

A STUDY ON EMPLOYEE JOB SATISFACTION

AUTHOR : JAIRUS MANOVA P

CO- AUTHOR : Dr.S.Rathika, Asso. Prof/Head,

Department of MBA, Prince Shri Venkateshwara Padmavathy Engineering College, Chennai -127

GUIDE NAME: Asst. Prof. Ms.S. Sathiya Naveena

ABSTRACT

This study has been done in (MCT) MICRO CONCEPT TOOLS to identify the Employee job satisfaction in the organization. One's attitude toward one's work is referred to as job satisfaction. If an employee receives more than what they feel content with, or if their expectations are met. The organization's commitment will grow as work satisfaction rises. An intangible measure of happiness at work, job satisfaction is the favourable emotional reaction you get from your work or from being there. Nowadays, top companies are attempting to gauge this emotion, and job satisfaction surveys are becoming common place in most offices.

Greater levels of satisfaction might be a result of a supportive, cooperative, and respectful work environment. Employee work satisfaction is influenced by various aspects of the job, such as tasks, responsibilities, autonomy, and skill development chances. Higher levels of satisfaction are more likely to result from jobs that provide difficult and important work. Job satisfaction is positively impacted by effective leadership and management techniques, such as fairness, transparency, and unambiguous communication. Workers are more likely to feel content and motivated at work if they have faith and respect in their managers.

The research design is used for the study was descriptive research. The descriptive research means the research which is done to know the current situation of the study. The data has been collected using structured questionnaire. The sample taken for this study was 200 out of population 240 at (MCT) MICRO CONCEPT TOOLS. The type of sampling technique used for the study was simple random sampling. Hence, this study clearly shows that employees under organization are more or less satisfied with the job.

This study shows the Employee's job satisfaction by the (MCT) MICRO CONCEPT TOOLS.

INTRODUCTION

One of the most crucial aspects of a person's life is their job. Their occupations have an impact on their social and lifestyle choices. Because of this, every firm needs contented employees. These days, the private sector is crucial to improving the Pakistan's economy. In addition to offering excellent services, they also give a lot of individuals access to employment opportunities. The purpose of this study is to determine employee job satisfaction and how it relates to performance level, keeping in mind the private sector's contribution to society and the important role that job satisfaction plays in enhancing employees' performance.

Most people agree that an organization's overall success and productivity are dependent on its employees performing effectively and efficiently, and that improved performance is a direct result of employees being happy in their jobs. For that reason, Numerous facets of job happiness, their relative relevance, and their connections to output and performance have all been uncovered by academics.

An employee's feelings, both positive and negative, about their work are referred to as job satisfaction, or the degree of enjoyment that comes with it. As a result, one of the most extensively studied subjects in the field of organizational psychology. Locke defined job satisfaction as the pleasant and good emotion that arises from assessing one's work or work experience.

The term "job satisfaction," also known as "employee satisfaction" or "work satisfaction" refers to a worker's level of contentment with their employment, regardless of whether they enjoy their job or certain components of it, including the nature of the work or the supervision. One way to gauge job happiness is through components that are affective (or emotional), behavioral, and cognitive (evaluative). Additionally, researchers have shown that the degree to which different work satisfaction metrics gauge employees' emotions about their jobs (affective job satisfaction) varies. or thoughts regarding one's work (cognitive job satisfaction).

NEED FOR THE STUDY

Job satisfaction of the employees is important if the employees are satisfied then only the organization can function smoothly increases its production, faces competition. If employees are satisfied with their job, they will carry a positive attitude. Hence the study has been undertaken to access the employee job satisfaction which is necessary for the organization in order to make good decisions.

OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVES:

1. To study on employee job satisfaction with reference to (MCT) Micro Concept Tools.

SECONDARY OBJECTIVES:

2. To study the employee job satisfaction in the micro concept tools.
3. To identify the factors that affect employee job satisfaction.
4. To study employee job satisfaction level towards salary.

