

## EVALUATION OF JOB SATISFACTION OF EMPLOYEES IN UTTAR PRADESH: AN ANALYTICAL STUDY

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(Research Scholar)

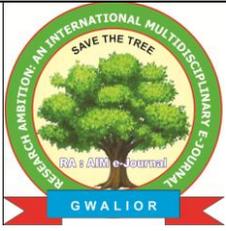
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### **ABSTRACT**

*Every organization strength is his workers and without them no work could be accomplished .Therefore it is very important that workers needs are being fulfilled .The employees will feel more satisfied if they get what they need .Job satisfaction is an inner feeling that may vary from one employee to another that is at the same time one employee may be satisfied with the job where as another may not depending upon their attitude regarding the job .The term job satisfaction if described well is said to be that the job creates many expectations in mind of employees like status promotion job condition, working environment etc. Therefore job satisfaction is the positive or the negative attitude of employee/workers about these expectations. In the study we are using % analysis to evaluate the job satisfaction of employees. The study shows that only 44% of the employees are satisfied with the working condition & 50% of them satisfied with the reward provided. The organization can give importance and emphasize on factors such as rewards, recognition and canteen facility so as to increase the level of satisfaction related to job of the employees.*

### **INTRODUCTION**

Job satisfaction is a set of a favorable or unfavorable feeling with which employee's view their work .while job can be described as a paid position with regular employment that requires performing certain duties responsibility and skills. Job satisfaction has a strong relation with the mental health of the people as a result it led to decrease in absenteeism and accident and increase in employees morale, motivation and productivity. Job satisfaction generates more and more innovative ideas among the employees also the workers become more loyal towards their organization. Job satisfaction is an inner feeling of employees which generates when they get what they expect to get. As it are the satisfied workers who perform the work with maximum effectiveness resulting in increase in profit of organization. Also it is generalize that workers are concerned more about



payment/salary they get then other factors such as working condition, canteen facility etc. Hence we can say that job satisfaction is not merely attitude of an employee toward job but also it describes about the inner feelings an employees have regarding a job. If a worker existing job is unable to fulfill the psychological or physiological need of individual the level of satisfaction from the job might be low. Job satisfaction is a pleasurable feeling that results from an employee's perception of achieving the expected level of satisfaction. It is a multidimensional attitude that consist of attitude the employees have towards the pay, working condition, recognition. The level of job satisfaction is generally high when employees have a positive response toward the job and job satisfaction is generally low when employees have a negative response towards the job. Hence we can finally say that job satisfaction is merely an intangible variable that helps to improve job performance.

## HYPOTHESIS OF STUDY

1. There is no relation between rewards given and job satisfaction.
2. There is no relation between working conditions and job satisfaction.

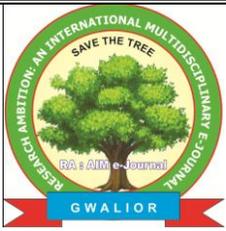
## OBJECTIVE OF STUDY

Factors studied affecting the satisfaction of employees is:

1. To evaluate the satisfaction level with the rewards employees get.
2. To evaluate the satisfaction level with the working condition employees get.

## REVIEW OF LITERATURE

Mira Singh and Pestonjee1 (1990), hypothesized that Job Satisfaction is influenced by the levels of Occupation, Job involvement and Participation. The sample for the study consisted of 250 officers and 250 clerical cadres belonging to a Nationalised bank in Western India. The study confirmed the hypothesis and it was found that Job Satisfaction of the Bank employees was positively affected by the Occupational level, Job involvement and participation.

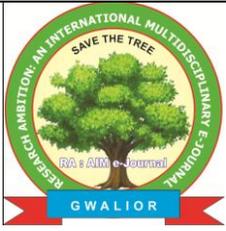


Balvir2 (1991) attempted to understand hygiene-motivational factors as postulated by Herzberg based on their need priorities that dominate the minds of Indian Managers while continuing service in their respective Organisations. The results revealed that Job Satisfaction, Salary, Job Security, better chances of promotion, happy Personal life, high Position and friendly social circle are some of the motivating factors in that order which strongly influence Indian Managers.

