A STUDY ON JOB SATISFACTION OF EMPLOYEES IN TAMIL NADU WITH SPECIAL REFERENCE TO TBF, KUMBAKONAM

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Abstract

Employee is a back bone of every organization, without employee no work can be done. Employed individuals spend a majority of their adult life making a living for themselves and their families. Objectives of the study. To study the job satisfaction of employees in TBFKumbakonam and to learn the factors influencing and affecting job satisfaction of employees in TBFKumbakonam. Descriptive and Conclusive in Nature of the research design adopted in this study. Primary as well as secondary data have been used in this study. Primary data collected through structured questionnaire. Important findings of the study. It was found that almost all the respondents have registered their positive opinion about the experience they obtain in their work. Only a few respondents do not have any opinion and another few expressed that their rest interval is not adequate and inadequate facilities to attend their job. Suggested in this study, Redressing grievances, then and there to keep the employee and their colleagues relationship intact and provide relaxation techniques like yoga and meditation may be arranged by the organization. Conclude this study. As employees services are considered as emerging field, the problems of the employees will definitely affect their profession and so conflicts in all the aspects should be eliminated.

Keywords: work pressure, work environment, superiors, training etc.

I. INTRODUCTION

Employee is a back bone of every organization, without employee no work can be done. Employed individuals spend a majority of their adult life making a living for themselves and their families. Considering on average people spend most of their working lives in a working environment, it then stands to reason that people should endeavour to be satisfied at work if humans are always in pursuit of happiness. So employee's satisfaction is very important. Employees will be more satisfied if they get what they expected, job satisfaction relates to inner feelings of workers. Job satisfaction refers to an individual's

general feelings or preference of individual or ones attitudes towards his/her job and extent to which one is content with it. This feeling is based on an individual's perception of satisfaction and influenced by a person's ability to complete required tasks, the level of communication in an organization, and the way management treats employees. A person with a high level of job satisfaction holds positive attitudes about the job, while a person who is dissatisfied with his or her job holds negative attitudes about the job. They are in a positive mood and often able to improve in areas of brainstorming, decision making, and problem solving. To be more precise academic researchers and human resource professionals have defined varying categories of satisfaction.

II. REVIEW OF LITERATURE

“Shanmukha Rao Padala (2010)”, in his research on study of employee job satisfaction on Nagarjuna fertilizers and chemicals Limited (Kakinada), has stated that work environment influence worker's expectation which result in Job satisfaction In turn organizational commitment can help workforce innovate, be proactive in work place and act upon with high morale. The study revealed that age, education, nature of job, length of service and income has negative relation with job satisfaction. Employees having active participation with trade union were found to have more job satisfaction and organizational commitment.

“Daljeet Singh Wadhwa, et al., (2011)”, in their research have conducted a study on Cement factory of Chhattisgarh to know more about how job satisfaction is related to behavioural, organizational and environmental factors and observed it to be positively related. Equal and fair treatment of employees and proper supervision can enhance their level of satisfaction towards their job.

Research by “Nasrin Arshadi,(2010)”, based on self-determination theory investigated relations among autonomy, support, need satisfaction, work motivation and job performance. The study was based on an industrial unit in Iran. Autonomy reflects the need to actively determine own behaviour and experience mastery at work based on self-determined behaviour without the influence of others. Autonomy could be of supportive in nature or controlling. Supportive autonomy promotes self-motivation, need satisfaction and relate positively to work motivation and job performance. This study helped to test the SDT model.

“Tugba Dundar, et al, (2012)”, in their research tried to understand the teacher's organizational justice perceptions and job satisfaction levels at primary school in Fatih province of Istanbul. Organizational justice includes rules, process, awards and punishment. Job related dimensions used for the study were job specification and job, wage, development potentialities, working conditions, interpersonal relations, organizational environment and job satisfaction. Study results proved to have positive significant correlation between primary teachers' organizational justice perception and job satisfaction levels. The longer the years of service of the teacher in the school and the more their experience level, the better is their trust, respect and view over school management.

III. STATEMENT OF THE PROBLEM

The review of literature on the job satisfaction shows that different researchers examined the concept on different dimensions like: autonomy, responsibility, variety, nature of job, communication network, democratic functioning, public and private sector, relation with controlling officers and colleagues, attitudes and morale, salary and allowances, promotion prospects, work place conditions, recognition, intrinsic and extrinsic rewards, job security, absenteeism, turnover, tardiness, job dissatisfaction, sabotage and low levels of performance in the job, child care center, interesting and challenging work, feeling of achievement etc. The earlier research shows that the factors like increased productivity, survival and effectiveness of organization, organizational success, keep the interest of the organization, absenteeism, personnel turnover, tenure.

