



STUDY ON JOB SATISFACTION OF EMPLOYEES IN SMALL SCALE INDUSTRIES

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Abstract

Industries are one amongst the key factors for country's economic development. The objective of this study is to assess the factors that are liable for influencing employee's job satisfaction. This paper aims to check relationships in between honest compensation and job satisfaction, supervisor support and job satisfaction, operating surroundings and job satisfaction and Job Security and job satisfaction. The result unconcealed that salary/remuneration is that the most vital issue for influencing job satisfaction of staff. With the exception of remuneration, it's been found that the influence of supervisor support, healthy operating surroundings, correct work-life balance, career opportunities and promotion, correct coaching and development opportunities are important factors for determinative employee's job satisfaction. Data for the study was collected from two hundred respondents by visiting the SME's. The result of this study shows that the task satisfaction level of staff is average and it needs management attention towards enhancing the worker job satisfaction level. This paper presents relationship between varied factors and puts forth suggestions for up employee's job satisfaction level.

Introduction

Job satisfaction or worker Satisfaction (also noted as morale) is one amongst the foremost wide used variables in structure behavior. It's an employee's attitudinal response to his or her organization. [1, 2]As an angle, job satisfaction is summarized within the critical part and comprised of psychological feature, affective, activity elements. Like all attitudes, the link between satisfaction and behavior, most specifically job performance and membership, is complex.[1,2]

Employee satisfaction is crucial to the success of any business. A high rate of worker content is directly associated with a lower flip overestimate. Thus, keeping employees' glad with their careers ought to be a serious priority for each leader. [8]Whereas this is often a documented reality in management practices, economic downturns just like the current one appear to cause employers to ignore it.[7]

There are various reasons why staff will become discouraged with their jobs and resign, together with high stress, lack of communication among the corporate, lack of recognition, or restricted chance for growth. Management ought to actively ask for to enhance these factors if they hope to lower their turnover. Even in an economic worsening, turnover is an expense avoided best. [5,6]

Many studies are done on finding job satisfaction factors within the past. Few are listed below.

[8]refers to job satisfaction in terms of however folks feel concerning their jobs and completely different aspects of their jobs. [9] defines job satisfaction as the extent to which workers like their work

[10] defines job satisfaction because the feeling that a employee has concerning his job or a general angle towards work or employment and it's influenced by the perception of one's job.

[11] said that Job satisfaction and discontentedness not solely depends on the character of the task, it additionally rely upon the expectation what's the task offer to an worker.

Few models have also been proposed. Two famous job satisfaction models are explained below.

3. Job satisfaction Models

a) Job Satisfaction for Retention Model [13]

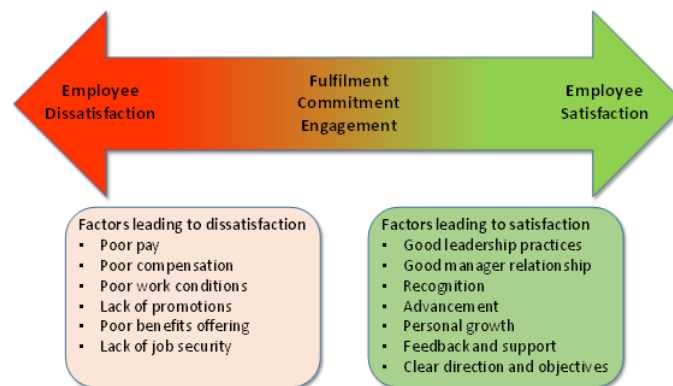
The model of job satisfaction shows the cause and consequences of job satisfaction. The model is as follows:

It's a very important dimension of morale and morale itself. As there's no correct definition of job satisfaction, it's been thought of as a state of condition wherever folks are:

- a) Enclosed to try and do work expeditiously and effectively
- b) Convinced to stay within the enterprise
- c) Ready to act expeditiously throughout contingencies
- d) Ready to welcome changes while not resistance
- e) Curious about promoting the image of the organization
- f) More contented and glad with their job

So, the elemental reason that staffs leave organizations is that they're not glad. Their discontentedness might occur on several levels. Analysis indicates that money is commonly not the foremost necessary reason. Staff leaves for alternative reasons like career growth and development, or an amendment in life circumstances, or factors like that.