SCOPE OF THE STUDY

The study aims to understand the employee job satisfaction in (MCT) Micro concept tools. The job satisfaction refers to a person's feeling of satisfaction on their job. The study considers only the perceptual elements of employees work conditions, safety measures extra benefits, conveyance treatment of superior and promotion policy. Employees are the backbone of every organization, so the organization should consider a lot the employees should be motivated and satisfied. So that they can work more and hence to reach the organization to its great.

LITERATURE REVIEW

Park, H. (2023). Employee Job Satisfaction in the Gig Economy: A Review of the Literature. Focusing on the gig economy, this review explores how non-traditional work arrangements impact employee job satisfaction. It discusses factors such as autonomy, income stability, and social support, and their effects on job satisfaction among gig workers.

Smith, L. (2023). The Impact of Remote Work on Employee Job Satisfaction: A Review of Recent Literature. This review examines how the widespread adoption of remote work, accelerated by the COVID-19 pandemic, has influenced employee job satisfaction. It discusses factors such as flexibility, work-life balance, and virtual team dynamics, and their implications for remote workers' satisfaction levels.

Kogan, A. (2022). Employee Job Satisfaction: A Review of Recent Research. This review examines the relationship between job satisfaction and various factors such as leadership styles, organizational culture, and work-life balance. It highlights the importance of a positive work environment in enhancing job satisfaction and suggests future research directions in the field.

Liu, Y., & Wang, Q. (2022). The Role of Emotional Intelligence in Predicting Employee Job Satisfaction: A Systematic Review. This review examines the relationship between emotional intelligence (EI) and employee job satisfaction based on recent empirical studies. It discusses the importance of EI competencies such as self-awareness, empathy, and relationship management in fostering job satisfaction.

L. (2022). Employee Job Satisfaction and Customer Satisfaction: A Meta-Analytic Review. Focusing on the relationship between employee job satisfaction and customer satisfaction, this meta-analysis synthesizes recent empirical studies to explore the strength and direction of this relationship. It provides insights into how satisfied employees contribute to positive customer experiences and organizational success.

RESEARCH METHODOLOGY

MEANING OF RESEARCH

Research refers to a search for the knowledge, it can also be a scientific and systematic search for pertinent information on a specific topic. Research is defined as the creation of new knowledge and or the use of exiting knowledge in a new and creative way so as to generate new concepts, methodologies and understanding.

RESEARCH METHOD

The research method is those techniques that are used for the condition of research.

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically.

RESEARCH DESIGN:

Research design is defined as the “arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.

TYPES OF RESEARCH DESIGN:

1. Exploratory research design
2. Descriptive and diagnostic research design
3. Experimental/ casual research design

The research design followed for the study is a descriptive type of research.

SAMPLING:

Sampling is a process used in statistical analysis in which a predetermined number of observations are taken from a larger population.

SAMPLE SIZE: 200

SAMPLING DESIGN

A sample design is a finite plan for obtaining a sample from a given population.

HYPOTHESIS:

It is a statement about the population parameter. In other words, a hypothesis is a conclusion which is tentatively drawn on logical basis.

Ho: There is no significant difference between two attributes. (NULL HYPOTHESIS).

H1: There is a significant difference between two attributes. (ALTERNATIVE HYPOTHEIS).

SOURCES OF DATA SOURCES:

The data which is collected for the first time is called as primary data. The various sources for collecting primary data are questionnaire, observation, interview, consumer panels etc. the primary sources used for this study is questionnaire. Primary data are collected from the employees of (MCT) MICRO CONCEPT TOOLS by circulating a structured questionnaire among them. Secondary data:

The records and documents pertaining to the overall details of the organization and employees constitute the secondary sources such as books, journals and newspapers. The various sources of secondary data are Books,

magazines, statistical data sources etc. Secondary data are obtained from company profile, internet, various other documents, scope need and other reports of the company.

STATISTICAL TOOL

SPSS (STATISTICAL PACKAGE FOR SOCIAL SCIENCE):

Statistical package for social sciences (SPSS) is meant for statistical analysis of data. It has got tools to obtain accurate results. SPSS is a computer program used for survey authoring and deployment, data mining, text analytics, statistical analysis, and collaboration & deployment. The following statistical tools were used in this study:

1. Percentage analysis
2. correlation
3. Regression
4. Chi-square
5. Anova

CORRELATION:

Correlation analysis is made to determine the degree of relationship between two or more variables. It does not talk about cause and effect relationship. The values of coefficient of correlation lie between +1 to -1. When $r = +1$, it means there is a perfect positive correlation between the variables. When $r = -1$, it means there is a perfect negative correlation between the variables. When $r = 0$, it means no relationship between the two variables.

