

## A STUDY ON JOB SATISFACTION LEVEL OF EMPLOYEES WITH SPECIAL REFERENCE TO SALEM DISTRICT MILK COMPANIES

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### ABSTRACT

*Job satisfaction can be defined as extent of positive feelings or attitudes that individuals have towards their jobs. When an individual says that he has high job satisfaction, it means he really likes his job, feels good about it and values his job dignity. Job satisfaction is a vital technique used to motivate the workers to perform harder. It is often said that "A HAPPY EMPLOYEE IS A PRODUCTIVE EMPLOYEE". This paper focuses on the job satisfaction level of employees in milk companies at Salem district. The main objectives of this paper are to assess the job satisfaction: to study the employees' perception towards organization, to study the*

*attitude of the employees towards their work and to identify the factors that motivate the employees. The sampling size of this research is 150. The convenient sampling method was used in the selection of respondents. Questionnaire method was utilized in the gathering of data. From the findings it can be concluded that employees are satisfied about working environment and working condition, promotional offers, reward system and appreciation, pay and allowances, welfare measures and job security of the employees. The result reveals that majority of workers are satisfied with their job in the organizations.*

**KEY WORDS:** *job satisfaction level of employees, Productive employee, attitude, employees' perception, promotional offers*

### INTRODUCTION

Today job satisfaction refers to a person's feeling of satisfaction on the job, which acts as motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the work. Job satisfaction, a worker's sense of achievement and success, is usually seen to be directly linked to

productivity also on personal well being. Job satisfaction occurs when an employee feels he has accomplished something having importance and value deserve recognition sense of joy.

The term relates to the entire relationship between a private and therefore the employer that he's paid. Satisfaction does mean the straightforward feeling state accompanying the attainment of any goal. The end state is feeling accompanying the attainment by an impulse of its objective job satisfaction. Does mean absence of motivation at work. Research workers differentially describe the factors contributing to job satisfaction and job dissatisfaction. Hoppock describes job satisfaction as," any combination of psychological, physiological and environment circumstances that causes and person truthfully to say satisfied with my job. Thus, job satisfaction is the most important and frequently studied attitude.

### **OBJECTIVES OF THE STUDY**

- To analyze the job satisfaction level of the employees in Salem district milk companies.
- To study the employees perception towards organization.
- To study the attitude of the employees towards their work.
- To identify the factors that motivates the employees.

### **NEED OF THE STUDY**

Job satisfaction of the workers is vital if the workers are satisfied then only the organization can function smoothly increases its production, faces competition. If employees are satisfied with their job they're going to carry a positive attitude. Hence the study has been undertaken to assess the worker job satisfaction which is important for the organization so as to form sound decisions.

### **STATEMENT OF THE PROBLEM**

The study is conducted to assess the job satisfaction needs of the employees in salem district milk companies. The study helps to know their preferences and problems of the employees. Employee commitment is essential to increase the productivity. If the work satisfaction increases it'll increase the worker commitment, further it'll cause increase within the productivity. It is very essential to review about the work satisfaction.

### **LIMITATIONS OF THE STUDY**

- Employees are not ready to disclose the actual problem faced by them so it lacks reliability and accuracy.
- The findings and observation made in the study purely based on the respondents answers which may be biased.
- Due to the limitation of the time the research could not be made more detailed.
- Respondents had marked the answers in questionnaires which may be socially incorrect irrespective of their actual feelings.

## REVIEW OF LITERATURE

**Chandrasekar (2011)** says organization has got to take responsiveness to form a piece environment which enriches the power of employees to become productive so as to extend profits. He even argued that employee to employee interaction and relations are more important than money but management skills and energy are required to improve the performance of the organization.

**Mahmood B. (2012)** found that job security and co-workers's conduct influence the public sector whereas private sector universities educators are more concerned with supervision, salary and promotional opportunities. The public and personal university faculty members show variation within the level of job satisfaction.

**Machado-Taylor et al. (2016)** found that job satisfaction depends on several demographic factors like age, gender and psychology of the employee.