Here's a diagram of the model.



Job Satisfaction Model

Even if all these factors are fastened, worker won't get still. A worker can be thinking or are going to be somewhere within the middle of the satisfaction scale, so that they would be neither glad nor dissatisfied.

So there's lots that may be done on the positive aspect to extend satisfaction. Naturally, there are in fact several opportunities on this aspect of the house wherever a decent talent management answer will facilitate things on.

b) Herzberg Motivation Theory [12]

Herzberg Motivation Theory from his analysis, Herzberg found that there are sure characteristics of employment that systematically relate to job discontentedness, and there are different factors that, within the same breadth, relate to job satisfaction.

The main conclusion of Herzberg motivation theory is that there's no real correlation between job satisfaction and job discontentedness. What he means by this can be that:

- The opposite of discontentedness isn't any discontentedness
- The opposite of Satisfaction isn't any Satisfaction

By Utilizing Herzberg's motivation theory, merely eliminating the causes of discontentedness during a job won't produce satisfaction! It'll just produce a scenario whereby the person is neither glad nor discontented. In different words, they're going to be during a 'neutral state', however won't be impelled.

Usually morale refers to the angle of the employee and relates to cluster whereas job satisfaction is a private feeling that may be caused by a spread of things. While industrial morale may be a collective development, job satisfaction may be a distributive one. Job satisfaction refers to a general angle towards work by a private employee.

These job satisfaction factors proposed by the models can be used in any organization to motivate their employee's.

4. Objectives

The Objectives of the study are as follows.

- a) To review the worker job satisfaction levels
- b) To review the amount of job satisfaction of workers concerning the attributes like work, promotion, superintendence, co-workers
- c) To review concerning the communication flow and its effectiveness between the management and employees into the corporate.
- d) To review the impact of coaching programs on job satisfaction into the corporate.
- e) The analysis of this study is going to be to formulate recommendations on developing comprehensive satisfaction levels of the staff

5. Limitations

Schedule used for the aim of grouping the opinions of workers has the subsequent limitations.

- i. The survey is subjected to the bias and prejudices of the respondents. Hence 100 percent accuracy can't be assured.

- ii. The study couldn't be generalized owing to the actual fact that man of science tailored personal interview methodology.

6. Analysis and Interpretation of Study

In order to satisfy the analysis objective, a descriptive analysis style was applied. Information are obtained as primary and secondary information. The sources embody tiny and medium scale industries. Respondents were the employee's of many SME's. The study is conducted on workers of SME's.

The study sample constitutes two hundred respondents i.e., the staff and Managers of SME's.

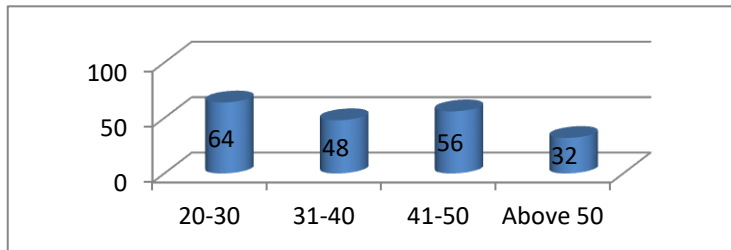
Primary information was collected. The Survey was undertaken utilizing well-structured questionnaires and given to workers and managers of few SME's.