IV.OBJECTIVES OF THE STUDY:

The following objectives have taken from this study.

1. To study the job satisfaction of employees in TBFKumbakonam.
2. To learn the factors influencing and affecting job satisfaction of employees in TBFKumbakonam.

V.RESEARCH METHODOLOGY

Item	Description
Research Design	Descriptive and Conclusive in Nature
Type of Population	Town Benefit fund employees employed in collection, deposit, office staff employees at Kumbakonam of Tamilnadu
Population Source List	Obtained from TBF Kumbakonam
Sample source	Derived from the population source of selected TBF Kumbakonam
Sampling Unit	Town Benefit fund at Kumbakonam
Sampling Method	Probability method under lottery method adopted
Sample Size	100
Sampling Plan	Collection employees, office employees, Chit fund section all section of TBF
Sources of Data	Both Primary and Secondary Data
Sources of Primary Data	Obtained from the respondents of TBF through structured questionnaire with interview schedule
Sources of Secondary Data	Gathered from the previous studies, government related gazette, census and periodicals
Nature of Questionnaire	A structured questionnaire with suitable scaling
Types of Questions	Open ended, closed ended, itemized ranking and Likert scale

Pre testing	The questionnaire was pre tested for its validity and reliability among the selected respondents, opinion leaders who are actively presenting in the industry. Based on their opinion some of the modifications were drawn and restructured questionnaire was used for the survey purpose
Testing of validity	Was done to check the content, criteria validity
Testing of Reliability	Cronbach alpha value (0.7723 or 77%)
Statistical tools used	Chi-square, ANOVA and data reduction analysis
Other analytical tools used	Percentage and Cross tables

The following variables have been taken for this study (objectives 1)

Factors		Variables
WORK EXPERIENCE	1	The working hours are comfortable
	2	The work load is excessive
	3	The rest intervals are adequate
	4	Adequate facilities are provided to attend my job
	5	The work place is free from dust, noise pollution and there is proper lighting / ventilation.
RELATIONSHIP WITH SUPERIORS	6	I have got an easy approach to my boss
	7	My superiors appreciate my performance
	8	My superiors respects my opinion / criticism
RELATIONSHIP WITH COLLEAGUES	9	There is cordial working environment in my department
	10	My Colleagues are helpful

The following variables have been taken for this study (objectives 2)

Factors		Variables
MOTIVATION AND RECOGNITION	1	I find my job interest and prospective
	2	I feel satisfied when my performance is recognized
	3	I feel proud to work in my organization
	4	My performance is recognized by increment in my salary
	5	I am satisfied with the promotion policies
SALARY	6	The salary is commensurate with my efforts
	7	I want a change in my present pay scale.
WELFARE FACILITIES	8	The canteen facilities are adequate
	9	The transport facilities are adequate.
	10	The safety provisions are adequate
	11	Medical facilities are adequate
JOB SECURITY	12	I am happy with the company's policies
	13	Job security is based on performance

VI. ANALYSIS AND INTERPRETRATION

WORK EXPERIENCE

TABLE No.1
OPINION OF THE RESPONDENTS ABOUT THE WORK EXPERIENCE

Factors	Counts	Opinion					Total
		SA	A	N	DA	SDA	
Working hours comfortable	No. of respondents	49	0	1	0	0	50
	Percentage	98	0	2	0	0	100
Excessive work load	No. of respondents	2	0	1	0	47	50
	Percentage	4	0	2	0	94	100
Rest interval are adequate	No. of respondents	39	6	1	4	0	50
	Percentage	78	12	2	8	0	100
Adequate facilities provided to attend the job	No. of respondents	41	4	1	1	3	50
	Percentage	82	8	2	2	6	100
Work place free from dust and pollution	No. of respondents	46	1	3	0	0	50
	Percentage	92	2	6	0	0	100

From the above table, is clear that almost all (98 percent) of the respondents accept that the working hours are comfortable, vast majority (94 percent) of the respondents strongly disagree that their work load is excessive, while majority (78 percent) of the respondents strongly agree that the rest interval provided to the employees are adequate, followed by majority (82 percent) of the respondents strongly agree that adequate facilities are provided to the respondents to attend their jobs and finally vast majority (92 percent) of the respondents strongly agree that their work place is free from dust, pollution noise and also provided with proper ventilation and lighting facilities. It was found that almost all the respondents have registered their positive opinion about the experience they obtain in their work. Only a few respondents do not have any opinion and another few expressed that their rest interval is not adequate and inadequate facilities to attend their job.

