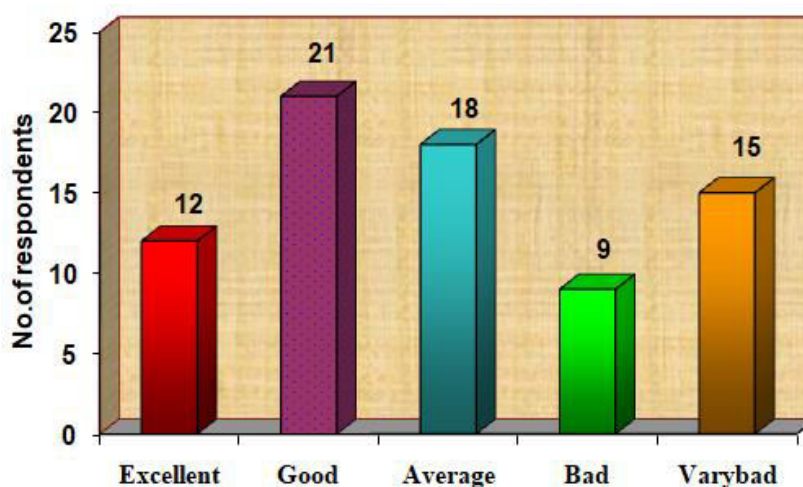
6. Your relationship with superior?

Response	Respondents	% of Respondents
Strongly Agree	10	13.33
Agree	28	37.33
Neutral	25	33.33
Disagree	5	6.67
Strongly	7	9.33

Interpretation:-

From the aforementioned table, 14% regarding the employees have a fantastic relationship with regards to superiors, 37% have good relationship 33% of employees are satisfactory with superior, 7% to their relationship have poor relationship.

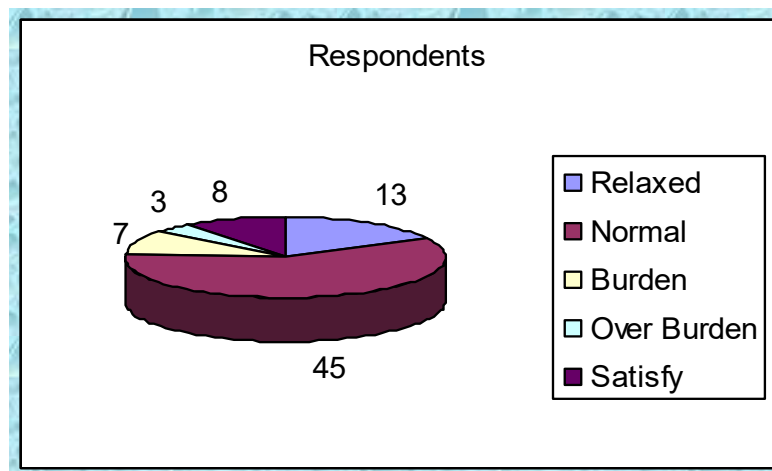7. Benefits given by the organization?

Response	Respondents	% of Respondents
Excellent	12	16
Good	21	18
Average	18	24
Bad	9	12
Very Bad	15	20

Interpretation:-
From the aforementioned table, 16% regarding the employees said Excellent benefits given by the organization, 18% of employees Good, 24% of employees have good, 24% off employees have average 12% of employees have bad, 20% of employees have quite opinion that is sad.

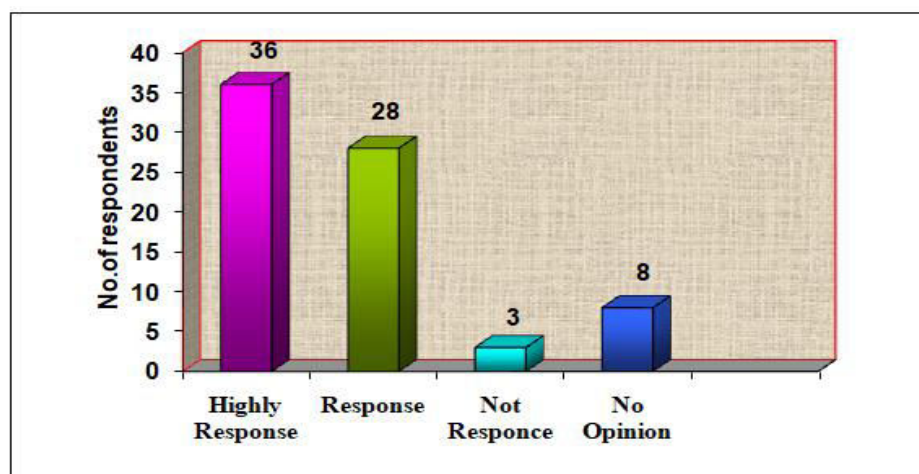8. How can you feel about work load?