- **Tools**

Graphical tools like bar graph, charts are used to predict the demographic unfold and depict the preference in pictorial type

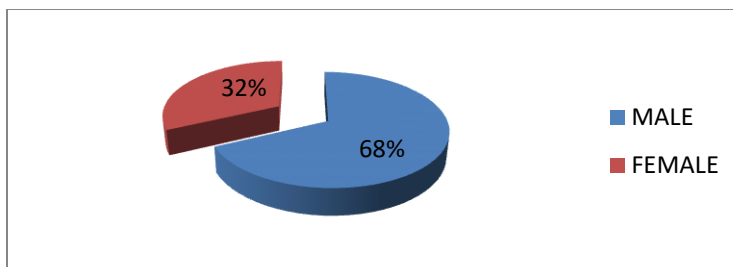
- **Results**

a. CHART SHOWING AGE



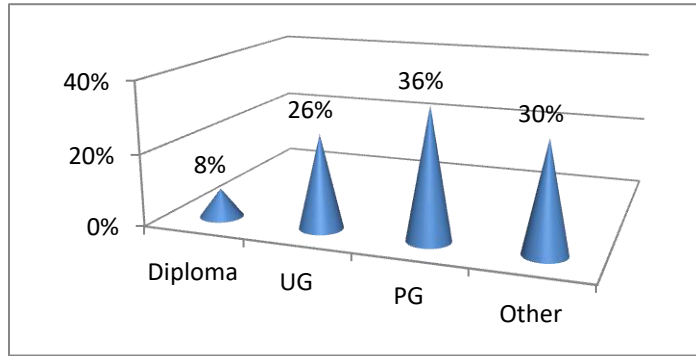
From the above table it is inferred that 32% of the respondents are 20-30 age group people, 24% of the respondents are 31-40 age group people, 28% of the respondents are 41-50 age group people, 16% of the respondents are 50+ age group people.

b. CHART SHOWING GENDER



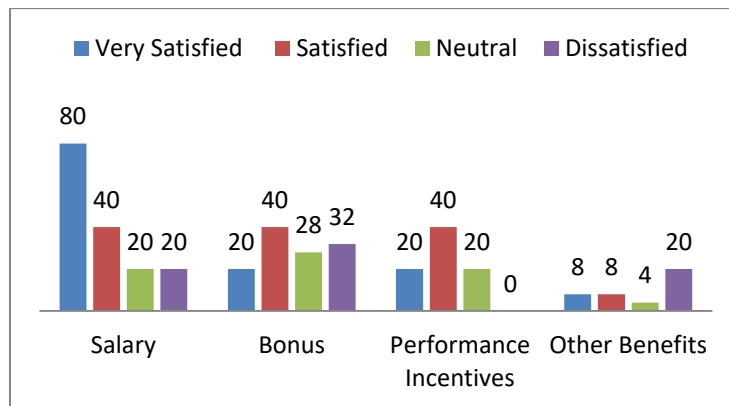
From the above table it is inferred that 68% of the respondents are Male, 32% of the respondents are female.

c. CHART SHOWING EDUCATIONAL QUALIFICATION



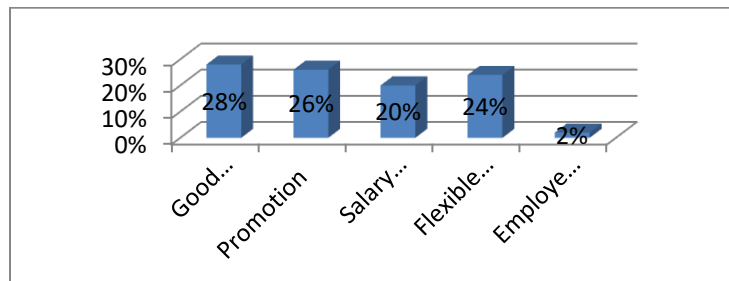
From the above table it is inferred that 8% of the respondents are Diploma, and 26% of respondents are UG. 36% of respondents are PG. 30% of respondents other.