**Waijjer et al, (2017)** found that temporary employment affects the extent of satisfaction and well-being of workers. Also there might be inequalities between permanent and temporary employees. Whereas highly educated employees consider temporary jobs to be stepping stones to permanent jobs.

## RESEARCH METHODOLOGY

The study is designed as descriptive in nature. Descriptive study attempts to obtain a complete and accurate descriptive in nature. The methodology involved during this design mostly qualitative in nature producing descriptive data.

## AREA OF THE STUDY

This study is conducted in salem district milk companies.

## SOURCES OF DATA

Data was collected from both primary and secondary source. The primary data was conducted through structured questionnaire and personal interviews. Books, magazines, website, journals and newspapers are used to gather the secondary data.

### **POPULATION SIZE**

The overall population size taken in the study is 250.

### **SAMPLE SIZE**

The overall sample size taken in the study is 150 respondents of employees.

### **SAMPLING METHOD**

Here the convenience sampling method is used to collect the data-using questionnaire.

### **STATISTICAL TOOLS**

The collected data has been analyzed with the help of relevant statistical tools such as

- CHI-SQUARE TEST
- PERCENTAGE ANALYSIS
- BAR CHART AND PIE CHART.

### **DATA ANALYSIS AND INTERPRETATION**

#### **1. MARITAL STAUS OF THE EMPLOYEES AND SATISFACTION REGARDING THE WELFARE MEASURES PROVIDED BY THE COMPANY**

##### **HYPOTHESIS TESTED**

**H<sub>0</sub>:** There is no significant relationship between marital status of the employees and satisfaction regarding the welfare measures provided by the companies.

**H<sub>1</sub>:** There is significant relationship between marital status of the employees and satisfaction regarding the welfare measures provided by the companies.

#### **TABLE No.1**

#### **MARTIAL STAUS OF THE EMPLOYEES AND SATISFACTION REGARDING THE WELFARE MEASURES PROVIDED BY THE COMPANIES**

**(CHI-SQUARE TEST)**

FACTOR	CALCULATED VALUE	TABLE VALUE	DEGREES OF FREEDOM	RESULT
WELFARE MEASURES	0.4156	7.815	3	Accepted

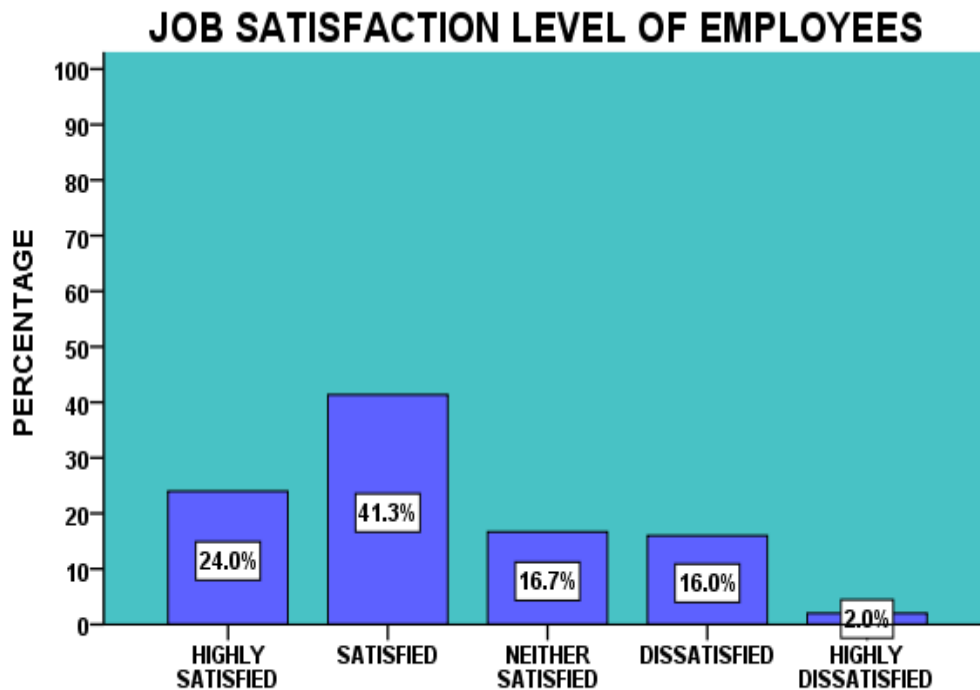
At 5% level of significance, the calculated value is less than the tabulated value ( $0.4156 < 7.815$ ). So it is falls in the accepted region. Therefore,  $H_0$  is accepted and the alternative hypothesis  $H_1$  is rejected. Hence there is no significant relationship between marital status of the employees and satisfaction regarding the welfare measures provided by the companies.

