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An Empirical Study on Job Satisfaction of Employees with Special Reference to Ponmani Industry, Erode

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Abstract: Job satisfaction refers to one's feelings towards one's job. If the employees expectations are fulfilled (or) the employees get higher than what he / she feels satisfied. If the job satisfaction increases organization commitment will increase. This results in the higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees. In this study, 125 no's of respondents have been taken as sample. Percentage analysis, weighted average, chi-square have been incorporated for research analysis. The study helped in revealing the level of satisfaction of employees with reference to the various factors provided in the organization. This study clearly shows that employees under organization are more or less satisfied with the job. The organization should consider on the salary, relationship of employees and supervisors, grievance handling and give more opportunity for the new employees.

I. INTRODUCTION

Job satisfaction has been made a top priority as satisfied employees tend to be more productive, creative and committed to their employers, and it is found that there is a direct correlation between staff satisfaction and their productive capacity. Logically a happy employee is a “better” employee, which is often defined as a “more productive” employee. Managers and workers alike pursue job satisfaction in the often naive belief that it leads directly and surely to that other workplace ideal – high performance. Job satisfaction describes how content an individual is with his or her job. There are a variety of factors that can influence a person's level of job satisfaction; some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, and the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements) and the existence of job security.

II. STATEMENT OF THE PROBLEM

The present study “An empirical study on job satisfaction employees” is focusing on the employee job satisfaction. Job Satisfaction is considered as a key issue by the industry. Where efforts are taken and programs are initiated. If an employee is not satisfied with the job there are chances for absenteeism, job turnover, lower productivity, committing of mistakes, diverting energy for different types of conflicts keeping this thing in view all organizations are trying to identify the areas where satisfaction to be improved to get out of the above dangers. In this connection a survey was conducted on behalf of Ponmani industry to identify the level of satisfaction in terms of Highly satisfied to highly dissatisfied on various job related factors.

III. OBJECTIVES OF THE STUDY

- To identify the satisfaction of employees towards work.
- To identify the factors that influence the job satisfaction of employees.
- To analyse the problems faced by the employees due to job dissatisfaction.



IV. SCOPE OF THE STUDY

- It helps to understand how employee job satisfaction system works.
- It gives the valuable suggestions to improve the appraisal system.
- It helps to find the need for change in the employee job satisfaction.
- The study may be useful to the further researchers to elaborate their study.

V. LIMITATIONS OF THE STUDY

- This study is limited to the employees in Ponmani Industries, Erode.
- There may be personal bias of the respondent, which affects the result of the study.
- The views and the preference of the people changes from time to time, hence the result of the project may not be applicable in long run.

VI. REVIEW OF LITERATURE

1) **ASHIQUE ALI (2010)** The debate of employee turnover, its predictors and antecedents and model building and testing in Western work settings has been very old, however, there have been repeated calls for its cross cultural implications. Present study aims to extend the understanding of specific role of organizational cultural values and the attitudes of supervisor/immediate boss on employee turnover and job satisfaction. This study uses descriptive quantitative approach to answer the research questions. Study proposes that positive and implemented HR practices, conducive organizational culture and friendly attitudes of supervisor separately and collectively leave strong impact on personality dimensions of individual at workplace. Such positive and integrated organizational climate directly generates overall satisfaction, organizational commitment and OCB which virtually forces employees' stay in the organization and vice versa.

2) **R. BARALI, S. BHARGAVA (2011)** The effort to retain the best personnel begins with recruiting. Attracting and retaining the best people are not two different things, but are the same thing. Both require creating and maintaining a positive reputation, internally as well as externally. Employers must be honest with the recruit about the beliefs, expectations, organizational culture, demands, and opportunities within the organization. By representing the organization realistically, a department will attract those who will be content working within the culture. Denton follows this up by stating that, —the better the match between recruits and the organization the more likely you are to retain them. Taylor and Cosenza (1997) strengthen this thought by noting that it is imperative that companies give prospective employees a true picture of the organization, if they hope to match the personality type with the climate and culture of the organization. The literature was clear in pointing out that if departments want to increase job satisfaction they must start with a solid recruiting process.

