

“A Study on Employees Satisfaction Towards Their Job in Selected Small-Scale Industries in South Andaman District”

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Abstract

The country cannot progress unless the man and worker have a good relationship. The relationship has always attracted between scientists and novelists. The major part of man life is spent in doing work. Work is a social reality and social expectation to which men seem to conform. It not only provides status to the individual but also binds him to society. Basically, industry is a combination of 6 Ms namely, men, money, machine, material, market and method. The first one is significant in the sense that it deals with uncontrollable human emotions and sentiments. The back-bone of employee satisfaction is value for workers and the job they carry out and easy income for an employee to confer problems with upper management should be maintain and carefully monitor. The study was done to know the employee satisfaction in Small Scale Industries in South Andaman District. Job satisfaction has a direct bearing with the mental health of the employee. When the job satisfaction in an organization is in higher level, it will increase the production if company whereas when the job satisfaction is low it will adversely affect the production of the company. The study on employees satisfaction level revealed that employees were satisfied on majority of factors. Suitable suggestions are provided to sort their problems.

Key Words: Employee Satisfaction, Different organization, Work Satisfaction, Morale.

INTRODUCTION

In a developing country like India, the key progress is done to increase the productivity. The country cannot progress unless the man and worker have a good relationship. The relationship has always attracted between scientists and novelists. The major part of man life is spent in doing work. Work is a social reality and social expectation to which men seem to conform. It not only provides status to the individual but also binds him to society.

Basically, industry is a combination of 6 Ms namely, men, money, machine, material, market and method. The first one is significant in the sense that it deals with uncontrollable human emotions and sentiments.

Materials can be purchased at most competitive rates; machines many be worked at their maximum speed, but the output can be maximized only when the employees work willingly. If we motivate the employees somehow, the output can be raised still higher with the same type of materials and machines.

Peter F. Drucker says, the sources capable of enlargement can only be human resources. Other resource can be utilized of worse utilized, but they can never have an output greater than the sum of outputs.

EMPLOYEES SATISFACTION TOWARDS THEIR JOB

“Favorableness or unfavourableness with which employees view their work it results when there is a fit between job characteristics and wants of employees”. - Keith Davis.

According to P.C. Smith, “Job satisfaction is the persistence feeling towards discriminable aspects of the Job”.

According to Stephen P. Robbins, “Job satisfaction has an individual’s general attitude towards his or her job”.

According to C.B. Mamoria, job satisfaction is the collection of tasks and responsibilities regularly assigned to one person while a job is a group of positions, which involves essentially the same duties, responsibilities, skill, and knowledge.

Job satisfaction is defined as the difference between the amount of rewards the workers receive and the amount, they believe they should receive - Stephen P. Robbins.

Job satisfaction refers to an employee's general attitude toward his or her job. Locke defines job satisfaction as a "Pleasurable or positive emotional state resulting from the appraisal of one's job or job experience".

Organizations with more satisfied employees tend to be more effective than organization with less satisfied employees. Employees can express dissatisfaction through Exit, Voice, Loyalty, and Neglect. Job satisfaction should be a major determinant of an employee's organizational citizenship behaviour (OCB). The satisfied employees would seem more likely to talk positively about the organization, help others, and go beyond the normal expectations in their job. Managers can create satisfied employees through four factors conducive to high levels of employee job satisfaction. The manager can give mentally challenging work, equitable rewards, supportive working conditions, and supportive colleagues.

According to Abraham A. Korman, there are two types of variables which determine the job satisfaction of an individual.

1. Organizational variables
2. Personal Variables

REVIEW OF LITERATURE

Xiang fang: (2008)

"Research of psychological characteristics and performance relativity of the operations". The working tasks of an operator being taken into full consideration in this paper, on the one hand the table of measuring psychological characteristics is designed through the selection of special dimensions.

"Calibrating consistency". The article discusses the use of the calibration practices to make sure performance evaluation. Evaluation remains consistent across managers.

Smith, Geoffrey (2009)

"ASSESSING MANAGEMENT PERFORMANCE" The article disburse the purpose of a formal management performance appraisal. Management performance evaluation is one of the most important functions of co-op boards of directors. To avoid management evaluation is Jeopardize the future of the co-op. The issue that boards of directors face is how formal the process should be and how it should be done.

Kulas John T (2007)

Investigation of 360 instrumentation effects application of the Rash rating scale 'model' performance appraisals have been frequently investigated for inaccuracies attributable to raters.