## 2. JOB SATISFACTION LEVEL OF THE EMPLOYEES

Table No.2

S.No	Job Satisfaction Level	No of Respondents	Percentage
1.	Highly satisfied	36	24
2.	Satisfied	62	41.3
3.	Neither Satisfied/ Nor dissatisfied	25	16.7
4.	Dissatisfied	24	16
5.	Highly dissatisfied	3	2
	<b>Total</b>	<b>150</b>	<b>100</b>

CHART NO.2



(The chart refers to respondent's opinion about job satisfaction level of the employees)

### INFERENCE

It is identified from the above analysis that 65.3% of employees are satisfied with job satisfaction level of the organizations. Where 24% of employees are highly satisfied, 41.3% of the employees are satisfied, 16.7% of employees are neither satisfied, 16% of employees are dissatisfied with the job satisfaction level of the organizations and 2% of employees are highly dissatisfied with their job satisfaction level of the organizations.

### 3. OPINION OF EMPLOYEES WITH REGARD TO WORKING CONDITION AND WORKING ENVIRONMENT IN THE ORGANIZATIONS.

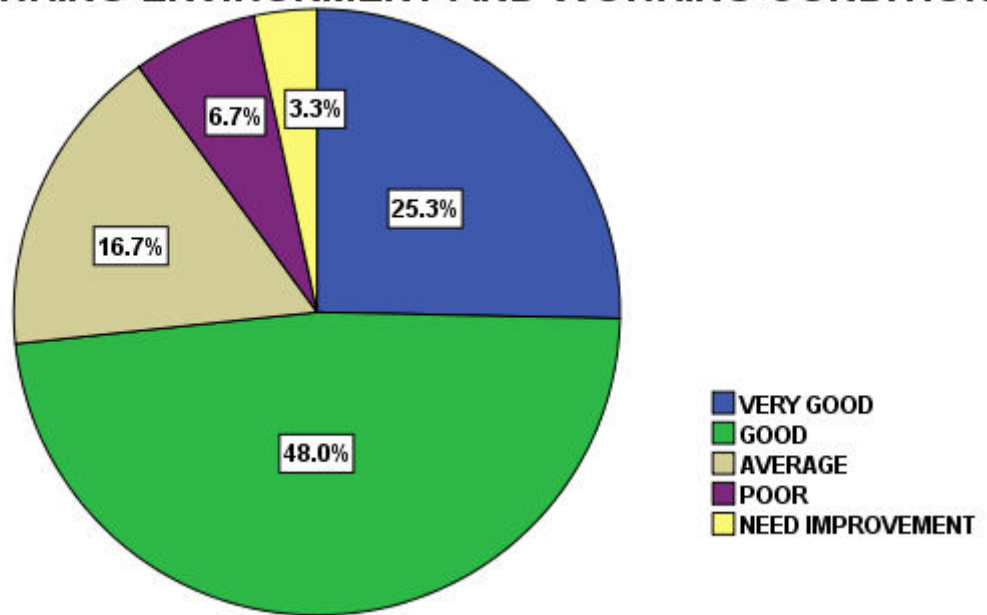
Table No.3

S.No	Working Environment And Working Condition	No of Respondents	Percentage
1.	Very Good	38	25.3
2.	Good	72	48.0
3.	Average	25	16.7

4.	Poor	10	6.7
5.	Need Improvement	5	3.3
	<b>Total</b>	<b>150</b>	<b>100</b>

CHART NO.3

**WORKING ENVIRONMENT AND WORKING CONDITION**



(The chart refers to respondents opinion of employees with regard to working condition and working environment in the organizations.)