3) **PAUL R. BERNTHAL, PH.D., AND RICHARD S. WELLINS, PH.D (2013)** This article discusses the growing demands on leaders to play a primary role in engaging and keeping key performers. It describes two dilemmas faced by leaders and their organizations around the topic of staff-- growing numbers of employees retiring and fewer, less educated workers available to fill the gap. Because of this situation, leaders need to look at handling staff in different ways, building better employee relationships, and understanding employee values. The author presents 10 leader competencies to help leaders with this challenge.

VII. RESEARCH METHODOLOGY

7.1 RESEARCH DESIGN

- A Master plan that specifies the method and procedures for collecting and analyzing needed information.
- A research design is a framework or blueprint for conducting the marketing research project.

7.2 SIMPLE RANDOM SAMPLING

Simple random sampling is a type of probability sampling in which the researcher randomly selects a subset of participants from a population. Each member of the population has an equal chance of being selected. Data is then collected from as large a percentage as possible of this random subset.



7.3. PROBABILITY SAMPLING

A Probability sampling is a sampling technique where the samples are gathered in a process that will have all the individuals in the population of getting equal chances of being selected.

7.4. SIZE OF THE SAMPLE

The Sample size is 117 out of 156.

7.5 DATA COLLECTION METHOD

➤ **PRIMARY DATA**

These are data which are collected for the first time directly by the Researcher for the Specific study undertaken by researcher. In this research primary data are collected directly from the Respondent by using Questionnaire.

➤ **SECONDARY DATA**

These are data which are already collected and used by someone preciously. In this research review of Literature, Details of the industry are collected from the Internet.

7.6 STATISTICAL TOOLS USED

To analyze and interpret collected data the following simple percentage, chi-square and ranking were used.

7.7SIMPLE PERCENTAGE AND RANKING

FORMULA

STATISTICAL TOOLS USED

To analyze and interpret collected data the following simple percentage, ranking, Henry Garrett method and chi-square were used.

FORMULA

$$\text{Percentage analysis} = \frac{\text{Number of respondents}}{\text{Total number of respondents}} * 100$$

7.8CHI-SQUARE TEST

Chi-square test can be applied to complex contingency table with several classes. One independent source and it is compared with multiple dependant sources. Thus Chi-square is a measure of actual divergence of the observed and expected frequencies. If there is a difference between the observed and the expected frequencies then the value of Chi-square would be more than 0. That is, the larger the Chi-square the greater the probability of a real divergence of experimentally observed from expected results.

7.9 HENRY GARRETT RANKING

Garrett’s ranking technique to find out the most significant factor which influences the respondent; Garrett’s ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and the outcomes of such ranking have been converted into score value with the help of the following formula:

$$\text{Percent position} = 100 (R_{ij} - 0.5) N_j$$

Where R_{ij} = Rank given for the i th variable by j th respondents.

N_j = Number of variable ranked by j th respondents.

VIII. DATA ANALYSIS

DETAILS OF THE RESPONDENTS		NO. OF RESPONDENTS	PERCENTAGE
	BELOW 20 YEARS	10	9
	20 – 30 YEARS	45	38

AGE	20 - 30 YEARS	43	36
	31 - 40 YEARS	17	17
	ABOVE 40 YEARS	20	
	TOTAL	117	100
GENDER	MALE	82	70
	FEMALE	35	30
	TOTAL	117	100
EDUCATIONAL QUALIFICATION	ILLITERATE	1	1
	UP TO 12TH STD	23	20
	UG	53	45
	PG	26	22
	DIPLOMA	14	12
	TOTAL	117	100
MARITAL STATUS	SINGLE	54	46
	MARRIED	63	54
	TOTAL	117	100
MONTHLY INCOME	BELOW RS. 10000	31	26
	RS. 10000 - RS.	58	50
	RS. 20000 - RS.	17	15
	ABOVE RS. 30000	11	9
	TOTAL	117	100
EXPERIENCE	0 TO 5 YEARS	86	74
	6 TO 10 YEARS	18	15
	11 TO 15 YEARS	7	6
	ABOVE 15 YEARS	6	5
	TOTAL	117	100

Table DEMOGRAPHIC PROFILE OF THE

INTERPRETATION

- ❖ 38% of the respondents are between the age group of 20 – 30 years
- ❖ 70% of the respondents are Gender group of Male
- ❖ 45% of the respondents are under the category UG
- ❖ 63% of the respondents are Married

