

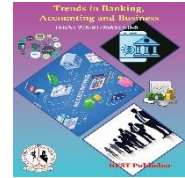


Trends in Banking, Accounting and Business

Vol: 2(2), 2023

REST Publisher; ISBN: 978-81-956353-0-6

Website: <https://restpublisher.com/book-series/tbab/>



A Study on Analysis of Satisfaction Level of Employees in Titan Teal Hosur

*M. Dhanasekaran, Sowmya M

Adhiyamaan College of Engineering, Hosur, Tamil Nādu, India

*Corresponding author: dhanasekaran.mba@adhiyamaan.in

Abstract: This study proposes to analyze Job satisfaction in content of relationship between employees and their total working environment with human dimensions added to the usual technical and economic ones. Job satisfaction aims at to meet the twin goals of enhanced effectiveness of organization and improved quality of life at work for employees. The study focused on the factor influences Job satisfaction of employees, level of satisfaction of employees on present level of Job satisfaction and the influence of quality of work life. Questionnaire and survey method used to collect the data from 60 respondents in TEAL Hosur. The data was analysed through Microsoft Excel, SPSS by using the statistical tools like ANOVA, Percentage analysis and Regression. By analysis using ANOVA There was statistically significant difference between the respondents towards Gender and marital status by company as demonstrated by one-way ANOVA $F=1.026$, $p = 0.031$ units of equal capacity have taken as samples. From the overall survey of TEAL Hosur shows that there is a lack of Training and Development. Hence, providing training and development opportunities: Organizations can provide training and development opportunities to help employees acquire new skills and knowledge, and to prepare for future roles and responsibilities. Motivational insights are the important factor that influences the Job satisfaction of employees and their life. Higher compensation has been prime expectation of the employees to improve their life.

Key words: Job Satisfaction, Employee Turnover, Job Security, Job Rotation, Work Life Balance.

1. INTRODUCTION

Job satisfaction is a relatively new concept which is defined as the overall quality of an individual's working life. Quality of life includes factors such as income, health, social relationships, and other factors such as happiness and fulfillment. It's the people in an organization that carry out many important work activities. Managers and HR professionals have the important job of organizing people so that they can effectively perform these activities. Job satisfaction also refers to the favorableness or unfavorableness of a job environment for people. It is a generic phase that covers person's feelings about every dimension of work including economic rewards and benefits, security, working conditions, organization and interpersonal relationship and its intrinsic meaning in a person's life. The basic purpose of Job satisfaction is to develop work environment that are excellent for people as well as for production. It aims at healthier, more satisfied and more productive employees and more efficient, adaptive and profitable organization.

Objectives:

The theoretical perspectives on Quality work life have several objectives, including:

- To measure the level of employee satisfaction towards their jobs.
- To study the various factors determining job satisfaction of the employee.
- To study the impact of job satisfaction on the overall growth of employees as well as the organization.
- To make necessary recommendation for increasing the satisfaction levels of employee

Overall, the theoretical perspectives on employee satisfaction aim to provide a comprehensive understanding of the concept and offer practical strategies that organizations can use to promote employee satisfaction and improve organizational

Scope of the study:

Job satisfaction is the quality of relationship between employees and total working environment. A great place to work is where "You Trust the people you work for, have pride in what you do, and enjoy the people you work with". Job satisfaction represents concern for human dimensions of work and relates to job satisfaction and organizational development. This project was conducted to know the quality work life of employees and whether they are satisfied with

the working environment. The term Job satisfaction in its broader sense covers various aspects of employment and non-employment conditions of work. The present study will aim at studying various factors which influence Quality of work life.

2. REVIEW OF LITERATURE

Marshal C. (2022) intended to study whether participating in a wellness program affects the employee satisfaction levels. The population for this study was from a contract foodservice organization that provides facility services to higher education organizations, from their northeast regional location that consisted of approximately 200 employees. The company offers a comprehensive wellness program, and all employees in the organization had a choice to participate in the wellness program. The study showed that even though hospitality organization leaders are dedicating resources to the development and implementation of wellness programs, participating in the wellness program has an effect on increasing or maintaining current employees' extrinsic and intrinsic job satisfaction levels throughout the organization. **Babu F. & Thomas S. (2021)** says that Total quality management (TQM) has been a universally applied management strategy to improve organizational performance and thereby to achieve competitiveness. The authors conducted study to empirically prove the relationship between TQM practices, organizational image and employee satisfaction. A questionnaire-based survey of 285 employees including administrators, managers and heads of departments of 21 National Accreditation Board for Hospital and Healthcare providers-accredited hospitals in India was conducted. The proposed research model was tested using partial least squares based structural equation modeling. The results revealed that TQM practices have positive direct and indirect effects on employee satisfaction, confirming the partial mediation role played by organizational image in the relationship between TQM practices and employee satisfaction.