**INFERENCE**

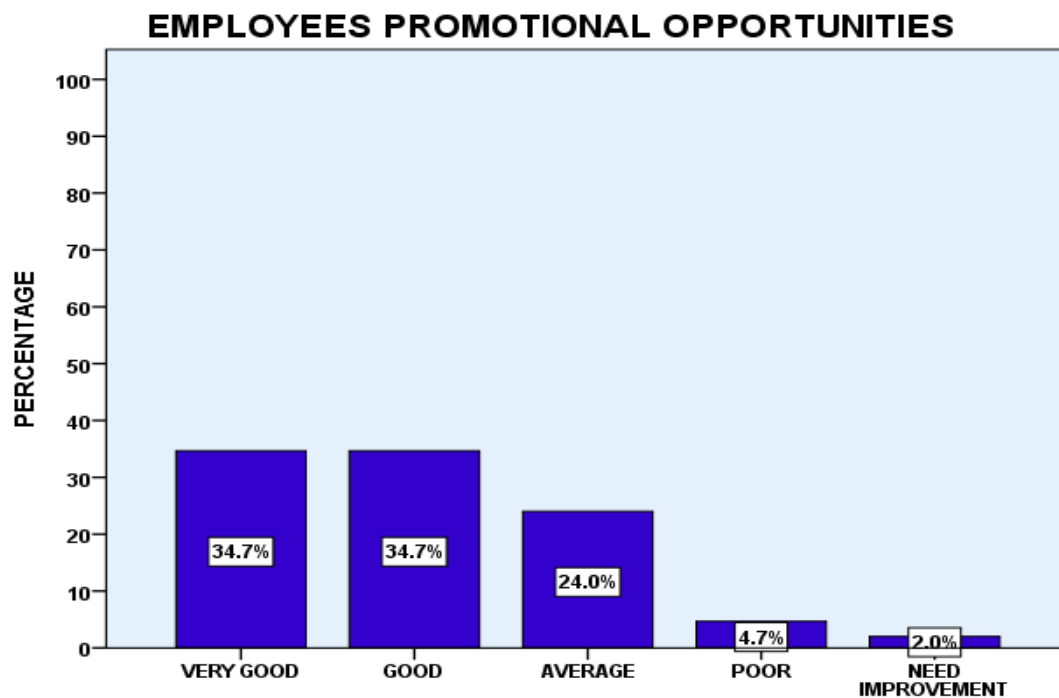
It is noted from the above analysis that 25.3% of the respondents opined that working environment and condition is very good, 48% of the respondents opined that working environment and condition is good, 16.7% of the respondents opined that working environment and condition is average, 6.7% of the respondents opined that working environment and condition is poor and 3.3% of the respondents opined that working environment and condition is need improvement. It is concluded from the above analysis that majority 48% of the respondents opined that working environment and condition is feel good.

#### 4. RESPONDENTS OPINION ABOUT PROMOTIONAL OPPORTUNITIES

Table No.4

S.No	Promotional Opportunities	No of Respondents	Percentage
1.	Very Good	52	34.7
2.	Good	52	34.7
3.	Average	36	24
4.	Poor	7	4.7
5.	Need Improvement	3	2
	<b>Total</b>	<b>150</b>	<b>100</b>

CHART NO.4



(The chart refers to respondents opinion about employees promotional opportunities)