**IX. Table PROBLEMS FACED BY RESPONDENTS DUE TO DISSATISFICATION OF JOB:**

S.NO	PROBLEMS	MEAN SCORE	TOTAL SCORE	RANK
1	INADEQUATE SALARY	237	2370	1
2	IMPROPER WORKING HOURS	263	2104	3
3	HEALTH & SAFETY FACILITIES	255	2295	2
4	NOT GIVEN LEAVE AT REQUIRATE TIME	305	610	9
5	BREAK TIMING	290	870	8
6	LEADERSHIP	282	1692	5
7	PROMOTIONS	283	1415	6
8	WORK CONDITIONS	336	336	10
9	JOB SECURITY	278	1946	4



10	TRAINING AND DEVELOPME NT	284	1136	7
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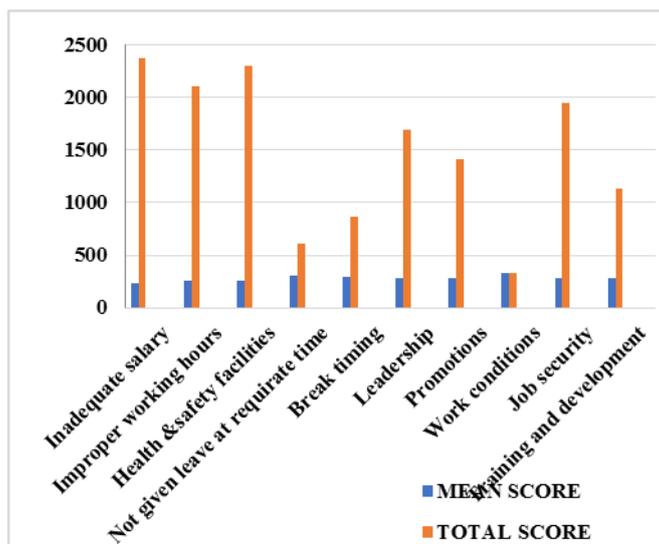
INTERPRETATION:

In Garrett method , the problems faced by the employees due to job dissatisfaction.

- ❖ “Inadequate salary” is ranked as NO.1problem with the total score of 2370 points
- ❖ Health and Safety facilities ”is ranked as NO.2 problem with the total score of 2295 points
- ❖ “Improper working hours ”is ranked as NO.3 problem with the total score of 2104 points

PROBLEMS FACED BY RESPONDENTS DUE TO DISSATISFACTION OF JOB

the qualification* reason for absenteeism provided by



X.CHI- SQUARE

Null Hypothesis H0:

There is no significant relationship between qualification and reason for absenteeism towards the employee welfare measures provided by Omega techniks India private limited.

Alternative Hypothesis H1:

There is a significant relationship between qualification and reason for absenteeism towards the employee welfare measures provided by Omega techniks India private limited.

Total number of respondents = 117

$$\text{Chi-Square} = \chi^2 = \sum \frac{(O-E)^2}{E}$$

Where,

O = Observed frequency,

E = Expected frequency

Expected frequency (E1) = (Row Total * Column Total) / Number of Samples



Qualification*Your opinion about thereason for absenteeism?

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	20.174 ^a	16	.212
Likelihood Ratio	20.050	16	.218
Linear-by-Linear Association	2.229	1	.135
N of Valid Cases	117		

Chi-square test forqualification and reason for absenteesim in a organisation

INTERPRETATION

Therefore, H₀ is rejected and the alternative hypothesis H₁ is accepted. Hence, there is significant relationship between qualification and reason for absenteesim in a organisation.

XI. FINDINGS

1. 38% of the respondents are between the age group of 20 – 30 years
2. 70% of the respondents are Gender group of Male
3. 45% of the respondents are under the category UG
4. 63% of the respondents are Married
5. 55% of the respondents are satisfied with Rate of food services.

In Garrett method , the problems faced by the employees due to job dissatisfaction.

- “Inadequate salary” is ranked as NO.1problem with the total score of 2370 ponits
 - Health and Safety facilities” is ranked as NO.2 problem with the total score of 2295 points
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6. Chi-square test for qualification and reason for absenteesim in a organisation

11.1. SUGGESTION

The company have to consider the employees feedback and should overwork on it. The company can provide adequate salary, improve health and safety, accurate working hours.