d. SATISFACTION FACTORS



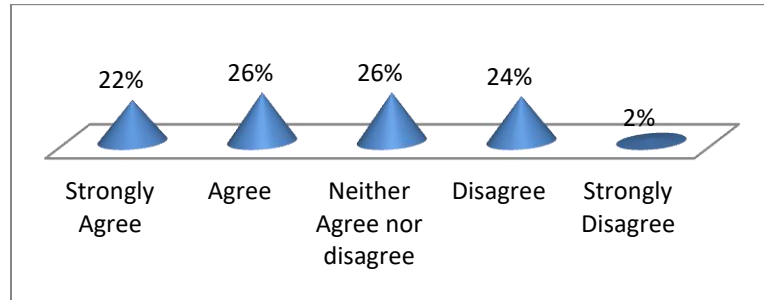
From the above table it is inferred that 20% of respondents are highly satisfied with the salary 10% of respondents satisfied with bonus and 10% satisfied on performance incentives.

e. CHART OF CONCERN



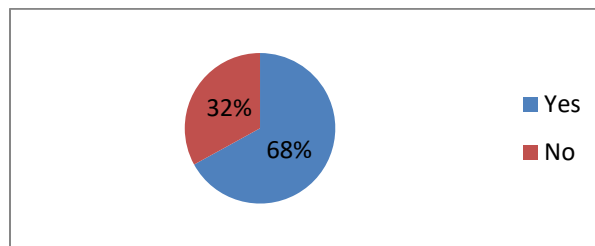
From the above table it is inferred that 28% of the respondents said Good working Environment and 26% of respondents said promotion. 20% of respondents said Salary increment, 24% of respondents said flexible working time, 2% of respondents said Employee motivation.

f. CHART SHOWING MEDICAL BENEFITS



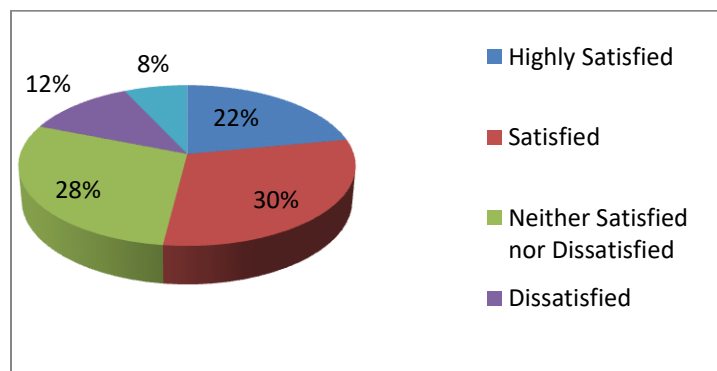
From the above table it is inferred that 22% of respondents strongly agree, 26% of respondents agree, 2% of respondents strongly disagree with medical benefits given by the company.

g. CHART SHOWING JOB PRESSURE IN WORK



From the above table shows that 68% of the employees are said yes, 32% of the employees are said no regarding job pressure in work.

h. CHART SHOWING THE OVERALL EMPLOYEE SATISFACTION



From the above table it shows that 22% of the employees said highly satisfied, 30% of the employees said satisfied, 28% of the employees said neither satisfied nor are dissatisfied 12% of the employees are dissatisfied, 8% of the employees are highly dissatisfied, are the overall employee satisfaction.

7. Conclusion

The employees to be glad there are varied factors to be checked upon so they keep at the side of the corporate. The varied factors are wage, motivation, job coaching, job security etc. If these aren't glad then the workers won't be glad could be able to result in high turnover of the workers that is a loss to the organization. The study reveals that if the coaching desires are taken care of then the workers are additional productive which can increase the extent of employee satisfaction on survey and analysis similarly because the company's profit. Conjointly wage is a vital factor to be taken care of as a result of each worker depends thereon. As a full there are several factors that are answerable for the general worker satisfaction on survey and analysis.

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