Mathew3 (1991) tested the relationship between Satisfaction and Organizational commitment with a Non-recursive model that permitted the simultaneous examination of the influence of satisfaction on commitment and the influence of commitment on satisfaction. The study highlighted that the two variables were reciprocally related but that the influence of satisfaction on commitment was stronger.

Mehra and Mishra4 (1991) in their study explored the potential moderator effect of mental health on the Intrinsic Job Satisfaction-Occupational stress relationship. The study was conducted on 250 blue collar industrial workers of UPTRON India Ltd. The findings of the study showed that mental health has a moderating effect on the Intrinsic Job Satisfaction-Occupational stress relationship. Dhar and Jain5 (1992) carried out an investigation amongst academicians. The investigation explored the nature of relationship between Job Satisfaction, Job Involvement, Age and Length of service. An important finding of the study was that Job Involvement and Job Satisfaction are positive correlates which imply that involvement in Job increases Job Satisfaction and vice-versa.

Syed (1992), made an endeavor to determine the relationship between employee Job Satisfaction and Organizational effectiveness. The sample for the study consisted of 44 supervisors of a public sector undertaking which was randomly drawn from a single unit of the Company. The main objective of the study was to relate satisfaction with Organizational effectiveness along with personal attributes such as age, education, pay, length of service etc. the study revealed that Job satisfaction facets had more explanatory power than the personal attributes of respondents. It was clear from the study that the Organization through its human resource development policies and practices created better environment for employees, resulting in greater satisfaction which in turn enhanced Organizational effectiveness.



Vroom,( 1964) Vroom in his definition on job satisfaction focuses on the role of the employee in the workplace. Thus he defines job satisfaction as affective orientations on the part of individuals toward work roles which they are presently occupying.

Aziri, (2008).We consider that job satisfaction represents a feeling that appears as a result of the perception that the job enables the material and psychological needs

Hoppock, (1935)job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job

Statt, (2004)Job satisfaction can be defined also as the extent to which a worker is content with the rewards he or she gets out of his or her job,particularly in terms of intrinsic motivation

Mullins,( 2005) Job satisfaction is a complex and multifaceted concept which can mean different things to different people. Job satisfaction is usually linked with motivation, but the nature of this relationship is not clear. Satisfaction is not the same as motivation. Job satisfaction is more of an attitude, an internal state. It could, for example, be associated with a personal feeling of achievement, either quantitative or qualitative.

Lu, While, and Barriball (2005) mentioned the traditional model of job satisfaction focuses on all the feelings about job of an individual. However, what makes a job satisfying or dissatisfying does not depend only on the nature of the job, but also on the expectations that individuals have of what their job should provide.

Schnake (1991) stated that a satisfied worker usually meets or exceeds the fulfillment of their formal job requirements.

Spector, (1997) dissatisfied workers displays a tendency for counterproductive behaviors such as withdrawal, burnout, and workplace aggression

Agho, Mueller and Price, (1993)Job satisfaction is commonly defined as the extent to which employees like their work).



Lofquist and Dawis, 1969: It is generally conceptualized as general attitude toward an object and the job.

Robbins and Judge,( 2007).: (includes employee feelings about a variety of both intrinsic and extrinsic job elements.

Loi and Yang,( 2009) Job satisfaction is one of the most widely studied subjects in the management field.

Spector (1997: 3) defined job satisfaction as “the global feeling about the job or a related constellation of attitudes about various aspects or facts of the job.”

Locke (1976) defined it in the same manner by defining it as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience.”.

Locke ( 1979) specified that job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one’s job experiences.

Rice, Gentile and Mcfarlin (1991) defined job satisfaction as an overall feeling about ones job or career in terms of specific facets of job or careers (e.g. compensation, autonomy, coworkers).