RELATIONSHIP WITH SUPERIORS

TABLE No.2
OPINION OF THE RESPONDENTS ABOUT THE RELATIONSHIP WITH THEIR SUPERIORS

Factors	Counts	Opinion					Total
		SA	A	N	DA	SDA	
Easy to approach the boss	No. of respondents	50	0	0	0	0	50
	Percentage	100	0	0	0	0	100

Superiors appreciation on performance	No. of respondents	48	1	0	1	0	50
	Percentage	96	2	0	2	0	100
Mutual respect towards opinion / criticism	No. of respondents	49	0	0	1	0	50
	Percentage	98	0	0	2	0	100

Source: Primary Data.

The above table No. 2, shows that all (100 percent) of the respondents strongly agree that the approach towards their boss is very easy, whereas vast majority (96 percent) of the respondents strongly disagree that their superiors appreciate on their job performance and finally almost all (98 percent) of the respondents strongly agree that there exists a mutual respect among the respondents and their superiors on expressing their opinion / criticism. It is evident that vast majority of the respondents have expressed their positive opinion towards the relationship with their superiors. Only a few respondents do not have any opinion and another few expressed that their rest interval is not adequate and inadequate facilities to attend their job.

RELATIONSHIP WITH COLLEAGUES

TABLE No.3
OPINION OF THE RESPONDENTS ABOUT THE RELATIONSHIP WITH THEIR COLLEAGUES

Factors	Counts	Opinion					Total
		SA	A	N	DA	SDA	
Cordial working environment	No. of respondents	50	0	0	0	0	50
	Percentage	100	0	0	0	0	100
Helpful among colleagues	No. of respondents	50	0	0	0	0	50
	Percentage	100	0	0	0	0	100

The above table No. 3 shows that all (100 percent) the respondents strongly agree that there is a cordial working environment exists in their department and another 100 percent of the respondents have also strongly agreed that their colleagues are helpful among each other. It is clear that all (100) the respondents have strongly agree that there is a cordial working environment in their departments and colleagues are helpful among each other as well.

MOTIVATION AND RECOGNITION

TABLE No.4
OPINION OF THE RESPONDENTS ABOUT THE MOTIVATION AND RECOGNITION

Factors	Counts	Opinion					Total
		SA	A	N	DA	SDA	
Job is interesting and prospective	No. of respondents	47	3	0	0	0	50
	Percentage	94	6	0	0	0	100
Satisfied about the recognition	No. of respondents	50	0	0	0	0	50
	Percentage	100	0	0	0	0	100
Proud to work in the organization	No. of respondents	39	7	4	0	0	50
	Percentage	78	14	8	0	0	100
Recognition through statutory benefits	No. of respondents	23	8	4	8	7	50
	Percentage	46	16	8	16	14	100
Satisfied towards non- statutory benefits	No. of respondents	49	1	0	0	0	50
	Percentage	98	2	0	0	0	100

The above table No. 4, shows that vast majority (94 percent) the respondents strongly agree that their job is interesting and prospective, while all (100 percent) of the respondents strongly agree that they are satisfied when their performance is recognized, whereas majority (78 percent) of the respondents strongly agree that they feel proud to work in this organization, nearly half (46 percent) of the respondents strongly agree, and 16 percent of the respondents agree about the recognition is through increment in their salary and another 16 percent disagree about the same. Finally, almost all (98 percent) of the respondents strongly agree that they are satisfied about the recognition through promotion. It is clear that almost all of the respondents strongly agree about the organisation's recognition which is motivating the respondents in their job.

SALARY

TABLE No.5
OPINION OF THE RESPONDENTS ABOUT THE SALARY

Factors	Counts	Opinion					Total
		SA	A	N	DA	SDA	
Present Salary and their efforts	No. of respondents	29	5	0	12	4	50
	Percentage	58	10	0	24	8	100

Expectation towards change in pay scale	No. of respondents	30	2	4	1	13	50
	Percentage	60	4	8	2	26	100

Source: Primary Data.