STUDY AREA

In Andaman and Nicobar Islands, 2433 number of Micro and Small Industrial Units have been registered upto 31.3.2015 (not updated yet) with the cumulative investment of Rs. 65.7 Cr, providing employment to over 12K persons, mainly the islanders. In south Andaman District total 1867 number of Micro and Small Industrial Units have been registered.

Unfortunately, due to its demographic and topographic conditions, especially sea being in the middle between the mainland and the islands, the pace of industrialization process remains rather slow. Lack of infrastructure facilities including slow and interrupted internet speed, transportation bottlenecks, lack of skilled manpower, low population density, scattering of population in scattered islands, lack of market, lack of raw materials etc. etc. contribute to the slow pace of Industrialisation, despite of the fact of having plethora of incentive schemes of the 3 Administration and Government of India. Medium to heavy rains

around 8-9 months in a year also contribute to the slow pace of industrialization. The Branch Micro, Small and Medium Enterprises Development Institute, Port Blair acts as a nursery for the development of entrepreneurial talent by appropriately hand-holding and providing necessary guidance to set up or upgrade the enterprise.

OBJECTIVES OF THE STUDY

- To find out the employees satisfaction level towards their job
 1. Related to work.
 2. Related to workplace
 3. Related to benefits availed.
- To study about the employees interaction, relationship with his co-worker and with supervisors in the work group.
- To study the employees expectation and their motivation practice of the management.

SCOPE OF THE STUDY

The study aims to know the employee job satisfaction in selected small scale industries in South Andaman District, which covers the different working schedule, remuneration, overtime allowance, work freedom, job position, etc. The scope of study is to understand the employee satisfaction. This study is going to conduct by covering 100 employees and needs to collect data based on the questionnaire prepared. The back-bone of employee satisfaction is value for workers and the job they carry out and easy income for an employee to confer problems with upper management should be maintain and carefully monitor. The study was done to know the employee satisfaction in Small Scale Industries in South Andaman District. Employees are the pillars of every organization so the organization should consider more should be motivated and satisfied. So that they can work hard and hence to reach the organization is to its goal.

RESEARCH METHODOLOGY

Research methodology explains the various steps that are generally adopted by the research in studying research problem along with logic behind them.

RESEARCH DESIGN

The research design adopted for the study is descriptive design. The researcher has to describe the present situation in order to know the job Satisfaction of the employees. Hence descriptive research study is used and includes survey and fact finding Enquirer. Descriptive research can only report what has happened and what is happening.

DATA COLLECTION METHOD

The collection of data is considered to be one of the important aspects in the research methodology. There are two types of data that exists one is primary data and the other is secondary data.

PRIMARY DATA

Well structured questionnaire has been used for the collection of primary data from the respondents. For the purpose of knowing about job satisfaction among employees.

SECONDARY DATA

Secondary data has been collected from the company record, various magazines, journal and various web sites.

TOOLS USED FOR ANALYSIS

The data collected from the respondents were converted into readable format for processing, classification and arrangements. The data was tabulated and analyzed using Statistical Methods like.

1. Descriptive Statistics,

2. Bar Graph Analysis,
3. Percentile Analysis.
- 4.

LIMITATIONS OF THE STUDY

The sample is selected from the employees of selected Small Scale Industries in South Andaman. The satisfaction level of the employees of this organization may differ from those of other. Inr industry the over all satisfaction of employees may differ from district to district, from industry to industry. Hence the level of satisfaction of the staff in this place cannot be generalized to other place industries.

Fear of the employer will have an effect on the results obtained. There are chances of biased response on the part of the respondents, as the researcher is viewed as the representative of the management. The survey purely based on opinion of staff, which may be biased at time The factory functions in shift system so all shift workers did not take part in the sample.

DATA ANALYSIS AND INTERPRETATION

TABLE NO. 4.1
AGE WISE CLASSIFICATION

AGE	NO. OF RESPONDENTS	PERCENTAGE
Below 30 years	34	34
30 to 40 years	32	32
40 to 50 years	24	24
Above 50 years	10	10
Total	100	100

Source : Primary data

Age of the employee is an important demographic factor influencing job satisfaction. We infer that, out of 100 respondents, 34% of the respondents are having age Less than 30 years, 32% of the respondents are having age between 30 and 40 years and 24% belong to 40 to 50 years of age. 10% of the respondents are belonging to the age group of greater than 50 years.