Response	Respondents	% of Respondents
Relaxed	13	17.33
Normal	45	60
Burden	7	9.33
Over Burden	3	4
Satisfy	8	10.67

Interpretation:-

From the aforementioned table, 17.33% regarding the employees have told Relaxed work load, 60% of employees have normal, 9.33% of employees have Burden, 10.67% off employees have match the ongoing work load when you look at the company.

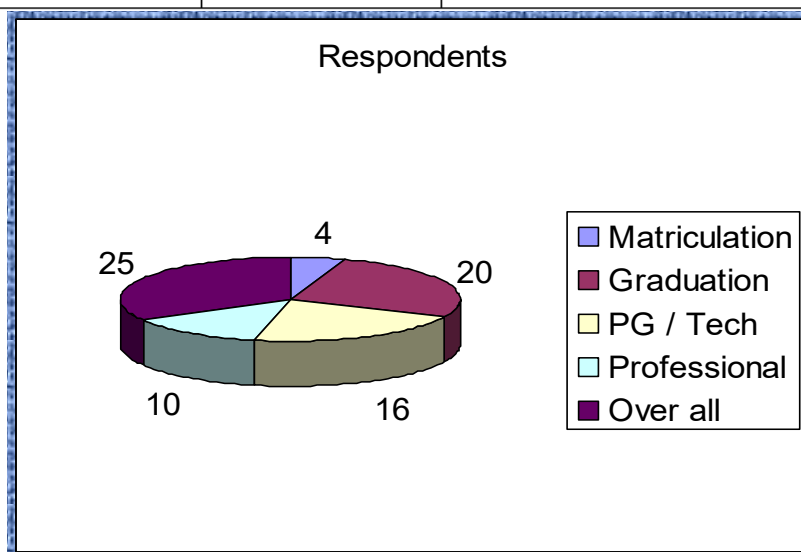**9.** How do you're feeling about responsibility?

Response	Respondents	% of Respondents
Highly Response	36	48
Response	28	37.33
Not Response	3	4
No Opinion	8	10.67

Interpretation:-

From the aforementioned table, No opinion from the responsibilities through the above table, 48% regarding the employees feel highly Responsible, 37.33% of employees Responsible, 4% of employees does not feel Responsibility, 10.67% of employees.
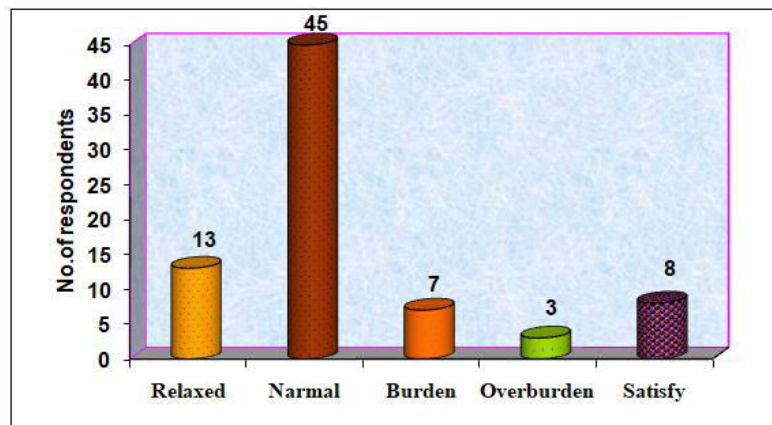
10.   Qualification of suited to your task.

Response	Respondents	% of Respondents
Matriculation	4	5.33
Graduation	20	26.67
PG / Tech	16	21.33
Professional	10	13.33
Over all	25	33.33

Interpretation:-

From the aforementioned table, 5.33% regarding the employees said Matriculation for suitable job, 26.67% of employees have Graduation, 21.33% of employees have PG / Tech., and 33.33% of employees have over all qualification when it comes to suitable job.

