EMPLOYEES IN SMALL AND MEDIUM ENTERPRISES

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Abstract

An employee who has no interest in his or her field, or the position in which he or she begins in a job, may initially put forth his or her best effort. Finding the daily job mundane reduces the individual's desire to show up to work and to do the job well. In contrast, an employee may be entirely too overwhelmed to handle the position; the responsibilities may prove to be too demanding. In an instance like this, the employee will search for another position that offers the financial security he or she needs with job characteristics that challenge them appropriately; thus increasing the initial company's turnover rate.

This study is mainly targeted for Small and Medium Enterprise (SME) industries. It provides employment to lakhs of people. It is briefly explained below.

INTRODUCTION

Small & Medium Enterprises (SME) have come to occupy a significant position in providing employment opportunities and increasing capital formation, in Tamilnadu. Generally SME units have low capital intensity and a high potential for employment generation. People are the organization's key resource and organizational performance largely depends on them. Therefore, there is a need to enhance the image of the SME personnel through standard performance management system.

STATEMENT OF THE PROBLEM

Employee satisfaction has always been important issues for organization. After all, high levels of absenteeism and staff turnover can affect your bottom line, as temps, recruitment and retraining take their toll. But few practices (in fact, few organizations) have made job satisfaction

a top priority, perhaps because they have failed to understand the significant opportunity that lies in front of them.

1.1. NEED FOR STUDY

The study of "employee satisfaction" helps the company to maintain standards & increase productivity by motivating the employees. this study tells us how much the employees are capable & their interest at work place? what are the things still to be satisfy to the employees. Employees play are important role, so employee's satisfaction is a very essential one, hence there arises a need to study the job satisfaction of employees.

REVIEW OF LITERATURE

Employees say workers are more likely to steal petty cash and commit other unethical acts when they are dissatisfied and see their own superiors behaving badly, according to research released on Monday. A good work-life balance and high levels of job satisfaction, on the other hand, were thought to promote ethical behavior among employees, said the poll of more than 1,000 US adults who work full-time .

The reasons for a job change can be many and almost anything, depending upon the individual perceptions and one's likes and dislikes. However, it is always advisable to have a clear-cut reason for switching jobs.

Till a few years back, most graduating students would dream of big ticket jobs in large corporations, which doesn't seem to be the case anymore. The dramatic economic forces that have changed the way we work have led people to believe that working for small corporations has its own advantages. Working for a big company used to be about heavy annual perks or big projects, not so any more.

Edwin A. Lockes Range of Affect Theory [5] is arguably the most famous employee satisfaction on survey and analysis model. The main premise of this theory is that satisfaction is determined by a discrepancy between what one wants in a job and what one has in a job. Further, the theory states that how much one values a given facet of work (e.e. the degree of autonomy in a position) moderates how satisfied/dissatisfied one becomes when expectations are/are not met. When a person values a particular facet of a job, his satisfaction is more greatly impacted both positively (when expectations are met) and negatively (when expectations are not met), compared to one who does not value that facet. To illustrate, if Employee A values autonomy in the workplace and Employee B is indifferent about autonomy, then Employee A would be more satisfied in a position that offers a high degree of autonomy compared to Employee B. this theory also states that too much of a particular facet will produces stronger feelings of dissatisfaction the more a worker values that facet.

Dispositional Theory

Another well known employee satisfaction on survey and analysis theory is the Dispositional Theory [6]. It is a very general theory that suggests that people have innate dispositions that cause them to have tendencies toward a certain level of satisfaction, regardless of one's job. This approach became a notable explanation of employee satisfaction on survey and analysis in light evidence that employee satisfaction on survey and analysis tends to be stable over time and across careers and jobs. Research also indicates that identical twins have similar levels of employee satisfaction on survey and analysis.