Spector (1997) refined the definition of job satisfaction to constitute an attitudinal variable that measures how a person feels about his or her job, including different facets of the job.

## RESEARCH METHODOLOGY

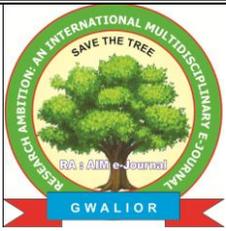
RESEARCH DESIGN: Exploratory research

SAMPLING DESIGN: Simple random sampling is undertaken

SAMPLING SIZE: 100 Employees selected

SAMPLING METHOD: Convenience method to collect data.

DATA COLLECTION: Primary and secondary sources (website)



DATA ANALYSIS TECHNIQUE: Percentage analysis

DATA COLLECTION TECHNIQUE: Observation technique, interview schedule

## ANALYSIS AND INTERPRETATION

### MARITAL STATUS

Marital Status	No. Of employees	Percentage
Married	85	85
Bachelors	15	15
Total	100	100

From the above table, it is inferred that 85% of the respondents are married, 15% of the respondents are bachelors.

### DESIGNATION

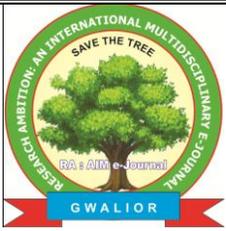
Designation	No. Of Employees	Percentage
Executive	11	11
Staff	32	32
Workers	57	57
Total	100	100

From the above table, it is inferred that 57% of the respondents are workers, 32% of the respondents are staff members and 11% of the respondents are executives.

### DEPARTMENTS

Departments	No. Of Employees	Percentage
Personal	8	8
Marketing	4	4
Finance	6	6
Production	53	53
Others	29	29
Total	100	100

From the above table, it is inferred that 53% of the respondents are working in production department, 29% of the respondents are working in others, 8% of the respondents are working in personnel departments, 6% of the respondents are working in finance department and 4% of the respondents are working in marketing department.



## EDUCATIONAL QUALIFICATIONS

EDUCATIONAL LEVEL	Number of employees	Percentage (%)
10 <sup>TH</sup>	26	33
12 <sup>TH</sup>	16	16
GRADUATES	41	40
POST GRADUATES	10	10
OTHERS	7	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>

From the above table, it is inferred that 41% of the respondents are graduate, 26% of the respondents are completed 10<sup>th</sup> standards, 16% of the respondents are completed 12th, 10% of the respondents completed PG Respondents.

## SATISFACTION LEVEL FOR WORK ENVIRONMENT

Working environment	Number of employees	Percentage
Highly satisfied	42	42
Satisfied	44	44
Neutral options	12	12
Disagree	1	1
Strongly Disagree	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>

From the above table it is inferred that 42% of employees are highly satisfied with the work environment 44% satisfied with the work environment 12% of employees have neutral option 1% disagree and 1% strongly disagree

## REWARDS

Equitable rewards	Number of employees	Percentage
Highly satisfied	39	39
Satisfied	50	50
Neutral options	9	9
Dissatisfied	1	1
Strongly Dissatisfied	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>

## CONCLUSION:

Hence following conclusion had been drawn from the study that are follows from the study that are as follows .there is lack of co-operation in the organization between workers and supervisors on which focus should be given. Also there is lack of facilities like canteen, reward, recognition and working condition. Company productivity is very much affected by the satisfaction



of workers. If employees who are performing the job excellently and with utmost productive output their needs and expectation are not being satisfied then these high performing workers will leave their job and it will be a challenge for the organization to attract and retain new talented employees to organization. Another conclusion drawn that organization should reconstruct the reward system that is followed within organization. Promotion should be given to employees on basis of merit, experience, work performance and educational qualification. Through job employees get an opportunity to perform and exercise their skills by performing their job responsibilities & also it has been observed that working condition within organization still have the scope for improvement.

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