11.2.CONCLUSION

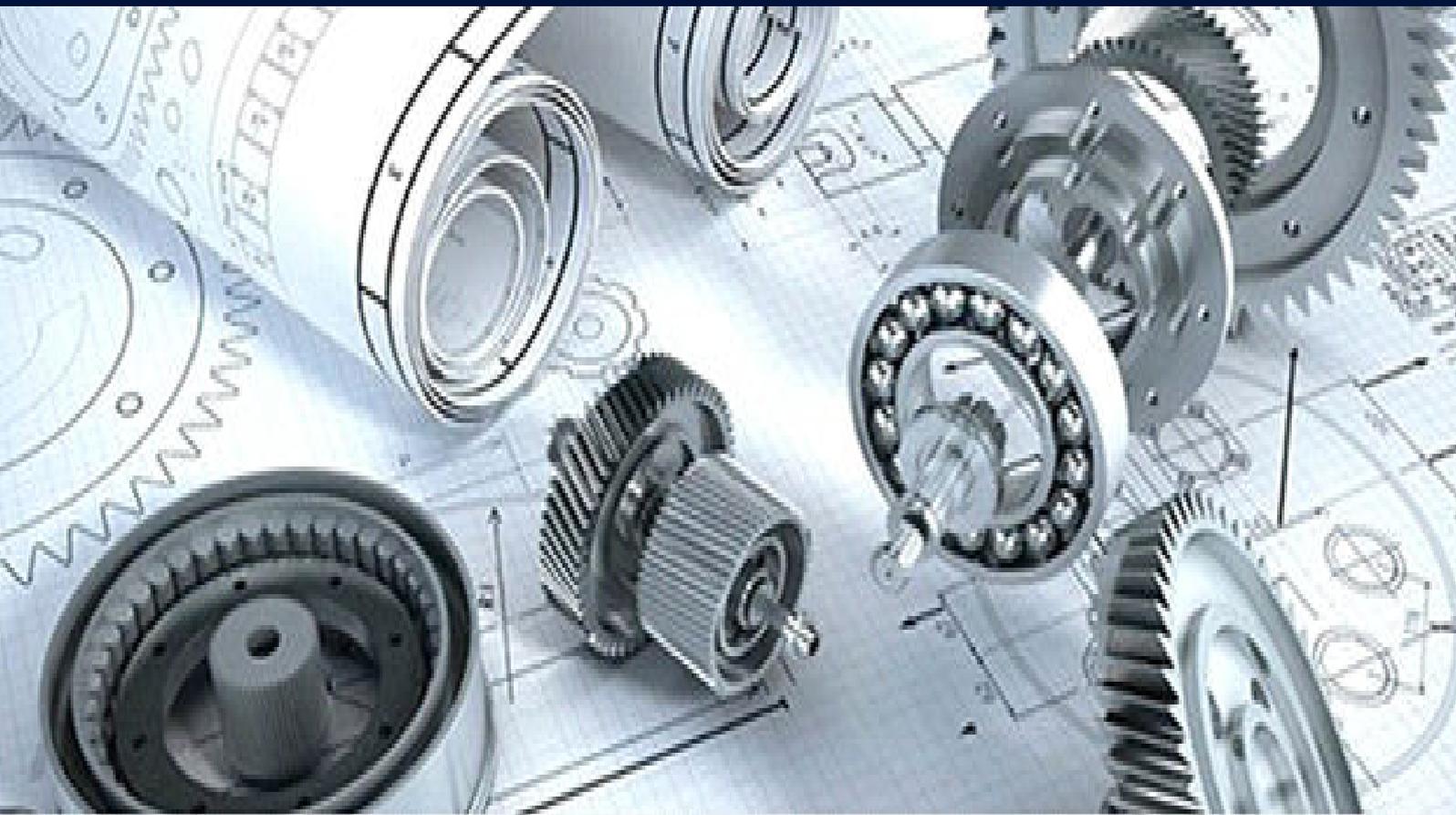
- To conclude we can say that employee job satisfaction is very important part of the organization.
- Only the way to develop a industry is to satisfy the workers, the industry should be provide all the nescessities and create co-friendly atmosphere to the workers, to lead a successful industry.

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