FIG. 4.1

TABLE NO. 4.2
INCOME WISE CLASSIFICATION

INCOME	NO. OF RESPONDENTS	PERCENTAGE
Less than 5000	15	15
5000 to 10000	70	70
Greater than 10000	15	15
Total	100	100

Source : Primary data

Man works to earn. Every employee in the organization will expect a reasonable pay for the job done by him. This reasonable pay may help to increase the job satisfaction to a certain extent the respondents opinion shows that, 15% of the respondents are getting their salary less than Rs.5000. 70% of the

respondents are getting their salary between Rs.5000-10000 and 15% of the respondents are getting their salary greater than Rs.10000.

TABLE NO. 4.3
EDUCATIONAL QUALIFICATION WISE-CLASSIFICATION

EDUCATION	NO. OF RESPONDENTS	PERCENTAGE
10 th	22	22
12 th	12	12
Diploma	18	18
Degree	48	48
Total	100	100

Source : Primary data

It is inferred from the above table 22% of the respondents have completed their 10th standard, 48% of the respondents are Degree holders, 18% of the respondents are Diploma holders and 12% of the respondents have completed their 12th standard.

CLASSIFICATION OF RESPONDENTS BASED ON THEIR EMPLOYEE STATUS

TABLE. 4.4
WORKING LEVEL WISE CLASSIFICATION

WORKING LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Worker	55	55
Staff	14	14
Officer	17	17
Supervisor	8	8
Manager	6	6
Total	100	100

Source : Primary data

It is very keenly observed from the opinion of respondents regarding the working levels show that 55% of the respondents belong to workers, 14% of the respondents belong to staff level, 17% of the respondents belong to officer level, 8% of the respondents belong to supervisor level and 6% of the respondents are managerial level.

TABLE NO. 4.5
EXPERIENCE WISE CLASSIFICATION

EXPERIENCE IN YEAR	NO. OF RESPONDENTS	PERCENTAGE
Below 5 years	34	34
5 to 10 years	21	21
11 to 25 years	31	31
Above 25 years	14	14

Total	100	100
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Source : Primary data

Experience is the major factor considered in the job. The experienced person may expect a reasonable salary for the work done. The above table infer that 34% of the respondents have their experience below 5 years, 21% of the respondents have their experience between 5 and 10 years, 31% of the respondents have their experience between 11 and 25 years and 14% of the respondents have their experience above 25 years.

TABLE NO. 4.6
OPINION ABOUT WORKING CONDITION

DESCRIP TION	NO. OF RESPONDEN TS	PERCEN TAGE
Very Good	25	25
Good	60	60
Average	8	8
Poor	4	4
Need Improveme nt	3	3
Total	100	100

Source : Primary data

The place at which the work is undertaken will give some psychological satisfaction to the worker. This will indirectly motivate the worker towards his job and as a result, they will be satisfied to work for the organization. From the above table, we infer that 25% of the respondents have very good opinion about the working condition, 60% of the respondents have good opinion about the working condition. 8% of the respondents have average opinion about the working condition. 4% of the respondents have poor opinion about the working condition. 3% of the respondents expect improvement in their working condition.

TABLE NO. 4.7
RELATIONSHIP WITH SUPERVISOR

DESCRIPTION	NO. OF RESPONDENTS	PERCENTAGE
Cordial	74	74
Moderate	25	25
Not cordial	01	01
Total	100	100

Source : Primary data

Effectiveness of the organization basically depends upon the supervisors. They should have considerations for the needs of the worker. This may increase the morale and motivation of the worker to a great extent. It is inferred from the above data that 74% of the respondents are cordial with their supervisors, 25% of the respondents have moderate relationships with their supervisors, 1% of the respondents are not cordial with their supervisor.

TABLE NO. 4.8
SATISFACTION ON TARGET RELATED INCENTIVES

DESCRIPTION	NO. OF RESPONDENTS	PERCENTAGE
Satisfactory	71	71
Natural	25	25
Not satisfactory	05	05
Total	100	100

Source : Primary data

Each and every concern will fix target for all the individuals depending on the company target as a whole. Here many times the target may not be reached by the individuals due to lack of motivation. So in order to make them achieve incentives will be given to the individuals after reaching the target. It is very keenly observed that 71% of the respondents are satisfied with their incentives, 25% of the respondents are having neutral opinion with their incentives and 5% of the respondents are not satisfied with their incentives.

TABLE NO. 4.9
OPINION ABOUT PROMOTIONAL OPPORTUNITIES

OPINION	NO. OF RESPONDENTS	PERCENTAGE
Very Good	17	17
Good	47	47
Average	32	32
Poor	04	4
Total	100	100.0

Source : Primary data

Promotion is a motivating factor for career development usually followed in all organization to increase involvement of employees towards the job. If the management has sufficient schemes for promotion there will be enough involvement among the employees to achieve the goals of the organization. It is very practical to view that 17% of the respondents have very good opinion about promotional opportunities in the organization, 47% of the respondents have good opinion about promotional opportunities, 32% of the respondents have average opinion about promotional opportunities and 4% of the respondents have poor opinion about promotional opportunities.