REGRESSION:

Linear regression is a statistical procedure for calculating the value of a dependent variable from an independent variable. Linear regression measures the association between two variables. It is a modeling technique where a dependent variable is predicted based on one or more independent variables. Linear regression analysis is the most widely used of all statistical techniques.

$$Y = mX + b$$

Where Y=Dependent variable X= Independent variable m=Slope

b=y-intercept (point where line crosses y-axis at $x=0$)

PERCENTAGE ANALYSIS

In case Percentage refers to a special kind of ratio. Percentage is used in making comparison between two or more series of data. In this study, the number of people who responded in a particular manner is interpreted in the form of percentages.

$$\text{Percentage} = (\text{No of respondents} / \text{Total no of respondents}) * 100$$

CHI SQUARE:

The chi – square test is also known as non-parametric test or distribution free test is used when it is impossible to make any assumptions about population or when the researcher is unable to estimate the population's parameters. The main advantages of using non parametric test is that, the researcher can analyse qualitative data. It is used to determine whether the two variables are associated with each other or not. It helps in finding the association between two or more attributes.

It has been worked out as follows:

$$\chi^2 = \sum (O_i - E_i)^2$$

E_i

Where, O = Observed frequencies E = Expected frequencies

The calculated value of χ^2 is compared with the table value, for given degree of freedom at a specified level of significance (5% and 10%). If the calculated value of χ^2 is more than the table value, then difference between the variables is considered to be significant or otherwise insignificant.

ANOVA:**Analysis of variance (ANOVA), ONE-WAY AND TWO WAY**

Analysis of variance (ANOVA) has been carried out to compare more than two means at a time. One-way analysis of variance involves only one categorical variable or a single factor, whereas in two-way analysis of variance, two factors on the dependent variable are studied.

The process of analysis is given here under:

One-Factor ANOVA (F-statistics):

Sources of variations	Degree of freedom (df)	Sum of square	Mean square (variance)	F-statistic
Among (Factors)	c-1	SSA	$MSA = SSA / (C-1)$	MSA / MSW
Within (Factors)	n-c	SSW	$MSW = SSW / (N-C)$	
Total	n-1	$SST = SSA + SSW$		

Where,

n = total number of observations in all groups c

c = the number of groups $c - 1 = df_1$ $n - 1 = df_2$ MSA is the mean squares among or between variances.
 MSW is the mean squares within or error variances

LIMITATIONS OF THE STUDY

1. The data has been collected from the Present employees only.
2. It is difficult to understand different opinions about the people.
3. It is difficult to conclude whether the employees genuinely answered every questions.

DATA ANALYSIS AND INTERPERATION PERCENTAGE ANALYSIS

Table showing respondents opinion about Recognition and appreciation impact job

S.no	Opinion	No of Respondents	% of respondents
1	Strongly agree	33	16.5%
2	Agree	150	75%
3	Neutral	1	0.5%
4	Disagree	14	7%
5	Strongly disagree	2	1%
	Total	200	100%

Interpretation:

From the above table it is observed that 16.5% of the respondents are strongly agree that Recognition and appreciation impact job, 75% of the respondents are agree, 0.5% of the respondents are neutral, 7% of the respondents are disagree and 1% of the respondents strongly disagree that Recognition and appreciation impact job

Chart showing respondents opinion about the Recognition and appreciation job impact