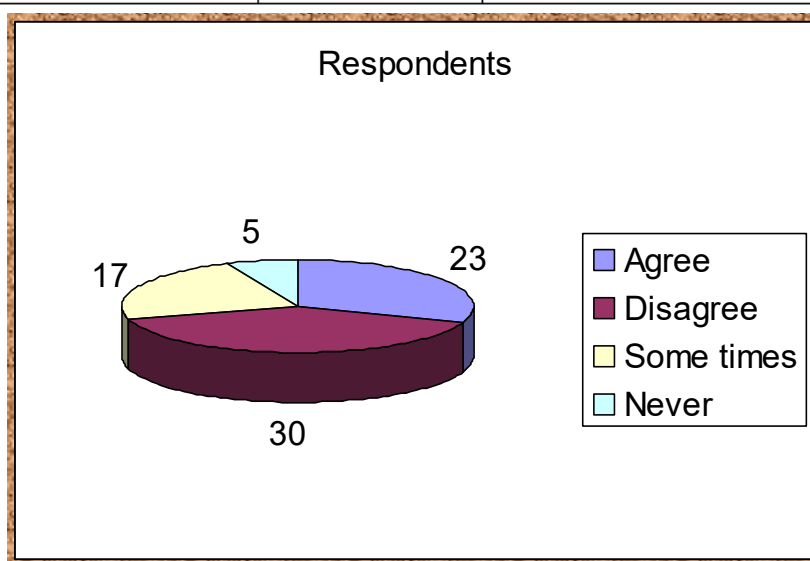11.   Satisfied the attitude regarding the Management?

Response	Respondents	% of Respondents
Highly Secure	13	44
Satisfied	28	37.33
Dis Satisfied	3	4
Neutral	5	6.67
Highly Decertify	6	8

Interpretation:-

From the aforementioned table, 44% regarding the employees highly secured within their position, 37.33% of employees agreed in the attitude to management.

10. Your suggestion agreed in your business?

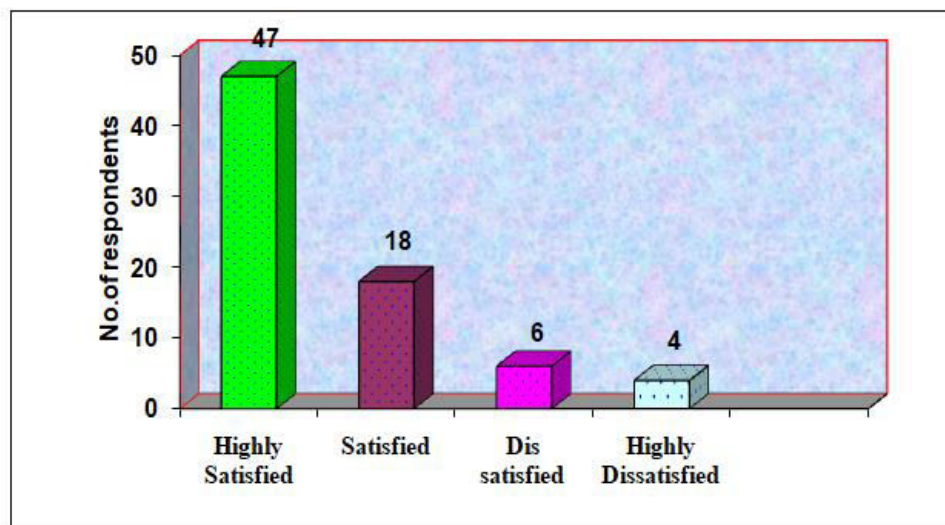| Response	Respondents	% of Respondents
Agree	23	30.67
Disagree	30	40
Some times	17	2
Never	5	6.67

Interpretation:-

From the aforementioned table, Sometimes agreed our suggestions of the company from the above table, 30.67% of the employees Agreed their suggestions are agreed, 40% of employees Disagreed, 22% of employees.

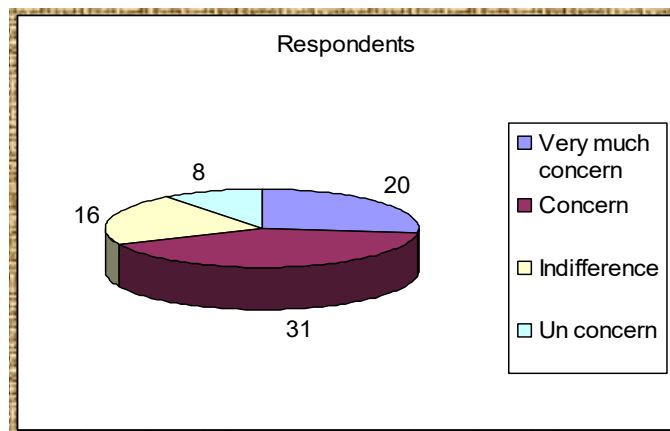11.Content with the ongoing company rules?