## INFERENCE

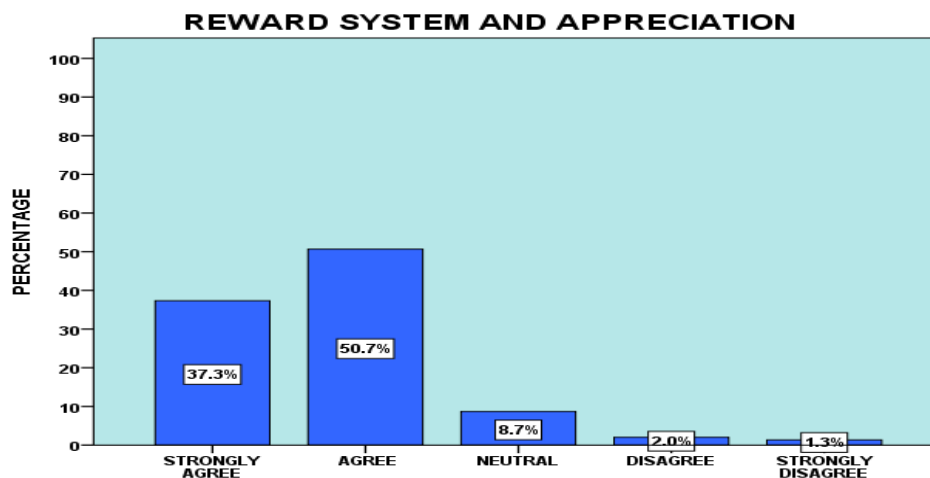
It is identified from the above analysis that 69.4% of the respondents opined that company provide very good and good promotional offers and 24% of the respondents opined that the company provide promotional offers with average. 4.7% of the respondents opined that the company provide poor promotional offers. It is concluded from the above analysis that majority of the respondents opined that the company provide very good and good promotional offers.

## 5. RESPONDENTS OPINION ABOUT THE REWARD SYSTEM AND APPRECIATION

**Table No.5**

S.No	Reward System And Appreciation	No of Respondents	Percentage
1.	STRONGLY AGREE	56	37.3
2.	AGREE	76	50.7
3.	NEUTRAL	13	8.7
4.	DISAGREE	3	2
5.	STRONGLY DISAGREE	2	1.3
	<b>Total</b>	<b>150</b>	<b>100</b>

**CHART NO.5**



(The chart refers to respondents opinion about employees reward system and appreciation)

## INFERENCE

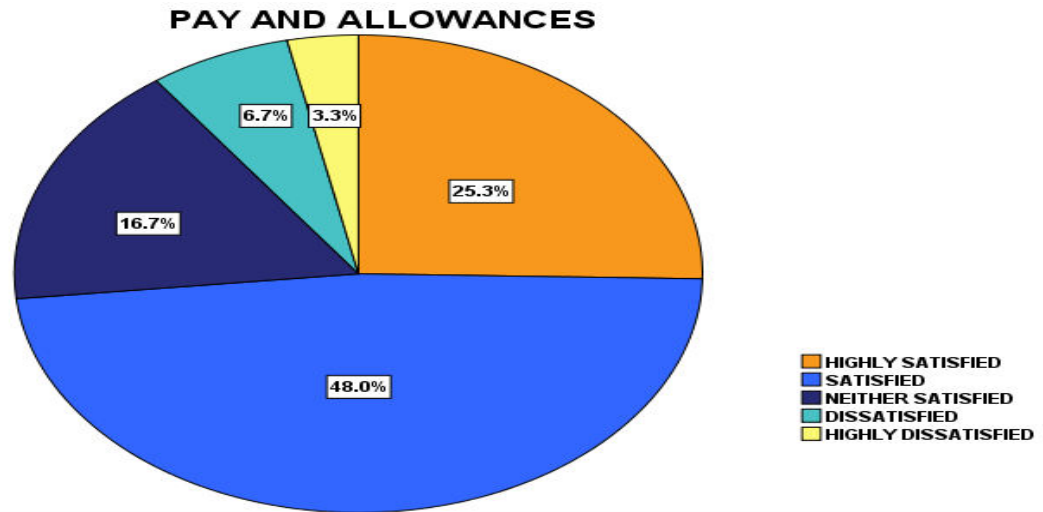
The above table depicts that 88% of employees opined that reward system and appreciation plays a major role in job satisfaction. Where 37.3% of employees are strongly agree in their opinion, 50.7% of employees are agree in their opinion. Where 8.7% of employees are neutral in their opinion. Where 2.4% of employees are disagreed that the reward system and appreciation has no role to play in job satisfaction. and 1.3% of employees are strongly disagree in their opinion.