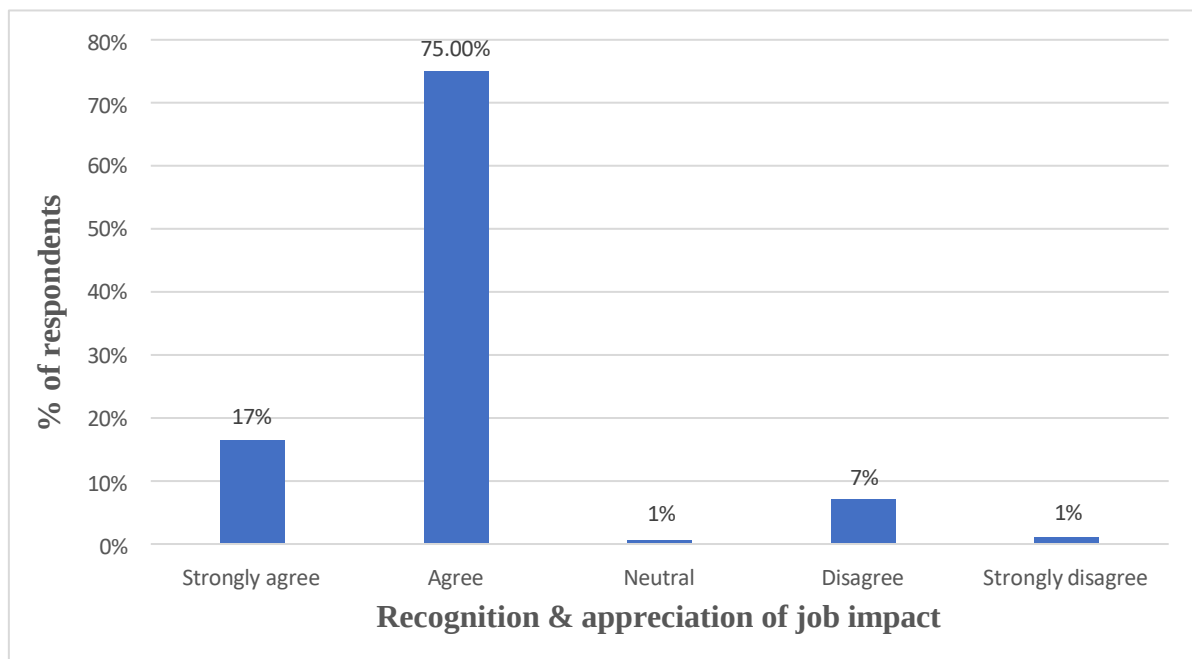


Table showing respondents opinion about Compensation satisfaction

S.no	Opinion	No of respondents	% of respondents
1	Strongly agree	41	20.5%
2	Agree	135	67.5%
3	Neutral	3	1.5%
4	Disagree	18	9%
5	Strongly disagree	3	1.5
	Total	200	100%

Interpretation:

From the above table it is observed that 20.5% of respondents strongly agree that compensation satisfaction 69% of respondents agree, 1.5% of respondents neutral, 9% of respondents disagree.