Response	Respondents	% of Respondents
Highly Satisfied	47	62.67
Satisfied	18	24
Dissatisfied	6	8
Highly Dissatisfied	4	5.33

Interpretation:-

From the aforementioned table 20% of employees have highly match the personal development, 32% of employees satisfy, 40% of employees dissatisfy, 8% of employees highly Dissatisfy using the development that is personal.

12.Superior reaction to the complaints?

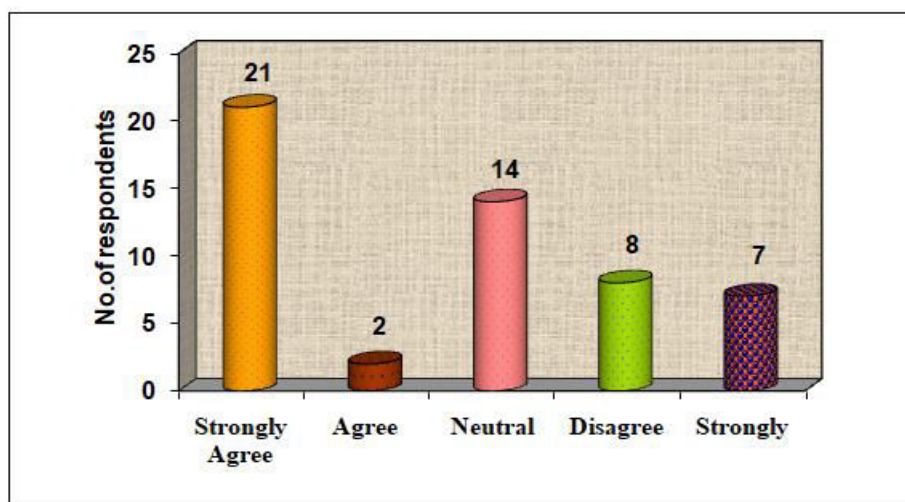| Response	Respondents	% of Respondents
Very much concern	20	26.67
Concern	31	52
Indifference	16	21.33
Un concern	8	10.67

Interpretation:-

From the aforementioned table, 26.67% of employees very concern that is much 21.33% of employees indifference with superior reaction.

13. Do you realy belief in culture, ethics and followed closely by the organization?

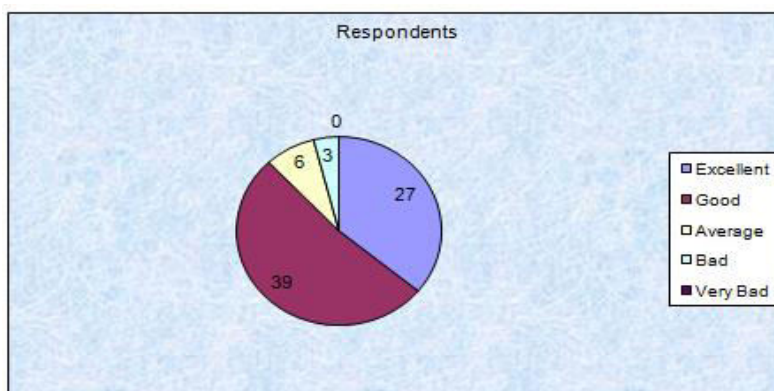| Response	Respondents	% of Respondents
Strongly Agree	21	28
Agree	25	33.33
Neutral	14	18.67
Disagree	8	16.67
Strongly Disagree	7	9.33

Interpretation:-

Through the table that is aforementioned 28% of employees belief good culture, ethics follow of company, 33.33% of employees agree, 18% if employees natural, 16.67% of employees disagree, 9.33 of employee strongly disagree of company good culture and ethics.

