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Job Satisfaction on the Mental Health of Employees of HCL

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Introduction

Job satisfaction is the level of contentment a person feels regarding his or her job. This feeling is mainly based on an individual's perception of satisfaction. Job satisfaction can be influenced by a person's ability to complete required tasks, the level of communication in an organization, and the way management treats employees. Job satisfaction is also the general attitude of employees towards their job. This indicates whether an employee is satisfied or not with one's job. Job satisfaction creates the feelings towards the job, for instance, high job satisfaction implies that the employee generally likes the job, the working environment and the outcomes, which results in giving a higher value to one's job. Whereas low job satisfaction implies that the employee generally dislikes and doesn't value the job which in-turn leads to maximum absenteeism and higher rate of job turnover are common results of low job satisfaction. Job satisfaction is an overall attitude of the employee towards the job. Job satisfaction is the state of being positive towards the job responsibilities, job environment and job outcomes. Job dissatisfaction is the state in which employees show their negative attitude towards their job. There can be various reasons of job satisfaction some of them are working environment, interesting work, rewards, low stress, work life balance which lead to higher rate of job satisfaction. On the other hand, the reasons for job dissatisfaction are one doesn't feel valued, job insecurity, not satisfied with pay, no scope for advancing in career, not being challenged etc. Factors Affecting Job Satisfaction in HRM: Each organization expects its employees to be competent, productive and effective as they can accomplish their responsibility more effectively and efficiently. As it requires various motivational techniques to keep the employees satisfied with their jobs it is upon the Managers to identify the level of job satisfaction among the employees & apply different measures of job satisfaction. Job satisfaction largely depends upon following factors: Remuneration, Relationship with Coworkers, Working environment, Communication, Motivation, Leadership Quick initiation, Work attitude, Career development, Age, Marital Status.

Objectives of the Study

Primary objective: The primary objective of the study is to identify the levels of job satisfaction. Secondary objective: To study the impact of job satisfaction on the mental health of the employees. In particular, it is aimed to examine the extent to which the dimensions of job satisfaction can explain the mental health state of the workers. The objectives are highlighted in detail below: To present a profile of HCL Technologies. To observe the level of satisfaction among the employees of HCL and its impact on the mental health of the employees. To understand the work environment of HCL. Scope Of The Study: Job satisfaction is an important factor that makes employees to continue to work for an organization. It comprises of extrinsic and intrinsic factors which helps to maintain an able and willing work force. This study seeks to show whether there is any correlation between job satisfaction and the impact it has on the mental health of the employees. This report can also be useful for the Management of Business Administration students as a reference or for further research. Also, it can be useful for the management of the company to know the job satisfaction levels of the employees and how it impacts the mental health. Job satisfaction of the employees has been analyzed on the basis of the following seventeen job related factors. Salary and monetary benefits, Job security, Promotion policy, Working environment, Employees participation in management, Freedom of expressions, Nature of job, Interest taken by superiors, Superiors and sub-ordinate relationship, Medicare, Loans, Conveyance & L.T.C. Need For The Study: Epidemiologists have long been aware that social and environmental factors can contribute to the incidence of many human diseases. Predictably, as the single activity occupying most people's waking time is work - pressures, strains, and stresses within the workplace have been identified as being a potentially important health factor. Numerous theories now exist, developed from a wide range of perspectives, postulating a direct link between organizational / workplace stress and wellbeing. There is growing evidence that current trends in employment conditions may be eroding levels of job satisfaction—and directly damaging the physical and mental health of employees. New working practices and rapid technological advances are changing the nature of many jobs. Employees are regularly being required to work well beyond their contracted hours, often unwillingly, as organizations struggle to meet tight deadlines and targets. Work practices are becoming more automated and inflexible, leaving employees with less and less control over their workload. Many organizations are reducing their permanent workforce and converting to a culture of short term contracts or "out-sourcing", increasing feelings of job insecurity. These trends have undoubtedly contributed considerably to the development of a "workaholic" culture—a climate which is impacting negatively on the levels of enjoyment and satisfaction employees gain from their work and there is very little work life balance. Since commitment is the key attitude of employees in any organization, it is considered as most important factor. The study on the organizational

commitment of employees at the study unit is to be undertaken. The organization demanded to know the commitment level of employees. The need for this research is to reduce the absenteeism and turnover by providing suggestion to increase the commitment level of employees. It is also to know whether employees working at the study unit are committed or not.