From the above table No. 5, it is evident that most (68 percent) of the respondents strongly agree and agree that the present salary and their efforts are commensurate enough and the remaining 32 percent of the respondents disagree and strongly disagree respectively. With regards the pay scale, most (64 percent) of the respondents strongly agree that they expect changes in their present pay scale and the remaining 28 percent of the respondents do not have any expectations while 8 percent of the respondents do not have any opinion towards the expected changes in the present pay scale. It is understood that majority of the respondents are satisfied towards the present salary structures and procedures followed by the company.

WELFARE FACILITIES

TABLE No.6

OPINION OF THE RESPONDENTS ABOUT THE WORK EXPERIENCE

Factors	Counts	Opinion					Total
		SA	A	N	DA	SDA	
Adequate Canteen facilities	No. of respondents	32	3	1	1	13	50
	Percentage	64	6	2	2	26	100
Adequate Transport Facilities	No. of respondents	47	1	1	1	0	50
	Percentage	94	2	2	2	0	100
Adequate Safety provisions	No. of respondents	48	0	0	1	1	50
	Percentage	96	0	0	2	2	100
Adequate medical facilities	No. of respondents	48	1	1	0	0	50
	Percentage	96	2	2	0	0	100

From the above table No.6, it is understood that majority (70 percent) of the respondents agree and strongly agree that there is an adequate Canteen facility and the remaining (28 percent) of the respondents disagree and strongly disagree. Vast majority (94 percent) of the respondents accept that the company provides adequate transport facility, 96 percent of the respondents strongly agree that the company provides adequate safety facilities and finally another 96 percent of the respondents strongly agree that the company provides adequate medical facilities to their employees. It is understood that majority of the respondents are satisfied about the welfare facilities like Canteen, Transport, Safety Provision and Medical facilities provided by the organisation.

TABLE NO.7
DEPENENT VARIABLE - OVERALL OPINION ON JOB SATISFACTION

Paired Samples Test									
variable	Paired Differences					T - value	Corre lation coeffic ient	P.value	Sig. (2- tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference					
				Lower	Upper				
Work experience	0.34	1.17	0.04	.25709	.000	7.88	.276	0.000**	S
Relationship with colleagues	1.16	1.32	0.05	1.06182	.023	23.74	.084	0.000**	S
Relationship with supervisor	0.02	1.22	0.05	-.07390	.000	120.33	.201	0.74	s
Motivation and Recognition	0.38	0.88	0.03	.31261	.000	11.54	.528	0.000**	S
Salary	0.43	1.07	0.04	.35628	.000	10.93	.415	0.000**	S
Welfare facilities	0.05	1.31	0.05	-.04741	.000	13.99	.458	0.324	S

** Significant at 1 per cent level. S- Significant

It has been inferred from the t test that the p-value (.000) has been less than 0.01 and 0.05 the result has significance at 1 per cent level and 5 per cent level. Hence, the null hypothesis (H_0) has been rejected and the alternative hypothesis (H_1) has been accepted. From the analysis it has been concluded that there is a significant relationship between Work experience, Relationship with colleagues, Relationship with supervisor, Motivation and Recognition Salary and welfare facilities and job satisfaction.

VII. SUGGESTIONS OF THE STUDY

- Talking and hearing throughout the day may result in deffness in future to the respondents. Management shall take this matter seriously to protect the employee's welfare and provide some-other alternative technique to overcome this current problem.
- Understand and solve their problems through proper counseling and guidance through awareness programmes.
- Active promotion and positive relation among co-workers and supervisory class is a must.
- Provide formal and informal, vertical and horizontal channels of communication is required for relaxing the respondents mentally.
- Give more importance to recreational activities by conducting outing and mind refreshing sessions, organizing workshops and discussions are essential to enable the employees enabled services to get more acquaintance relating to their job nature.
- Redressing grievances, then and there to keep the employee and their colleague's relationship intact.
- Provide relaxation techniques like yoga and meditation may be arranged by the organization.

VIII. CONCLUSION

Science and technology are advancing day-by-day in the society. Today's society is accepting all these changes. These changes cause different problems in the society. The researcher conducted a study on job satisfaction among employees in TBF enabled service sector. In this competitive field they are facing a lot of stress and the problems faced by the employees. This study came out with certain findings based on which the suggestions were contributed by the researcher. The researcher found that nearly half of the respondents were having problems working environment enabled in this industry. This can be avoided through counseling, recreational activities and relaxation techniques. Most of the respondents did not have any problem at all. This is a positive result obtained from the respondents. As employees services are considered as emerging field, the problems of the employees will definitely affect their profession and so conflicts in all the aspects should be eliminated.

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