

## **A STUDY ON JOB SATISFACTION AT PPG ASIAN PAINTS PRIVATE LIMITED**

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### **ABSTRACT:**

The job satisfaction of employees is a strength with special reference and weakness of the firm by establishing a relationship between the founder of the company and the employee. In the present study, efforts have been made to determine the employee condition and performance of the company. The present study has thrown major concentration on the satisfaction of employees of the company. The objective of the study includes analysing the employee's age, gender material status, educational qualification, experience and income of the employee. The goal of this study is to demonstrate why, in the modern workplace, employee retention is crucial and to have an understanding of the employee retention strategies adopted & issues related to it in the organization.

**KEYWORDS:** Job Satisfaction, Satisfaction of Employee and education qualification

### **INTRODUCTION:**

The main objective of the study is to find out the satisfaction of employees in their jobs which is influenced by various factors like pay, working conditions, supervision, subordinate relationships, job security participation in decision making and welfare facilities. Individuals in the organization have certain expectations of these factors. The data were collected through the survey method. A well-structured questionnaire was prepared and the sample size selected was 150 employees in that company. The collected data were classified and analyzed by using research methodology by adopting techniques such as percentage analysis by using SPSS. Simple random sampling techniques are used. The study reveals that the employees have overall job satisfaction. A few areas of dissatisfaction are also identified and relevant suggestions are also made to improve the position.

## OBJECTIVES:

- To study the level of job satisfaction concerning salary, working hours, welfare measures and increment of the respondents.
- To analyse the employee's level of satisfaction with working conditions, internal facilities and leave facilities.
- To study the relationship between employees and their co-workers, and also management.
- To analyse the customer expectations towards the company.
- To assess whether customer expectations are fulfilled by satisfied employees.
- To suggest suitable remedial measures to improve job satisfaction

## REVIEW OF LITERATURE:

**Thekedam (2018)** in his study examined specific organizations and variables commonly associated with the job satisfaction of teachers. A sample of 500 female and male teachers from 100 schools was selected. The study found that the job satisfaction of the teachers is affected by a number of variables, which include organization and teacher characteristics. **Mueller et al. (2019)** have used a longitudinal modelling approach to examine the effect of job satisfaction on survey non-response in an applied employee attitude survey. Members of a large electronics company were invited to participate in the survey for each of four consecutive years. **Pen-Yuan Liao (2019)** applied social exchange theory to develop a model of the processes linking work-family conflict to job attitudes. A sample of 236 employees in Taiwan's high technology industry was tested. It was found that the influences of work-family conflict on job satisfaction are both direct and indirect. **Koster et al. (2019)** focused on whether it is beneficial for firms to invest in the general skills of their workforce or whether these training investments merely encourage personnel turnover. A sample of 2833 Dutch pharmacy assistants was taken. The result reveals that participation in general training does not induce employees' intention to quit as predicted by human capital theory. **Corine et al. (2019)** conducted a study based on 412 employees in two large organizations in the Netherlands: one in retail and one in health care. It was found that HR practices help employees to feel better able to meet their requirements of their jobs and to feel that their needs are fulfilled by the job, which in turn enhances job satisfaction. **Huang (2020)** in a study of 453 blue-collar and knowledge workers in China and Japan respectively found that knowledge workers have more motivating work characteristics including learning, autonomy etc blue-collar workers. **Souza and Noronha (2020)** in their work have attempted to find the relationship between labour welfare activities and job satisfaction. A sample of 201 employees of Pharmaceutical companies in Goa was administered. The results show eight dimensions of labour (including education, housing, loans, recreation, safety, medical facilities, canteen etc). **Adeniji (2020)** in his study on Organizational Climate and Job Satisfaction among Academic Staff in Some Selected Private Universities in Southwest Nigeria. **Herzberg's (2020)** Two-Factor theory was used as a framework for this study. **Dev (2018)** in his study on Public and Private Sector Banks found that clients of private sector banks are more satisfied than those of public sector banks in most of the dimensions except Interest rates and

other Charges and Accessibility whereas the clients of public sector banks are more satisfied than the clients of the private sector. **Babu Yalamarathi (2021)** A literature analysis including the different research papers, associated research papers, theses or institutional studies. To comprehend the work satisfaction of scholars and industrial workers in prior studies all over the world, the author has analysed almost 21 journal articles, research papers, theses or organisational findings. **Kumari (2022)** pursued observational research on behaviour and criteria in the service sector against job satisfaction. **Allida, D. (2021)** argues that comprehensive job satisfaction.

### RESEARCH DESIGN:

A descriptive Research Design study is used. Usually for those research studies having the computation of problems or application of formulae for computations analytical research design technique is used.