Wright, T.A. & Cropanzano, R. (2021) outlines that happy employees exhibit higher levels of job-related performance behavior's than do unhappy employees. They operationalized happiness as job satisfaction, as the presence of positive effect, as the absence of negative effect, as the lack of emotional exhaustion, and as psychological wellbeing. Some of these measures exhibit appreciable associations with job performance. According to **Marshall, C. (2020)** extrinsic and intrinsic job satisfaction combined is what overall job satisfaction in the workplace. Intrinsic job satisfaction is the actual work employee's do on daily basis. Extrinsic job satisfaction is what an employee considers about their working conditions, such as pay, co-workers, the environment in the office building and their managers. His Research shows staying healthy increases a person's overall mindset which plays a factor in employee's overall job satisfaction. Having a wellness program is going to impact the employee's thoughts about the working conditions and the office environment.

3. RESEARCH METHODOLOGY

Research Design: The research design for this study on satisfaction level of employees will be a mixed-methods approach, utilizing both qualitative and quantitative research methods. Firstly, a survey will be administered to a sample of employees in a diverse range of organizations to collect quantitative data on various factors that impact employee satisfaction, such as job autonomy, job security, compensation, work-life balance, and organizational culture. The survey will be designed using established measures of employee satisfaction and will be administered online or in-person, depending on the preference of the participants. Descriptive and inferential statistical analyses will be conducted on the quantitative data to identify the factors that have the strongest impact on employee satisfaction.

Sampling Method: The sampling method for this study on satisfaction level of employees will be a combination of stratified random sampling and purposive sampling. Stratified random sampling will be used to ensure that the sample of employees is representative of the population in terms of important demographic variables, such as age, gender, and job level. The population will be stratified based on these variables, and then a random sample of employees will be selected from each stratum. This will help to ensure that the sample is diverse and that the findings can be generalized to the population of interest.

Tools Used:

The various tools used are

- Regression
- ANOVA
- Percentage analysis

4. DATA ANALYSIS & INTERPRETATION

Percentage analysis:

Percentage analysis is a method of analyzing data in which the figures are expressed as a percentage of a particular base

or total. This type of analysis is commonly used in various fields, including finance, economics, and statistics, to better understand the relative proportions of different variables. A percentage analysis is used to give a particular representation at the respondents view point column diagram are used in this tool.

$$\text{Percentage} = \frac{\text{Number of respondents}}{\text{Total number of respondents}} * 100$$

TABLE 1. Employee’s grouping based on different gender.

Gender	No of respondent	Percentage
Male	35	52%
Female	25	47%
Total	60	100

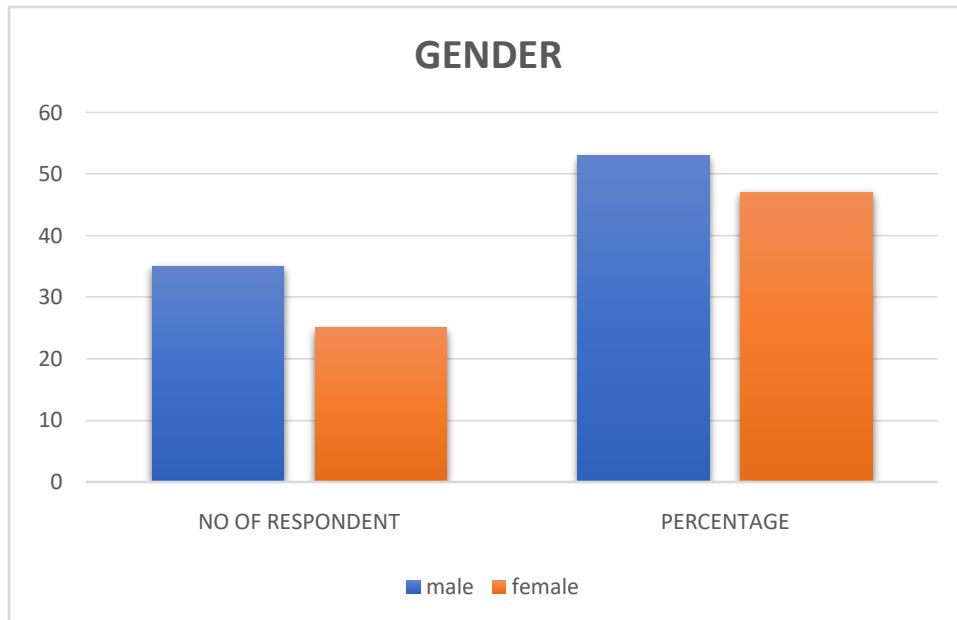


FIGURE 1. showing Employee’s grouping based on different gender

Interpretation: The above table chart that 53% of the respondents are male respondents and 47% of the respondents are female respondents. Thus, the majority of the respondents are male.