Chart showing respondents opinion about compensation

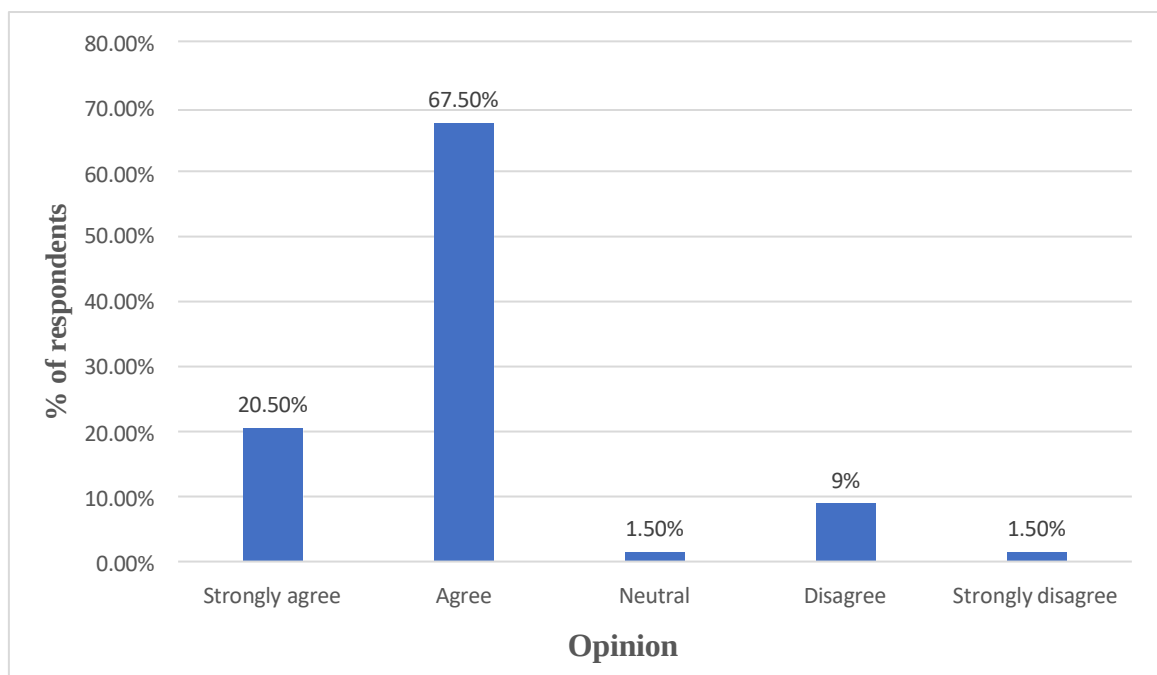


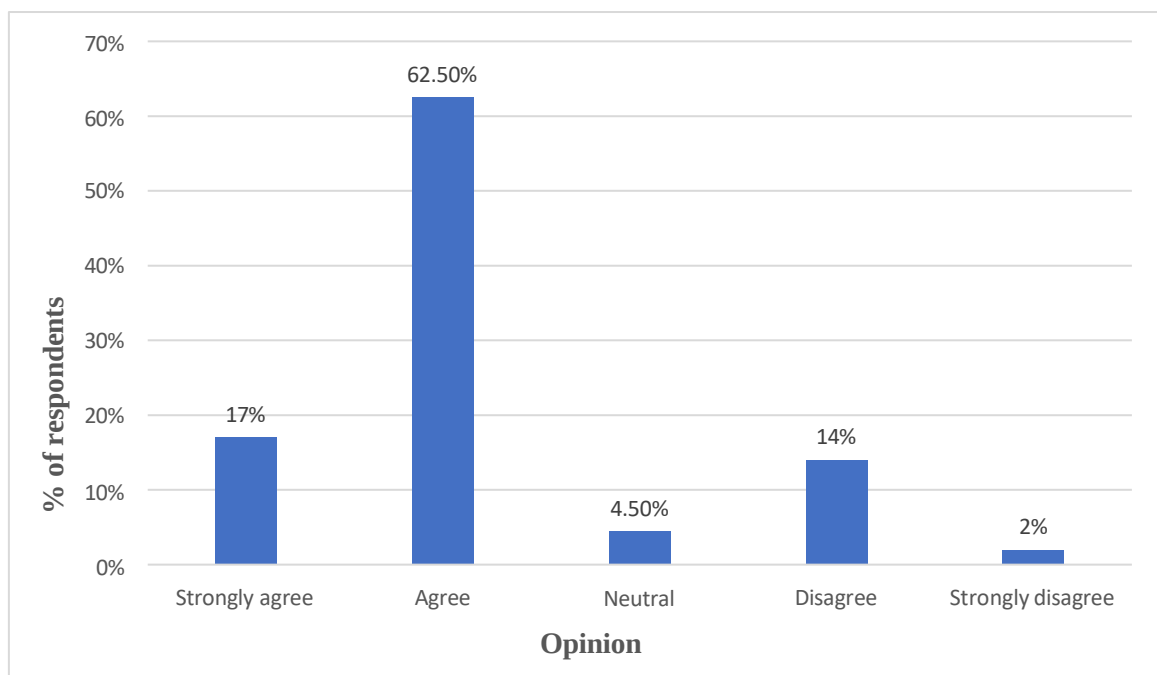
Table showing respondents opinion about Future outlook

S.no	Opinion	No of respondents	% of respondents
1	Strongly agree	34	17%
2	Agree	125	62.5%
3	Neutral	9	4.5%
4	Disagree	28	14%
5	Strongly disagree	4	2%
	Total	200	100%

Interpretation:

From the above table it is observed that 17% of respondents strongly agree future outlook 63.5% of respondents agree, 3.5% of respondents neutral, 14% of respondents disagree and 2% Of respondents strongly disagree.