A significant model that narrowed the scope of the Dispositional Theory was the core Self-evaluations Model, proposed by Timorthy A. Judge in 1998. Judge argued that there are four Core Self-evaluations that determine one's disposition towards employee satisfaction on survey and analysis: self-esteem, general self-efficacy, locus of control, and neuroticism. This model states that higher levels of self-esteem (the value one places on his self) and general self-efficacy (the belief in one's own competence) lead to higher work satisfaction. Having an internal locus of control (believing one has control over her/his own life, as opposed to outside forces having control) leads to higher employee satisfaction on survey and analysis. Finally, lower levels of neuroticism lead to higher employee satisfaction on survey and analysis.

2.3. MAGAZINE ARTICLES:

Two – Factor Theory (Motivation – Hygiene Theory)

Fredrick Herzberg's two factor theory (also known as Motivator Hygiene Theory) attempts to explain satisfaction and motivation in the workplace. This theory states that satisfaction and dissatisfaction are driven by different factors motivation and hygiene factors, respectively. Motivating factors are those aspects of the job that make people want o perform, and provide people with satisfaction. These motivating factors are considered to be intrinsic to the job, or the work carried out. Motivating factors include aspects of the working environment such as pay, company policies, supervisory practices, and other working conditions.

While Herzberg's model has stimulated much research, researchers have been unable to reliably empirically prove the model, with Hackman & Oldham suggesting that Herzberg's original formulation of the model may have been a methodological artifact. Furthermore, the theory does not consider individual differences, conversely predicting all employees will react in an identical manner to changes in motivating/hygiene factors. Finally, the model has been criticised in that it does not specify how motivating/hygiene factors are to be measured.

RESEARCH METHODOLOGY

In order to fulfill the research objectives, this research applied a descriptive research design. Data are obtained as primary and secondary data. The sources include Small and medium scale industries. Respondents were the employee's of 10 SME's in Chennai.

SAMPLE SIZE: The study sample constitutes 900 respondents i.e., the employees and Managers of SME's in Chennai.

Sampling Area

The study is conducted on employees of ten SME's in Chennai.

SAMPLING TECHNIQUE

Stratified Random sampling method is selected so that all samples of the same size have an equal chance of being selected from the entire population.

METHODS OF DATA COLLECTION

PRIMARY DATA: Primary data will be collected**.** The Survey will be undertaken using well-structured questionnaires and given to Employees and managers of few SME's.

Survey will be undertaken using well-structured questionnaires to the company workers which gather factors responsible for attrition, the factors that can be employed to retain the employees.

FINDINGS

A Study on Employee Job Satisfaction is based on the survey conducted and these points are to be looked into and steps are to be taken in this regard for higher growth. From the analysis the job provides the opportunity to the employees to exercise his/her skills at work place. Number of the employees accepted that at times there is a considerable flexibility in co-coordinating with work and they are satisfied with the existing inter personal communication. In working environment they follow the systematic planning and review process to evaluate the performance of employee. From analysis it was also observed that was there is a scope for the improvement of working conditions in organization. Salary package would hike so that it can be in par with market rate.

SUGGESTIONS

- The supervisors can promote the employees on various suggestions and team work relate to the job.
- Compensation for the employees can be improved.
- Company's policies and practices can be focused more on employee welfare.
- Improvements cane made on work environment, promotion policy.
- The communication of employees with top management can be made in a lenient way.
- The organization can give equal importance to the areas like work environment, salary, increment and flexible work timings.

CONCLUSION

The employees to be satisfied there are various factors to be checked upon so that they stay along with the company. The various factors are salary, motivation, job training, job security etc. If these are not satisfied then the employees will not be satisfied which will lead to high turnover of the employees which is a loss to the organization. The study reveals that if the training needs are taken care of then the employees will be more productive which will increase the level of employee satisfaction on survey and analysis as well as the company's profit. Also salary is an important thing to be taken care of because every employee depends on it. As a whole there are many factors which are responsible for the overall employee satisfaction on survey and analysis.

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