### SOURCES OF DATA:

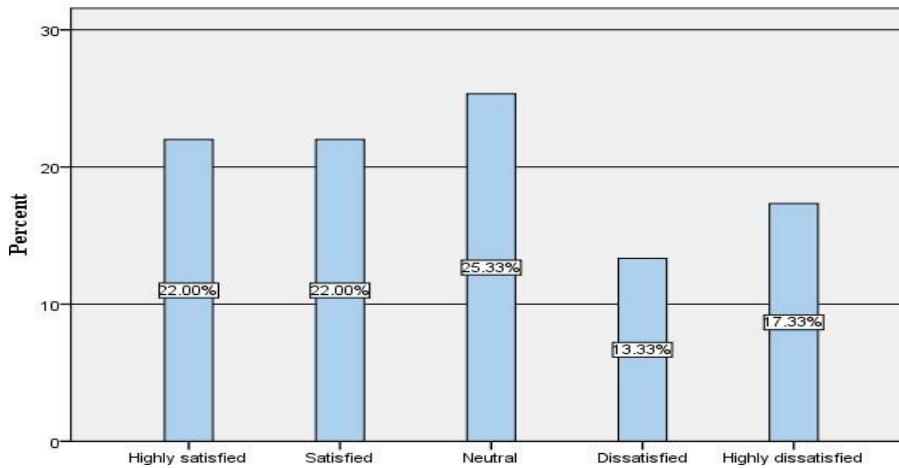
- Primary Data – Questionnaire given to 150 respondents
- Secondary Data - Review of literature from published articles, Websites and, Published reports

### PERCENTAGE ANALYSIS:

#### Taring program Status of the Respondents

Opinion	No. of respondents	Percentage
Highly satisfied	33	22.0
Satisfied	33	22.0
Neutral	38	25.3
Dissatisfied	20	13.3
Highly dissatisfied	26	17.3
<b>Total</b>	<b>150</b>	<b>100</b>

SATISFACTION WITH CONDUCTED TRAINING PROGRAMS



**INTERPRETATION:**

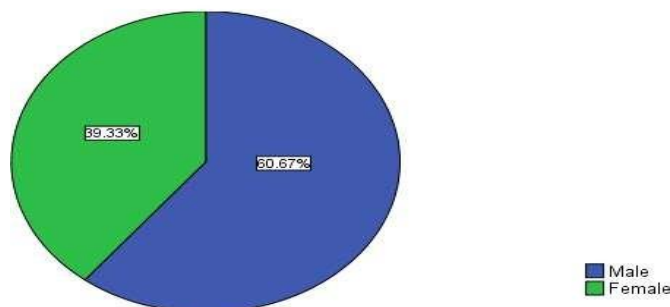
The above table depicts that out of 150 employees, 22% of the employees are delighted, 22% of the employees are satisfied, 25% of the employees are neutral, 13% of the employees are dissatisfied and 17.3 % of the employees are highly dissatisfied towards satisfaction on

Thus majority of the respondents are neutral with training programs conducted.

**SHOW THE GENDER OF RESPONDENTS:**

Gender	No. of respondents	Percentage
Male	91	60.7
Female	59	39.3
<b>Total</b>	<b>150</b>	<b>100</b>

GENDER OF RESPONDENTS



Source: primary data

**INTERPRETATION:**

The above table depicts that 60.7% of the respondents are male and the remaining 39.3% of the respondents are female.

The majority of the respondents are male.

**FINDINGS:**

- 60.7% of the respondents are male.
- 40% of the respondents belong to the age group of 31-35 years.
- 29.3% of the respondents belong to the graduate category.
- 42% of the respondents are having above 5 years of experience.
- 26% of the respondents are highly satisfied with restroom facilities.
- 35.3% of the respondents are satisfied with satisfaction with ventilation, space, cleanliness and environmental conditions.
- 36.0% of the respondents are highly satisfied with the working environment.
- 28.0% of the respondents are highly satisfied with recruitment/ selection procedures.
- 32.7% of the respondents are neutral about PF, and pension insurance.
- 37.3% of the respondents are highly satisfied with satisfaction on job security.
- 30.7% of the respondents are highly satisfied with transportation facilities.
- 26% of the respondents are satisfied with welfare measures. There is no significant relationship between the age of the respondents and satisfaction with the present job.
- There are some positive relationships between the salary of the respondent and opinion about the working environment.

**SUGGESTIONS:**

- Develop excellent communication skills. Employers value and reward excellent reading, listening, writing, and speaking skills.
- Demonstrate creativity and initiative. Qualities like these are valued by most organizations

and often result in recognition as well as increased responsibilities and rewards.

- Seek opportunities to demonstrate skills and talents.
- Workers participation in management will help the company to motivate them towards the objective.
- A suggestion box could be kept in every department for the workers who are hesitating to express their problems to higher authorities.
- The company should provide drinking water facilities.

#### **LIMITATIONS OF THIS STUDY:**

- The research study is limited to day shift employees only.
- Due to time constraints, data collection is restricted to 150 respondents only.
- The study is based on the opinion of the employees about the job satisfaction. So there may be changes due to personal bias.

#### **CONCLUSION:**

Finding out the needs of the employees and satisfying them is the very essential task of management. The study on employees' satisfaction levels revealed that workers were satisfied with the majority of the factors. The analysis thus threw light on various factors. Suitable suggestions were provided to further improve job satisfaction levels. The findings and suggestions provided by the researcher will help the organization to increase the satisfaction level of workers and to motivate them in their jobs.

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