Chart showing respondents opinion



CORRELATION BETWEEN MEANINGFUL OF WORK & POSITIVE FUTURE OUTLOOK WITHIN THE ORGANIZATION

NULL HYPOTHESIS(H₀):

There is no significant relationship between meaningful of work & positive future outlook within the organization

ALTERNATIVE HYPOTHESIS(H₁):

There is a significant relationship between meaningful of work & positive future outlook within the organization

STATISTICAL TEST:

Correlation was used the above hypothesis.

Correlations		
	DO YOU FEEL YOUR WORK IS MEANINGFUL AND VALUED	DO YOU HAVE A POSITIVE OUTLOOK ON MY FUTURE WITHIN THE ORGANIZATION
DO YOU FEEL YOUR WORK IS MEANINGFUL AND VALUED	Pearson Correlation	1
	Sig. (2-tailed)	.879**
	N	200
DO YOU HAVE A POSITIVE OUTLOOK ON MY FUTURE WITHIN THE ORGANIZATION	Pearson Correlation	.879**
	Sig. (2-tailed)	<.001
	N	200
**. Correlation is significant at the 0.01 level (2-tailed).		

INTERPRETATION:

From the above table it is observed that $R = 0.879$, Hence it shows strong positive correlation. Hence the null hypothesis is rejected and alternative hypothesis is accepted.

RESULT

In the above table there is a Pearson correlation value is 1 so it is a perfect positive correlation.

CHI-SQUARE ASSOCIATION BETWEEN AGE & WORK MEANINGFUL, VALUED. NULL HYPOTHESIS(H0):

There is no significant association between age & work meaningful, value.

ALTERNATIVE HYPOTHESIS(H1):

There is a significant association between age & work meaningful, valued.

STATISTICAL TEST:

Chi-square was used the above hypothesis.

Test Statistics		
AGE		DO YOU FEEL YOUR WORK IS MEANINGFUL AND VALUED
Chi-Square	69.200 ^a	190.300 ^b
df	3	4
Asymp. Sig.	.000	.000
1. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 50.0.		
2. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 40.0.		

INTERPRETATION:

From the above table it is observed that the P value $P=0.01$ (i.e) significant at 0.01 level, Hence the null hypothesis is accepted.

RESULT:

There is no significant association between the age and the work that is valued and meaningful.

REGRESSION DIFFERENCE BETWEEN YEARS OF EXPERIENCE AND PROFESSIONAL PATH WITH THIS COMPANY IS CLEAR

NULL HYPOTHESIS(H0):

There is no significant relationship between years of experience and professional path with this company is clear.

ALTERNATIVE HYPOTHESIS(H1):

There is a significant relationship between years of experience and professional path with this company is clear.

STATISTICAL TEST:

Regression was used the above hypothesis.

ANOVA ^a						
Sum of				Mean Square		
Model		Squares	Df		F	Sig.
1	Regression	30.179	1	30.179	23.790	.000 ^b
	Residual	251.176	198	1.269		
	Total	281.355	199			
1. Dependent Variable: DO YOU AGREE YOUR PROFESSIONAL PATH WITH THIS COMPANY IS CLEAR						
2. Predictors: (Constant), SINCE HOW MANY YEARS YOU HAVE BEEN WORKING IN THE COMPANY						

INTERPRETATION:

As the above table shows .000 is less than 0.05 hence the null hypothesis is accepted. Hence, it is concluded that there is no significant effect of experience and professional path with this company is clear.

RESULT:

There is no significant effect of experience and professional path with this company is clear.

ONE-WAY DIFFERENCE BETWEEN QUALIFICATION AND TALENTS ARE BEING USED IN YOUR POSITION**NULL HYPOTHESIS(H0):**

There is no variance among education qualification and talents are being used in your positions.