TABLE 2. Table showing Employee’s Training and Development

Training and development	No of respondents	Percentage
Highly satisfied	2	3%
Satisfied	10	16%
Neutral	13	21%
Dissatisfied	15	25%
Highly dissatisfied	20	33%
Total	60	100

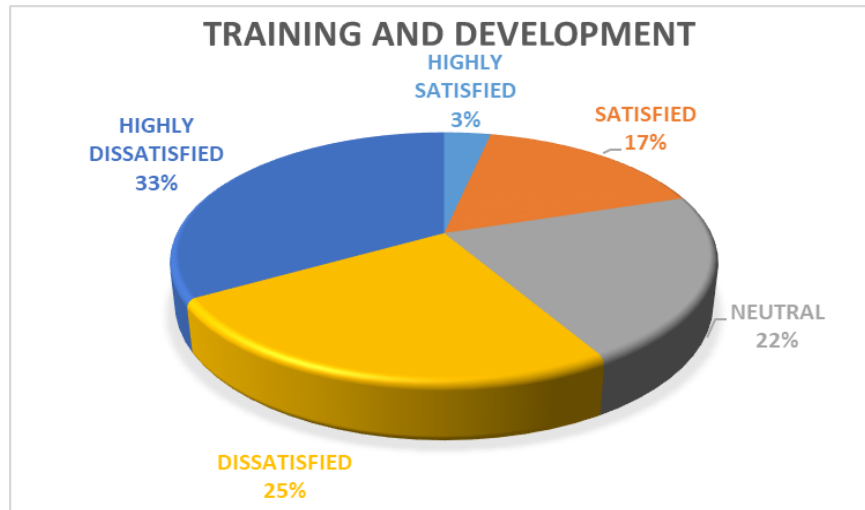


FIGURE 2. Chart showing Employee’s Training and Development

Interpretation : The above table chart that 21% of the respondents are Neutral respondents, 3% of the respondents are highly satisfied respondents, 16% of the respondents are satisfied respondents,25% of the respondents are dissatisfied respondents,33% of the respondents are highly dissatisfied respondents. Thus, the majority of the respondents are Highly Dissatisfied on Employee’s Training and Development.

Regression: Regression analysis is a statistical technique used to analyses the relationship between a dependent variable and one or more independent variables. The purpose of regression analysis is to examine how changes in the independent variables are associated with changes in the dependent variable, and to quantify the strength and direction of that relationship.

TABLE 3. The table shows that there is a positive regression between the those who heard about the

Regression Statistics	
Multiple R	0.05944383
R Square	0.003533569
Adjusted R Square	-0.013646887
Standard Error	0.478615444
Observations	60

TABLE 4. ANOVA

	df	SS	MS	F	Significance F
Regression	1	0.047114252	0.0471	0.20567	0.651871916
Residual	58	13.28621908	0.2291		
Total	59	13.33333333			

TABLE 5.

	Coefficients	Standard Error	t Stat	P-value	Lower 95%	Upper 95%	Lower 95.0%	Upper 95.0%
Intercept	1.406360424	0.172473415	8.154	3E-11	1.061117374	1.7516035	1.061117374	1.751603474
How satisfied are you with the workload and pace of work in your job?	-0.03533569	0.077915547	-0.45	0.6519	-0.191300601	0.1206292	-0.1913006	0.120629223

TEAL and the effectiveness of the Curriculum Development Based on vocational Ability Structure.

One Way ANOVA:

Analysis of Variance (ANOVA) is a statistical formula used to compare variances across the means (or average) of different groups. A range of scenarios use it to determine if there is any difference between the means of different groups.

The one-way ANOVA test involves calculating three sums of squares:

1. The total sum of squares (SST) represents the variation in the dependent variable across all groups.
2. The between-group sum of squares (SSB) represents the variation in the dependent variable between the group means.
3. The within-group sum of squares (SSW) represents the variation in the dependent variable within each group.