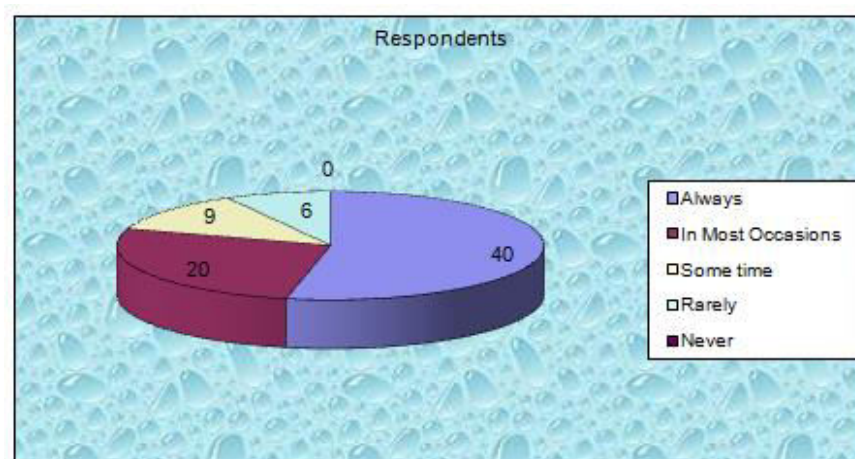14. Your over all opinion regarding the company?

Response	Respondents	% of Respondents
Excellent	27	36
Good	39	52
Average	6	8
Bad	3	4
Very Bad	0	0

Interpretation:-

From the aforementioned table 36% of employees excellent opinion regarding the company, 52% of employees good opinion regarding the company, 8% of employees Average opinion regarding the company, 4% of employees opinion that is bad none of employees have quite bad opinion in regards to the company.

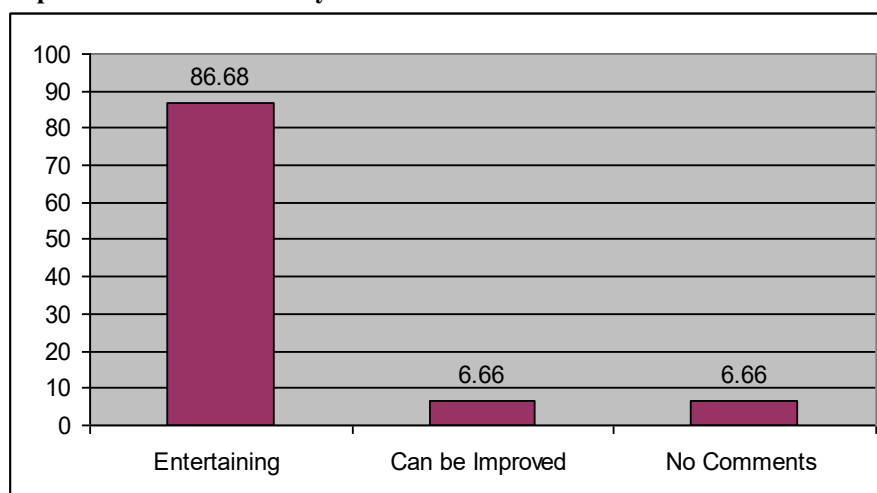**15.** Your projects unit always well planned?

Response	Respondents	% of Respondents
Always	40	53.33
In Most Occasions	20	26.67
Some time	9	12
Rarely	6	8
Never	0	0

Interpretation:-

From the aforementioned table Sometimes planned for the company from the above table 53.33% of employees always Planned, 26.67% of employees in most occasions well planned, 12% of employees.

16. Employees personal opinion about the birthday bashes Celebration

S.No	Opinion	No. of Respondents	Percentage
1	Entertaining	26	86.68
2	Can be Improved	2	6.66
3	No Comments	2	6.66
	Total	**30**	**100**

Employees personal opinion about the birthday bashes Celebration

INTERPRETAION:

86.68% of the employees feel the birthday bashes celebration is entertaining, 6.66 % of the employees feel the celebration can be improved and another 6.66% employees have no comments.

17. Employee's frequency of attending the birthday bashes celebrations

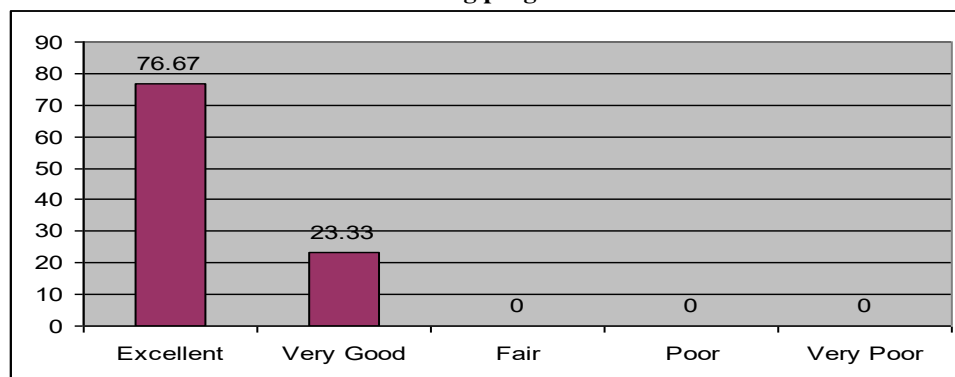| S.No	Frequency	No. of Respondents	Percentage
1	Regularly	15	50
2	Sometimes	8	26.67
3	Never	0	0
4	On my Birthday	5	16.67
5	My friend's Birthday	2	6.66
	Total	**30**	**100**