Hypothesis

It is known fact to all that keeping an employee happy is management's responsibility as to get the work done perfectly. But, to feel happy is employee's perception. So, satisfied employees are essential element for improving efficiency and effectiveness. Job satisfaction is great motivator, which keeps the employees always in high morale. Job satisfaction among employees result in increasing the perception of the organization. Job satisfaction reduces the resistance among employees for the new implementations. There is a direct correlation between job satisfaction and the mental health among the employees. High levels of Job satisfaction of the employees lead to the mental health of the employee being good. The findings can indicate that the employees do have mental health problems associated with anxiety, depression, sleep disturbance and related symptoms. Also, that based on the overall job satisfaction of an employee the mental health of the employee can be determined as they are directly correlated. An employee who is satisfied with his / her job will tend to have a better mental health than an employee who isn't as satisfied with his / her job.

Methodology

In the preparation of this report, the researcher has gathered the data from different sources. The sources of data as follows: **Primary data:** This data is gathered from first-hand information sources by the researcher, this data collection from employees and managers of the HCL Technologies, by administrating the questionnaire method & also having a few face to face interactions with employees. All the data has been requested to keep as highly confidential. **Secondary data:** This will give the theoretical basis required for the report presentation which can be available from various sources such as magazines, office files, inter office manual and web site.

Data Processing and Analysis

Data, which is gathered by administering questionnaires, was processed in simple manner to determine the level of satisfaction among employees. Every response was assigned some score based on this overall satisfaction level was determined. Data collected is carefully tabulated and analyzed by using satisfaction methods and various graphs are used. Two separate questionnaires – one on job satisfaction and the other on the mental health index will be provided. The sample size would consist of a hundred and fifty members consisting of both men and women working in the HCL Technologies in the age group of 25 – 50 years.

Review of Literature

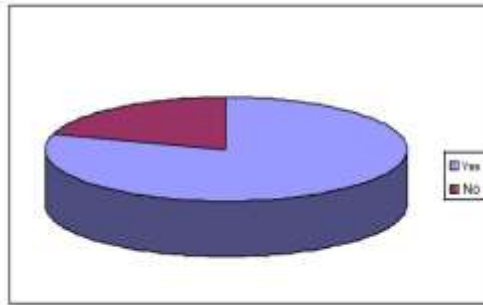
"I am satisfied with the job" is one way to define job satisfaction. Limelight on job satisfaction was brought by Hop pock in 1935. He reviewed 32 studies on job satisfaction. Prior of 1933 the job satisfaction is combination of physiological and environmental circumstances that course to say truthfully that "I am satisfied with my job." Chenedzai Mafinin Nobukhosi Dodo (2014) in his article The relationship between extrinsic motivation, job satisfaction & life satisfaction amongst employees in a public organization stated that the extrinsic factors like remuneration, quality of work life, supervision & teamwork were the main contributing factors for the job satisfaction of employees of public enterprises. Abdul Raziq (2011), "Impact of Working environment on Job satisfaction" says that working environment such as working hours, job safety & security, relationship between co workers, esteem needs & Top management motivation are the crucial factors which increases the employees loyalty, sense of belongingness, level of commitment, efficiency & effectiveness & ultimately the productivity of the employees and in turn the organization.

