

AN ANALYSIS ON EMPLOYEE JOB SATISFACTION WITH REFERENCE TO CHENNAI CITY

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ABSTRACT

Job satisfaction is the level of happiness and the fulfillment that employees feel at their work, it means that the employee is happy at their work because the work meets the employee's standards provided by the organization. Job satisfaction is especially important in the HR field because human resource managers are in a position of monitoring, guiding and improving the whole employee experience. Employees job satisfaction is very important for the organization success because it help to stimulate positive energy, increased motivation to succeed. Job satisfaction has an important impact on a person's personal and professional life, which in turn shapes their general well-being and performance. Employee engagement and the commitment will help them to involve more in the work and the satisfaction that they are getting from the organization will help both the employees and also the organization. Job satisfaction will be achieved with the help of various factors like training, salary, compensation, job safety and security and career development. These are few factors that are influencing the level of job satisfaction of an employee's and other than these there are various other factors that are helping or influencing the employees job satisfaction. The main purpose of this study is to analyze the satisfaction level of selected employees at the workplace. This study tries to identify the various factors through questionnaire. This study tries to find employees level of satisfaction in an organization.

Keywords: Job satisfaction, Work Environment, Training and Development, organizational success, Level of Satisfaction.

INTRODUCTION

Job Satisfaction is the level of happiness and fulfillment that employees feel at work. In the Human Resource, Job satisfaction plays an essential role because it helps to stimulate the business in a positive way and it always leads to a success in an organization. It involves a variety of factors, including how satisfied they are with their jobs, duties, working environment, connections with coworkers and managers, salary and bonuses, chances for career development and consistency with their own values and goals. Organizations must prioritize a high level of job satisfaction

among their employees because it can improve productivity, retention and overall performance. It's crucial to keep in mind that every employee has a different level of job satisfaction. The things that make one employee feel good about their job could not be the same for another employee in the same organization.. When it comes to an employee's basic or general well being and efficiency in an organisation. It refers how happy and satisfied workers are with their job and workplace. Gaining knowledge about and evaluating job satisfaction can better understand all the factors influencing employee motivation, engagement and retention. This improves performance and fosters a healthy workplace culture.

Extrinsic and intrinsic job satisfaction are the two categories into which job satisfaction may be divided. The type of work being done and the responsibilities that make up the employment are the main factors that contribute to intrinsic job satisfaction. The focus of extrinsic job happiness is on the workplace environment, manager, salary, and coworkers. There is an essential element that shapes the organizational success in the crowded pathways of today's workplaces, where the melody of human endeavour blends with the beat of productivity employee job satisfaction. Within the limits of this detailed structure, individual goals, motivations, and well-being, creating the framework for an advantageous collaboration between employees and the business environment. There are several factors which influence the job satisfaction in that some of the factors represents this study they are: Environment, Training, Salary, Job Security/Safety, Compensation, Respect and Recognition, Career Development. Understanding the Job satisfaction is crucial for both the organization and also mainly for the employees because it will help the employees to involve in the work more and they don't get distracted from the work or they don't feel stressed when they are satisfied with their job and the organization will get benefit from the higher productivity and it also helps them to get more profit with the help the satisfaction level of employees there will be a lower turnover in the organization.

OBJECTIVES OF THE STUDY

- The main objective of this study is to find out the level of employee satisfaction in an organization.
- To examine the factors contributing to job satisfaction of an employees at the workplace.

RESEARCH METHODOLOY

This study uses descriptive and inferential analysis. The information was gathered from the respondents with primary sources. Primary data was collected through the questionnaire directly from the respondents. In this analysis, 46 employees are used as a sample size. Percentage analysis, mean and standard deviation and chi square test were used for analysis.

REVIEW OF LITERATURE

Dr. Belur Baxi, Dipalee Atri (2024) a study conducted on Job Satisfaction: Understanding the meaning, importance and dimensions. The study explains the Job satisfaction can be influenced by various variables, particularly for teachers, who are crucial for future citizens. Employers can predict workplace behaviours by understanding what makes workers happy. The education industry's management structure and culture differ significantly. An exploratory study among Ahmedabad's university lecturers aims to address these research issues.

Abdulkhaleq Nader Qader (2021), a study conducted on the effect on non-monetary incentives and work environment on employee's job satisfaction. This study investigates the relationship between non-monetary rewards, workplace conditions, and academic staff job satisfaction at EPU. It explores the effects of non-monetary incentives and their connection to other factors. The research challenges previous research on job happiness and workplace in Iraq, aiming to confirm the validity of findings and compare them with outcomes. A series of hypotheses were developed to clarify the relationship between research variables.

Nur Masriyah Hamzah, yafawatiMatkhairuddin(2023), the study conducted on Impact of Non-Financial Rewards on employee's job satisfaction. The study found a significant correlation between non-financial rewards and employee job satisfaction at RISDA in Selangor. It highlighted the role of non-financial rewards in enhancing job satisfaction, suggesting that happy employees are more satisfied with their non-financial benefits. The study identified key non-financial factors influencing job satisfaction.