TABLE: ANOVA: Single Factor SUMMARY

Groups	Count	Sum	Average	Variance
2. What is your gender?	60	80	1.33333	0.22599
3. What is your marital status?	60	75	1.25	0.19068

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	0.208	1	0.20833	1	0.31936	3.921478
Within Groups	24.58	118	0.20833			
Total	24.79	119				

Interpretation: There was statistically significant difference between the respondents towards Gender and marital status by company as demonstrated by one-way ANOVA $F=1.026$, $p = 0.031$

5. FINDINGS & SUGGESTIONS

Findings:

- Majority of the respondents are male.
- Majority of the respondents are 21-25 age group
- Every employee has stated that there is a good work-life balance in the company.
- Majority of the respondents have bachelor’s degree the most
- Majority of the respondents are Highly Dissatisfied on Employee’s Training and Development
- Majority of the respondents are Satisfied on their Work Schedule.

Suggestions:

Based on the analysis conducted in the organization the following are the recommendations made to the organization.

- Regular programmed to impact training to works personality development is required.
- The firm could provide training programmers to employees based on their needs in order for them to become specialized in a specific sector of work, resulting in job excellence.
- More training classes should be conducted to enhance the efficiency of the employees.
- Implement a formal employee recognition program: Organizations can implement a formal employee recognition program that acknowledges and rewards employees for their contributions to the organization. This can include both monetary and non-monetary rewards, such as bonuses, gift cards, and public recognition.
- Provide regular performance feedback: Organizations can provide employees with regular performance feedback that helps them understand their strengths and areas for

6. CONCLUSION

- Every organization to sustain in the industry has to satisfy some of the basic needs and demands of its employees. Satisfied and motivated employees are the source of achieving the organizational goals and objectives.
- In order to use the maximum potential of the human resource, the organization has to provide them with the best quality of their working life.
- Therefore, every organization needs to update and improve the quality of work life.
- The employees are given reasonable autonomy for their job. This makes them feel more responsible and challenging and work hard for achieving it.

REFERENCES

- [1]. Anonymous (2005). Job satisfaction Task Force looks to integrate home and work. Vanderbilt University Medical Center, House Organ. Available: [http:// www.Quality20%of/20% work/20% life. htm](http://www.Quality20%of/20%work/20%life.htm).
- [2]. Buchanan, D. A., & Boddy, D. (1982), —Advanced Technology and the quality of Work Life| Journal of Occupational Psychology, Vol.55,1-11.
- [3]. Chander, Subash and Singh, parampal (1983), —Job satisfaction in a university: An Empirical Investigation, Management and Labour Studies, Vol.18, No.2, pp. 97-101.
- [4]. Delamotte, Y. and Walker, K.F.,(1974)"Humanization of Work and the Quality of Working Life—Trends and Issues",InternationalInstituteforLabourStudiesBulletin,Vol.11, pp.3-14
- [5]. Gardon, Herman(1984), —Making sense of Job satisfaction programmers', Business Horizons.
- [6]. Glasier,E (1976), —State of the Art, Questions about Quality of Work Life, Personnel.
- [7]. Goodman,P.S.(1980),—Job satisfaction Projects in1980'sIndustrialRelationsResearchAssociation: pp-487-494
- [8]. Gosh,Subratesh(1992),—Job satisfaction inTwoIndianOrganizationsDecisions,Vol.19,No.2, pp-89-102.
- [9]. Grayson, C. J(1973), —Management Science and Business Practice, Harvard Business Review,Vol.51,No.4
- [10]. Havolovic,S.J.(1991),—Job satisfaction andHumanResourceOutcomesIndustrialRelations,Vol.30,No.3,pp.469-479
- [11]. Katzell, R.A., Yankelovich, D., FeinM., Ornate, D.A.&Nash, A. (1975), —Work Productivity and Job Satisfaction, The Psychological Corporation, New York.
- [12]. Ledford, G.E. and Lawler, E.E.(1982). —Job satisfaction programs, coordination, and productivity, Journal of ContemporaryBusiness, Vol. 11, 93-106
- [13]. Louis, Davis and Cherns Albert, B(1975), —The Quality of working Life, Vol. 1, Free Press, New York.
- [14]. Runcie,J. F. (1980), Dynamic Systems and the Quality ofWorkLife,PersonnelVol.57(6):13–24.
- [15]. Sandrick k (2003). Putting the emphasis on employees as an award-winning employer, Baptist health care has distant memories of the workforce shortage, Trustee, pp. 6-10. Straw, R.J. and C.C. Heckscher, 1984. QWL: New working relationships in the communication industry. Labor Studies J., Vol. 9: 261-274.
- [16]. Walton, R. (1973), — Job satisfaction Indicators- Prospects and Problems- A Portigal Measuring the Quality of working life, pp-57-70, Ottawa
- [17]. Sinha P. & SayeedO. B.(1980), —Measuring QWL in relation to job satisfaction & performance of two organizations|, Managerial Psychology, 2, 15-30.