## 6. RESPONDENTS OPINION ABOUT THE PAY AND ALLOWANCES PROVIDED BY THE ORGANIZATIONS

**Table No.6**

<b>S.No</b>	<b>PAY AND ALLOWANCES</b>	<b>No of Respondents</b>	<b>Percentage</b>
1.	Highly satisfied	35	23.3
2.	Satisfied	84	56
3.	Neither Satisfied/ Nor dissatisfied	21	14
4.	Dissatisfied	5	3.3
5.	Highly dissatisfied	5	3.3
	<b>Total</b>	<b>150</b>	<b>100</b>

## CHART NO.6



(The chart refers to respondents opinion about employees pay and allowances)

### INFERENCE

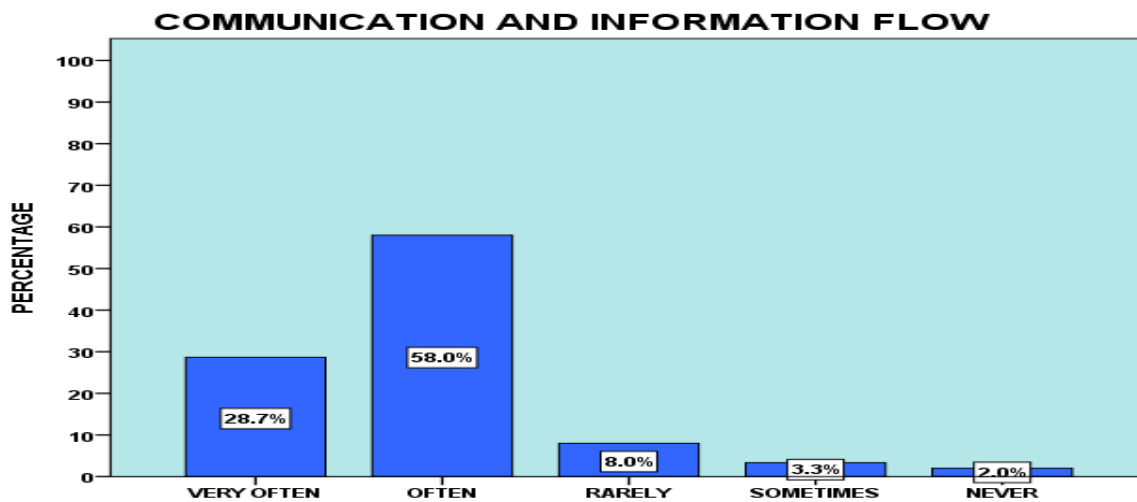
The table no.6 reveals that out of 150 respondents 23.3% of the respondents are highly satisfied, 56% of the respondents are satisfied, 14% of the respondents are neither satisfied/ nor dissatisfied, 3.3% of the respondents are dissatisfied, 3.3% of the respondents are highly dissatisfied. Thus it is clear that the majority 56% of the respondents are satisfied with their pay and allowances provided by the organizations.

### 7. OPINION OF EMPLOYEES WITH REGARD TO COMMUNICATION AND INFORMATION FLOW IN THE ORGANIZATIONS.

**Table No.7**

S.No	Communication And Information Flow	No of Respondents	Percentage
1.	Very often	43	28.7
2.	Often	87	58
3.	Rarely	12	8
4.	Sometimes	5	3.3
5.	Never	3	2
	<b>Total</b>	<b>150</b>	<b>100</b>

CHART NO.7



(The chart refers to respondents opinion about communication and information flow)

## INFERENCE

The table no.7 reveals that out of 150 respondents 28.7% of respondents are feel very often, 58% of respondents are feel often, 8% of respondents are feel rarely, 3.3% of respondents are feel sometimes, 2% of respondents feel never. It can be concluded that the majority of the sample respondents are belongs to 58% of the respondents are feel often with communication and information flow in the organizations.