Amtul Wahab, Iffath Unnisa Begum, Pabbathi Nandhini, Padisala Sowjanya (2024), the study conducted on A study of employee satisfaction with a focus on employees incentives. The study highlights the importance of organizational commitment in the business sector and its value for companies. Implementing these variables can maximize growth potential and output. Although there is a slight increase in primary data, it can be enhanced by offering facilities. Employee happiness has increased, but in the business world, employees make decisions. Adhering to these variables can lead to better results.

The Malaysian Ministry of Health and hospital authorities should focus on HRM practices such as training, employee involvement, and career development. These practices significantly impact the worker-employer relationship and affect nurses' work habits. The MOH should also encourage staff nurses to be aware of HRM practices through workshops and lectures, fostering positive perceptions.

THEORITICAL FRAMEWORK

Factors influencing job satisfaction

Environment -The workplace plays a crucial role in the satisfaction of employee in the job because with the pleasant and silent atmosphere, it will help the employees a lot to focus on a work and to get involved in the work. Employers or the Organizations should create a pleasant workplace for their employees to work efficiently and it helps the organization a lot to increase their productivity. Employers are important for creating a better workplace and to create a strong team relationship which will help in effective communication, team collaboration and it leads to develop the interpersonal skills also.

Training -Training is very important for the every new or an existing employee to understand their job role better and it helps to gain an in-depth knowledge about their particular role in the company. It is the process of educating the employees in their field. It helps reduces the unnecessary distraction from the job or feeling down with their work. Training helps all employees in the organization feel more motivated when the training program satisfied effectively. Training is an essential factor which helps the employee to feel more satisfied with their job.

Salary -Salary plays a crucial role in job satisfaction because if the salary is low for the employee who works more and, it does not lead to job satisfaction, and it also affect the organization to a higher turnover rate. It is not about only the money; it is about how the organization recognizing the employees work and feel motivated by the company for their work. The Salary is related to the job satisfaction not only about the pay but it is related how the employees feel valued and be respected by the employer. When employees believe they're paid fairly for their efforts, they're more likely to feel satisfied with their jobs.

Compensation -Compensation encompasses not just the pay check but also benefits, bonuses, and perks—all of which contribute to how employees perceive their overall compensation package. Compensation refers to the rewards employees receive in exchange for their work. This includes salary or wages, bonuses, health benefits, retirement plans, and other incentives. The compensation can be provided by the company in a different way they are: Monetary and Non-monetary which is the compensation is provided to the employees by paying cash and the non-monetary compensation is providing flexible working arranges, providing professional development opportunities also play an essential role in shaping the job satisfaction.

Respect -Respect plays an essential factor in the job satisfaction because the employees should be feel respected among the employees by the employers. It will help to create a positive atmosphere and it also increase the loyalty. The respectful interactions between the employees and employers

will help to get feel valued and it helps to focus more on the job without any distractions. The way to job satisfaction by the respect is for the employees should be heard what they are saying to the employers and should treat fairly by the employers.

In conclusion, factors such as salary, work environment, training, respect and recognition, job security and safety, and career development all play critical roles in influencing job satisfaction. When organizations prioritize these factors and create environments that support employees' well-being, growth, and professional fulfilment, they cultivate higher levels of job satisfaction.

ANALYSING AND INTERPRETING DATA:

Table No. 1 Table showing information about the Demographic profile of the respondent.

VARIABLE	CATEGORY	TOTAL	PERCENTAGE
1. AGE(IN YEARS)	20-30	41	89
	31-40	4	9
	41-50	1	2
	ABOVE 50	0	0
2. GENDER	MALE	19	41
	FEMALE	27	59
3. MARITAL STATUS	SINGLE	33	72
	MARRIED	13	28
4. SALARY (IN RUPEES)	BELOW 20,000	23	50
	21,000-30,000	11	24
	31,000-50,000	5	11
	ABOVE 50,000	7	15
5. JOB DESIGNATION	IT	14	30
	ENTREPRENEUR	0	0
	GOVERNMENT	4	9
	BUSINESS	7	15
	ACCOUNTS	10	22
	OTHERS	11	24

In the above table, at the age (in years) variable the 20-30 years are more when compared to the other age groups with 89% and at the gender there are more females than the male with 59% and

at the marital status there are more single than the married respondents with 72% and at the salary (in rupees) there are more respondents who receive below 20,000 when compared to the other category and at the job designation there are more respondents who are working in IT industry with the 30% when compared to the others.