TABLE NO. 4.10
GRIEVANCE HANDLING SYSTEM

<i>DESCRIPTION</i>	NO. OF RESPONDENTS	PERCENTAGE
Yes	73	73
No	27	27
Total	100	100.0

Source: Primary data

SOLUTION TO GRIEVANCE

DESCRIPTI ON	<i>NO .OF RESPONDENTS</i>	PERCENTAG E
Immediately	92	92
Not Immediately	08	08
Total	100	100

Source : Primary data

Grievance is the factor, which has to be handled in a proper way to find proper solution. The table above makes us clear that that out of 100 respondents 73% of the respondents feel that the grievance handling system existing in the organisation is good and 92% of the respondents also feel that their grievance are solved immediately.

TABLE NO. 4. 11
RELATIONSHIP WITH CO-WORKERS

DESCRIPTI ON	<i>NO .OF RESPONDENTS</i>	PERCENT AGE
Good	49	49
Cordial	21	21
Cooperative	26	26
Not Cooperative	04	04
Total	100	100.0

Source : Primary data

It is a general saying that the team work is more effective. In order to make it effective there should be proper coordination of support among the workers themselves. When this lack, the team work will result in failure. This study measure the relationship of workers with colleagues at the work place.It is easily identifiable with the above data that 49% of the respondents have good relationship with their co-workers, 21% of the respondents have cordial relationship with their co-workers, 26% of the respondents are cooperative with their co-workers and 4% of the respondents are not cooperative with their co-workers.

TABLE NO. 4.12
SATISFACTION ON WORKING HOURS

DESCRIPTION	NO. OF RESPONDENTS	PERCENTAGE
Yes	98	98
No	02	02
Total	100	100

Source : Primary data

Working hours should be convenient to the employees. Working hours should be fixed in consideration with the transportation facility. If the working hours are not conducive absenteeism rate will increase. It is very pragmatic to say that 98% of the respondents are satisfied with their working hours in the organization and 2% of the respondents are not satisfied with their working hours.

TABLE NO. 4.13
AVAILABILITY OF WELFARE MEASURES

DESCRIPTI ON	<i>NO . OF RESPONDENTS</i>	PERCENTAGE
Yes	99	99
No	01	01
Total	100	100.0

Source : Primary data

SATISFACTION ABOUT WELFARE MEASURES

DESCRIPTIO N	NO. OF RESPONDENTS	PERCENTAGE
Satisfied	100	100.0
Not satisfied	00	0.0
Total	100	100.0

Source: Primary data

Welfare measures to the employees like providing uniform, quarters, medical facilities, community halls, schools also have an effect on the job satisfaction Regarding the welfare measures 100 per cent of the respondents are satisfied with the welfare measures provided by the organization.

TABLE NO. 4.14
SATISFACTION LEVEL WITH PAY PACKAGE

DESCRIPTION	<i>NO . OF RESPONDENTS</i>	PERCENTAG E
Good	27	27
Satisfactory	50	50
Adequate	13	13
Not adequate	10	10

Total	100	100
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Source: Primary data

Equitable compensation to the work done is a very essential for the employee in order to make them involved and increase their contribution towards the work. This study brings out the satisfaction level of compensation, which may be helpful to the management to take further decision to increase employee's involvement towards their job. It is very realistic from the data analysed that 27% of the respondents are feel good about their salary provided by the organization, 50% of the respondents are satisfied with their salary provided by the organization, 13% of the respondents are adequate with their salary provided by the organization and 10% of the respondents feel that not adequate salary is not provide

TABLE NO. 4.15
SATISFACTION ON CANTEEN FACILITIES

DESCRIPTION	NO. OF RESPONDENTS	PERCENTAGE
Yes	93	93
No	07	07
Total	100	100.0

Source: Primary data

Generally, every workers of the organization may expect their management to arrange canteen facilities within the organization. The subsidized rates for the item in the canteen may reduce the burden of the employees to a certain limit, which may even cause job satisfaction to the employees. It is inferred from the finding that 93% of the respondents are satisfied with the food served in canteen and 7% of the respondents are not satisfied with the food served in canteen.