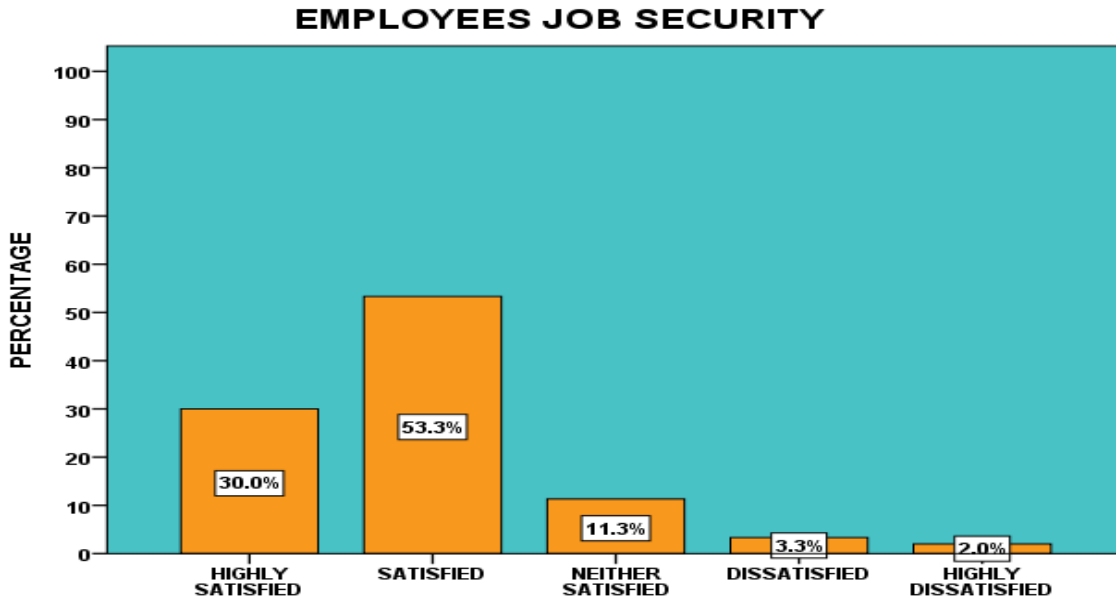
## 8. PROFESSIONAL SATISFACTION OF THE RESPONDENTS REGARDING JOB SECURITY OF THE RESPONDENTS

Table No.8

S.No	Job Security	No of Respondents	Percentage
1.	Highly satisfied	45	30
2.	Satisfied	80	53.3
3.	Neither Satisfied/ Nor dissatisfied	17	11.3
4.	Dissatisfied	5	3.3

5.	Highly dissatisfied	3	2
	<b>Total</b>	<b>150</b>	<b>100</b>

CHART NO.8



(The chart refers to respondents opinion about job security in the organizations)

**INFERENCE**

The above table no.8 state that 30% of the respondents are highly satisfied, 53.3% of the respondents are satisfied, 11.3% of the respondents are neither satisfied/nor dissatisfied, 3.3% of the respondents are dissatisfied and 2% of the respondents are highly dissatisfied. Thus it is clear that majority 53.3% of the respondents are satisfied with their job security.

**FINDINGS**

- It is evident from the analysis that maximum 65.3% of the respondents are satisfied with their job.
- It is noted from the study that majority 48% of the respondents working environment and working condition is feel good.
- It is found from the analysis that most 69.4% of the respondents are opined that the company provides very good and good promotional offers.

- It is concluded from the analysis that majority 88% of the respondents are opined that reward system and appreciation plays a major role in job satisfaction.
- It is interpreted that maximum 56% of the respondents are satisfied with their pay and allowances provided by the organizations.
- It is found from the analysis that majority 58% of the respondents are feel often with communication and information flow in the organizations.
- It is interpreted that majority of 53.3% respondents are satisfied with professional satisfaction of the respondents regarding job security of the respondents.
- There is no significant relationship between marital status of the employees and satisfaction regarding the welfare measures provided by the companies.

## CONCLUSION

Job satisfaction may be a pleasurable or positive spirit resulting from the appraisal of one's job or job experience. This study analyzed the job satisfaction level of employees with special reference to salem district milk companies. The result reveals that majority of workers are satisfied with their job in the organizations. The factors like communication and information flow, job satisfaction level of employees, working environment and working condition, promotional offers, reward system and appreciation, pay and allowances, welfare measures and job security etc. lead to satisfaction of employees in salem district milk companies. Finally, I would like to conclude that salem district milk companies is taking good care to the employee's. The management attitude towards employees is appreciable.

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