Employees frequency of attending the birthday bashes Celebrations

INTERPRETION:

50% of the employees attend regularly the birthday bashes celebration, 26.67 % of the employees attend sometimes, 16.67% of the employees attend on their birthdays and 6.66% attend on their friend's birthday.

18. Employee's preference if there are increases entertaining programs in the celebrations

S.No	Preference	No. of Respondents	Percentage
1	Excellent	23	76.67
2	Very Good	7	23.33
3	Fair	0	0
4	Poor	0	0
5	Very Poor	0	0
	Total	**30**	**100**

Employee's preference if there are increases entertaining programs in the   celebrations

INTERPRETAION:

76% of the employees prefer it's excellent to increase the entertaining programs, 23.33 % of the employees feel it's very good to increase the entertaining programs.

VII. FINDINGS

- Ethical quality with respect to the respondents doesn't have opportunity to take choices. This demonstrates centralization in structure
- Workers accept that these are commonly very individual that is significant the deportment, which will show their norm of duty.
- Representatives in Telecom Sector can without much of a stretch see themselves in an obviously better situation in foreseeable future which demonstrates the transporter development from the organization.
- Organization fruitful in giving working that is acceptable.
- Megacity with respect to the respondents feels that they're come up short on.
- Workers when you take a gander at the Telecom Sector have great relationship because of their companions, bosses and sub-ordinates.
- All the majority of the representatives have extraordinary mentality viewing the administration towards security as workers feel profoundly made sure about in Telecom Sector.
- 1/2 of the staff are not content with the advancement that is close to home.
- Workers in Telecom Sector are content with the continuous organization strategies and methods.
- Workers in each dept are very much arranged while playing out their exercises.
- Through the entire representatives in Telecom Sector have Job Satisfaction the contributing components with their fulfillment are extraordinary relationship, Working conditions, Company polices just as different advantages from the entire representatives in Telecom Sector have Job Satisfaction.

VIII. SUGGESTIONS

- Since greater part with respect to the social individuals accept that they may not be come up short on, this causes disappointment. So as to forestall that organization may present decisive that is distinctive through which pay and profitability might be limited.
- As representatives accept that they doesn't have opportunity to take choice Which influences work fulfillment antagonistically, workers need to have some measure of opportunity choices at their work environment.
- A few representatives have low norm of responsibility has they believe they may not be a lot of significant when you take a gander at the dept they can clarified how significant there when you take a gander at the deportment.

- A few of the staff felt that their aptitudes are not used totally; appropriate measure might be taken employment plan and arrangement.
- As more than half of those not fulfil their advancement that is close to home may potentially give transporter improvement developers were individuals can play out their own and expert objectives.

IX. CONCLUSION

Organizations know very well that engaged employees are the key to success in this tough time. That is why businesses must look forward to keeping their employees satisfied and motivated through the engagement of employee's satisfaction levels Under the current situation, establishing employee engagement measures with the help of technology is essential for the growth of the organizations. Many companies nowadays are developing numerous employee engagement practices like virtual team meet-ups, virtual learning and development, conducting weekly alignment online session, webinars with industry experts, and also webinars for anxiety and stress, online team building activities, online family engagement practices, brainstorming, apology, and appreciation online session, shared content such as TED Talks, online books, online courses, live sessions for new-skill training, online communication exercise, online sharing best practices of maintaining health and hygiene, digital classrooms training modules, e-learning modules, online guidance for exercise and meditation, online recognition and acknowledgment of employees, online employee feedback, short online game session, virtual challenges and competitions, 5 minutes of informal talk, entire team gathers over video conference for lunch, online counseling sessions, and social interactions in the virtual office. These kinds of engagement practices boost the morale of the employees and employees feel motivated and committed towards the organization in this pandemic situation due to corona virus.

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