TABLE NO. 4.16
PARTICIPATION IN DECISION MAKING

DESCRIPTION	NO. OF RESPONDENTS	PERCENTAGE
Yes	79	79
No	21	21
Total	100	100

Source : Primary data

DESCRIPTION	NO. OF RESPONDENTS	PERCENTAGE
Frequently	35	35
Often	14	14
Sometimes	51	51
Total	100	100

Source: Primary data

Employee's participation in decision making will increase employer – employee relationships and the employee morale. It motivates the employees and increases their integrity with the organization

It is inferred from table that 79% of the respondents feel that they are participating in the decision making process in the organization and the table denoted below reveals that 35% of the respondents feel that their decisions are being considered and also implemented some times.

TABLE NO. 4.17
AVAILABILITY OF EMPLOYEE SUGGESTION SCHEME

DESCRIPT ION	NO .OF RESPONDENTS	PERCENT AGE
Yes	94	94
No	06	06
Total	100	100

Source: Primary data

Suggestions are the essence of the management. So the management has to encourage the subordinates to give their suggestions. If the suggestions are accepted they are highly satisfied with the job. From the above table, we are able to infer that 94% of the respondents feel that there exists a suggestion system that is heard from the employees.

TABLE NO. 4.18

SATISFACTION ON REST ROOM FACILITIES

DESCRIPTIO N	NO. OF RESPONDENTS	PERCENTA GE
Satisfied	78	78
Not satisfied	22	22
Total	100	100

Source: Primary data

Man needs relaxation in the rest of the working hours. He wants to get rid of the job tensions. The rest room should be neatly maintained and it helps to improve the satisfaction of the employees It is very practical to say from the above collected data that 78% of the respondents are satisfied with their rest room facilities provided by the organization and 22% of the respondents are not satisfied with the rest room facilities.

TABLE NO. 4.19

SATISFACTION ON PROMOTIONAL POLICY

DESCRIPTION	NO. OF RESPONDENTS	PERCENTAG E
Highly Satisfied	16	16
Satisfied	57	57
Moderate	21	21
Dissatisfied	06	06
Highly Dissatisfied	00	00
Total	100	100

Source: Primary data

It is able to infer from the Table 4.19 that 16% of the respondents are highly satisfied with the promotional policy, 57% of the respondents are satisfied with the promotional policy, 21% of the respondents are moderate with the promotional policy, 6% of the respondents are dissatisfied with the promotional policy and There is no person highly dissatisfied with the promotional policy.

FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS

The followings the findings that could enlighten the workers levels and quantity and quality of job satisfaction level.

- From the analysis we found that 70% of the respondents are getting their salary between Rs.5000-10000
- While analyzing education qualification 48% of the respondents are Degree holders.
- The study reveals that 55% of the respondents are belonging to workers.
- While analyzing we found that 34% of the respondents have their experience Below 5 years.
- The study reveals that 60% of the respondents have good opinion about the working condition.
- From the analysis we found that 74% of the respondents are cordial with their supervisor.
- The study reveals that 71% of the respondents are satisfied with their incentives.
- While analyzing promotional opportunities 47% of the respondents have good opinion about promotional opportunities.
- From the analysis we found that 49% of the respondents have good relationship with their co-workers.
- The study reveals that 98% of the respondents are satisfied with their working hours in the organization.
- While analyzing accident compensation 95.5% of the respondents are satisfied with their accident compensation provided by the organization.
- From the analysis we found that 100% of the respondents are satisfied with welfare measures.
- The study reveals that 50% of the respondents are satisfied with their salary provided by the organization.
- While analyzing food served 93% of the respondents are satisfied with the food served in canteen.
- From the analysis we found that 78% of the respondents are satisfied with their rest room facilities provided by the organization.
- While analyzing we found that 57% of the respondents are satisfied with the promotional policy.
- The study reveals that 50% of the respondents are satisfied with the job security.

SUGGESTIONS

As employees are dissatisfied with the following factors, the management may have to improve upon these factors.

- Nearly most of the respondents are not satisfied with rest room facilities. The organization can concentrate to improve the quality, neatness, etc.
- The organization may increases relationship with supervisor.
- The grievance handling system may be improved to the satisfactory level of employees.

- Majority of people are satisfied with the accident compensation plan.
- The organization may increase the pay package of employees
- Promotions are to be considered on the basis of merit and educational qualification.

CONCLUSION

Job satisfaction has a direct bearing with the mental health of the employee. When the job satisfaction in an organization is in higher level, it will increase the production of company whereas when the job satisfaction is low it will adversely affect the production of the company.

The study on employees satisfaction level revealed that employees were satisfied on majority of factors. Suitable suggestions are provided to sort their problems.

The findings and suggestions provided by this analysis will help to increase the satisfaction level of employees and motivate them suitably in their job.

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