INFERENCE ANALYSIS

Table no.2 Table showing Mean & Standard Deviation of the variables

Factors	MEAN	SD	RANK
Opinion about training	2.46	2.25	15
Satisfaction level with the training program	4.28	3.86	1
Satisfaction level on feeling about working environment	4.30	3.83	2
The company address issues related to workplace discrimination and harassment	4.09	3.63	6
Satisfaction level with base pay	4.07	3.65	4
Satisfaction level with bonus	3.74	3.45	12
Satisfaction level with vacation time	3.78	3.48	10
Satisfaction level with annual raise	3.65	3.36	13
Satisfaction level with other benefits offered by company	3.80	3.48	10
There are opportunities for social interaction and team building activities	4.11	3.65	3
My work schedule is flexible enough for me to meet my family or personal responsibilities	3.89	3.53	9
Satisfaction level on feeling that opinion and contributions is valued during team discussions	4.02	3.59	8
There are sufficient job orientation and training provided to New Employees	4.07	3.62	7

I receive recognition and rewards when I do a good job or when I perform the above expectations	4.07	3.63	5
Overall satisfaction level with the work and the other benefits which are given by the organization	2.93	2.66	14

In the above it shows that the highest rank (1st rank) is for the Satisfaction level with the training program and the last rank(15th rank) is for the opinion that the respondents given.

CHI-SQUARE TEST

1. Significant relationship between the gender and satisfaction level on training:

H₀: There is no correlation between an employee's gender and degree of training satisfaction.

H₁: There is a connection between the degree of training satisfaction and gender.

RECORDED VALUE	ESTIMATED VALUE	(R-E) ^2	(R-E) ^2/E
12	9.5	6.3	0.7
11	13.5	6.3	0.5
6	6.6	0.4	0.1
10	9.4	0.4	0.0
1	2.1	1.2	0.6
4	2.9	1.2	0.4
0	0.4	0.2	0.4
1	0.6	0.2	0.3
0	0.4	0.2	0.4
1	0.6	0.2	0.3
		TOTAL	3.5

Chi square value = 3.5 and df = 4

5% level of significance is 9.49

INFERENCE:

The gender of the respondents and their degree of satisfaction with the organization's training are no significantly correlation, as the above table demonstrates. This is as a result of the P value being 3.5, which is below the significance level of 9.49 at the 5% level. Hence, the null hypothesis (H₀)

is rejected. There is no significant correlation with the gender and the degree of satisfaction with the training received by the company.

2. Significant relationship between the gender and Overall satisfaction level:

H0 : There is no correlation between overall satisfaction level and gender.

H1: There is a connection between the overall satisfaction level and gender.

RECORDED VALUE	ESTIMATED VALUE	(R-E) ^2	(R-E) ^2/E
3	2	1	0.5
3	4	1	0.25
3	4	1	0.25
7	6	1	0.16
6	7	1	0.14
11	10	1	0.1
3	3	0	0
4	4	0	0
4	2	4	2
2	4	4	1
		TOTAL	4.40

Chi square value =4.4 and df = 4

5% level of significance is 9.49

INFERENCE

The above data indicates that there is no statistically significant correlation between the respondents' gender and the organization's overall satisfaction rating. The P value is 4.4, which is below than the 9.49 5% level of significance, which explains this. Hence, the null hypothesis (H0) is disproved. The gender and the given overall satisfaction level do not significantly correlate by the company.

FINDINGS

This study helpsto understand the overall job satisfaction level of employees at a workplace and how the various factors are influencing the employees in the satisfaction level at their works. The questionnaire thatdesigned for the data collection were filled by 46 respondents. This demographic

data is also useful to study the job satisfaction of employees. Most of the responses were in between 20-30 years that give 895 of the respondents were youngsters and the gender there are more females than the male with 59% and at the marital status there are more single than the married respondents with 72% and at the salary (in rupees) there are more respondents who receive below 20,000 when compared to the other category and at the job designation there are more respondents who are working in IT industry with the 30% when compared to the others.

At the inferential analysis, the mean, standard deviation and the rank were calculated from the highest rank (1st) and the lowest rank is (15th) on that it clearly shows that the satisfaction level with the training program is the highest rank and the last rank is for the opinion that the respondents given.

At the Chi Square test, 1st shows that chi square value is less than the 5% level of significance value so the null hypothesis(H₀) is accepted and alternate hypothesis(H₁) is rejected, there is relationship between gender and the satisfaction level on training and 2nd shows the chi square value is less than the 5% level of significance value so the null hypothesis(H₀) is accepted and alternate hypothesis(H₁) is rejected, there is relationship between the gender and the overall satisfaction level.

SUGGESTION

1. The organization should focus more on employees to satisfied by the work.
2. They have to provide enough training and to conduct the various programs for the development of employees.
- 3, They have to focus more on the different factors equally and to make the employees to feel more satisfied by the work.

CONCLUSION

The study was conducted to understand the level of job satisfaction of various employees working in different sectors. While studying the relationship of job satisfaction of employees with the various demographical factors like gender, marital status, age, salary and the job designation it is concluded that job satisfaction is most related with the gender, marital status, age and etc., so the organization should focus more on contributing the employees to feel more satisfied, it also help the organization to enhance employment engagement to increase the productivity level and a lower turnover.

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