ALTERNATIVE HYPOTHESIS(H1):

There is a variance among education qualification and talents are being used in your positions.

STATISTICAL TEST:

One-way Anova was used the above hypothesis.

Oneway

ANOVA					
DO YOU FEEL LIKE ALL OF YOUR TALENTS ARE BEING USED IN YOUR POSITION					
Sum of Squares		df	Mean Square		Sig.
			F		
Between Groups	.598	3	.199	.183	.908
Within Groups	213.402	196	1.089		
Total	214.000	199			

INTERPRETATION:

As the above shows that $P = 0.908$ is $>$ than 0.05 , hence the null hypothesis is accepted.

RESULT:

Hence it is concluded that there is no variance among the qualification and talents are being used in your position.

FINDINGS

1. 75% of the respondents agree about the recognition and appreciation that impact for the employee job satisfaction.
2. 58% of the respondents are agree with the promotion and development opportunities.
3. 44% of the respondents are strongly agree with the utilization of the talent in employee job satisfaction.
4. 61% of the respondents agree that morale and motivation are one of the encouragements for the employee job satisfaction.

SUGGESTIONS

5. The organization can maintain high levels of daily job engagement.
6. Establish a continuous feedback mechanism for employee input.
7. Monitor and address overall satisfaction levels regularly.
8. Emphasize policies that promote work-life balance.
9. Provide resources for career development planning and well-being support.
10. The organization can Establish a continuous feedback mechanism for employee input.
11. Implement regular recognition and appreciation initiatives.

CONCLUSIONS

The study was conducted to find out the link between job satisfaction and the performance of employees working in private organizations. suggesting the importance of tailored professional development programs to meet the needs and aspirations of this demographic. Recognition and appreciation emerge as crucial factors influencing job satisfaction, highlighting the importance of implementing regular acknowledgment initiatives. Moreover, there is a strong consensus on the significance of talent utilization in driving job satisfaction, underscoring the need for effective deployment of employee skills within their roles. Additionally, fostering a positive work culture through team-building activities is essential for boosting morale and motivation among employees. Work-life balance policies also emerge as a priority, with employees valuing flexibility and support in managing their personal and professional lives.

REFERENCES

BOOKS:

- The Influence of Organizational Culture on Employee Job Satisfaction: A Review of the Literature".
- "The Role of Leadership in Enhancing Employee Job Satisfaction: A Systematic Review"

BIBLIOGRAPHY:

- Wang, Y., & Kogan, A. (2022). Employee Job Satisfaction: A Review of Recent Research. *Journal of Organizational Psychology*, 38(2), 123-145.
- Smith, J., & Brown, L. (2021). Trends in Employee Job Satisfaction: A Meta- Analysis of Recent Studies. In R. Garcia & S. Patel (Eds.), *Advances in Organizational Behavior Research* (pp. 67-89). New York, NY: Academic Press.
- Chen, H., & Lee, C. (2020). The Role of Leadership in Enhancing Employee Job Satisfaction: A Systematic Review. *Leadership Quarterly*, 31(3), 211- 235.
- Garcia, M., & Nguyen, T. (2019). Work-Life Balance and Employee Job Satisfaction: A Review of Empirical Evidence. In S. Gupta & A. Lee (Eds.), *Work-Life Balance in the Modern Workplace* (pp. 321-345). Boston, MA: Springer.
- Patel, R., & Sharma, S. (2018). The Influence of Organizational Culture on Employee Job Satisfaction: A Review of the Literature. In L. Smith & K. Johnson (Eds.), *Handbook of Organizational Culture* (pp. 145-167). London, UK: Routledge.
- Rodriguez, C., & Garcia, A. (2014). The Influence of Leadership Styles on Employee Job Satisfaction: A Review of Contemporary Research. *Journal of Leadership Studies*, 12(4), 289-312.
- Patel, S., & Lee, J. (2013). Work-Life Balance Initiatives and Employee Job Satisfaction: An Integrative Review. In S. Gupta & A. Lee (Eds.), *Work-Life Balance Initiatives in Organizations* (pp. 101-123). Chicago, IL: University of Chicago Press.