Profile of HCL

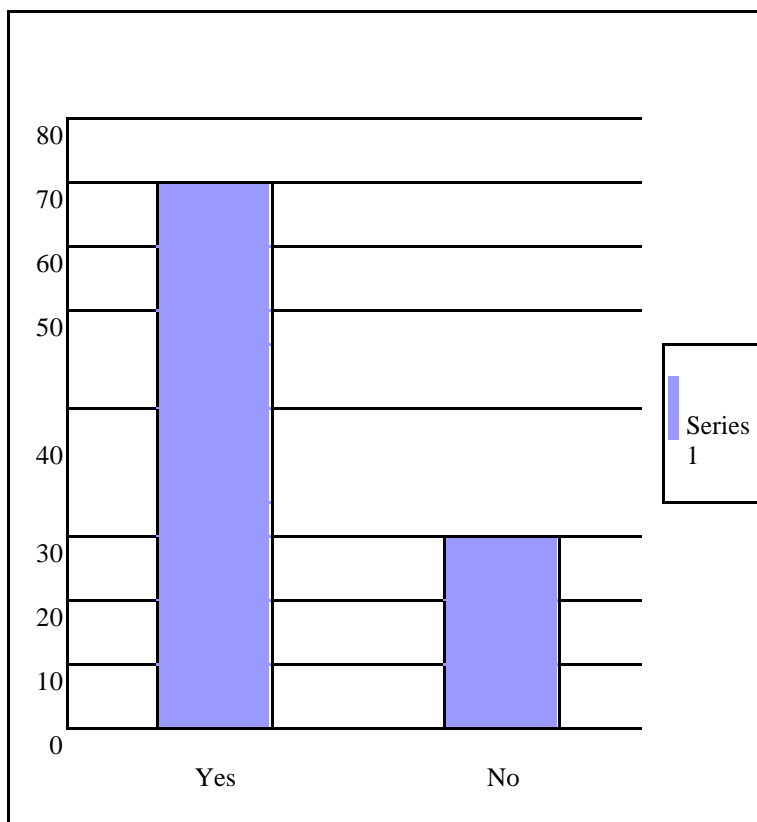
HCL is a multinational IT services company, headquartered in Noida, Uttar Pradesh, India. Originally the research and development division of HCL Limited, it emerged as an independent company in 1991 when HCL Limited ventured into the software services business. HCL Technologies (often called Hindustan Computers Limited) offers services including IT consulting, enterprise transformation, remote infrastructure management, engineering and R&D, and business process outsourcing (BPO). The company has offices in 32 countries, and operates across a number of industry verticals including aerospace and defense, automotive, consumer electronics, energy and utilities, financial services, government, independent software vendors, industrial manufacturing, life sciences and healthcare, media and entertainment, mining and natural resources, oil and gas, public services, retail and consumer, semiconductor, server and storage, telecom, and travel, transportation, logistics and hospitality. HCL Technologies is on the Forbes Global 2000 list and is one of Asia's Fab 50 Companies. It is among the top 20 largest publicly traded companies in India and had a market capitalization of \$22.1 billion as of May 2015. HCL Technologies, along with its subsidiaries, had consolidated revenues of \$6.0 billion as of August 2015.

Data Analysis and Interpretation

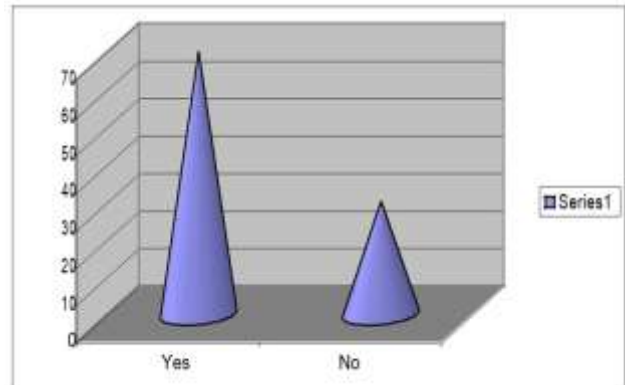
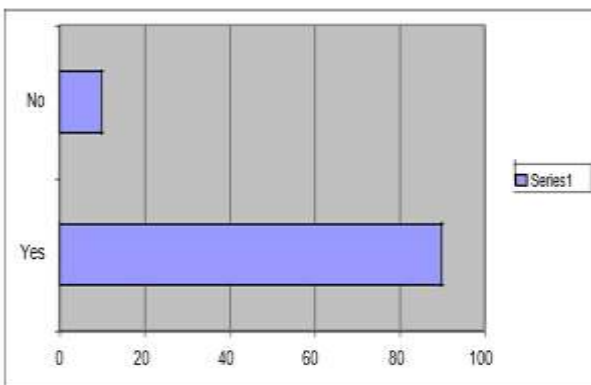
Data Analysis of Job Satisfaction:



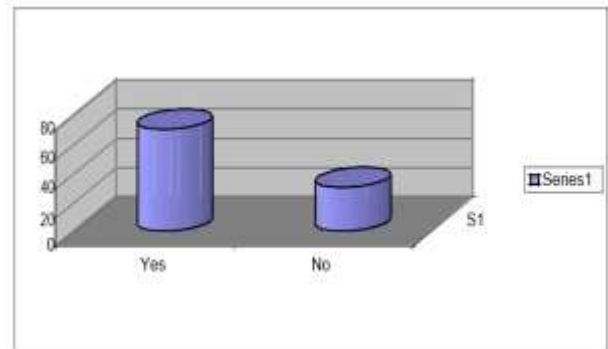
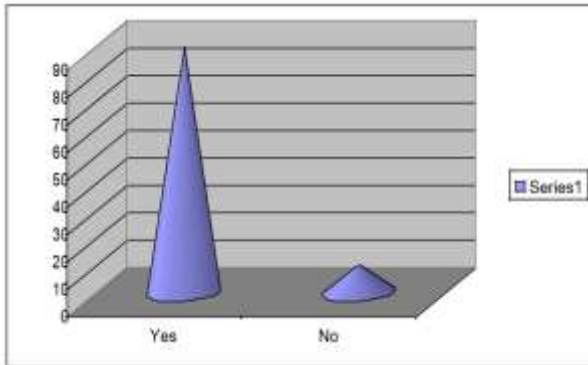
Interpretation: 80 percent of the employees are satisfied with the compensation paid to them. Only 20 percent of the employees feel that there should be a hike in wages paid to them.



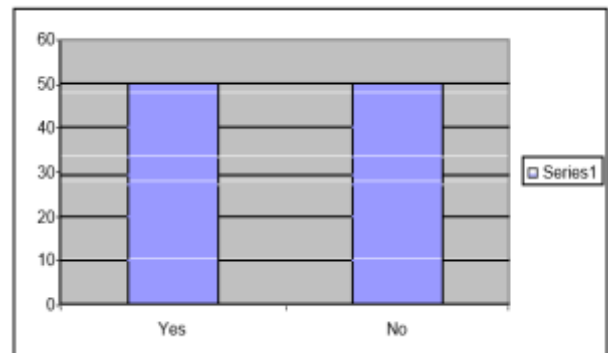
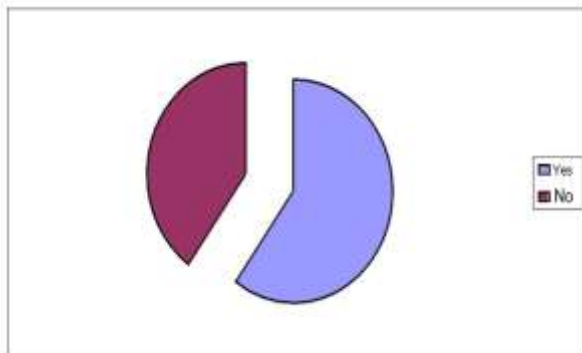
Interpretation: 70 percent of the employees feel that there should be an incentive wage scheme for efficient work in the organization. Interpretation: Almost all the employees are satisfied with the present working conditions and environment



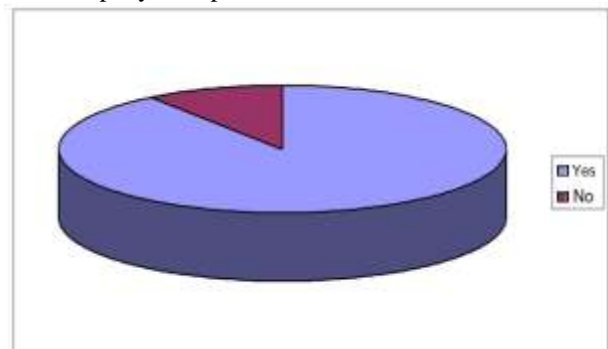
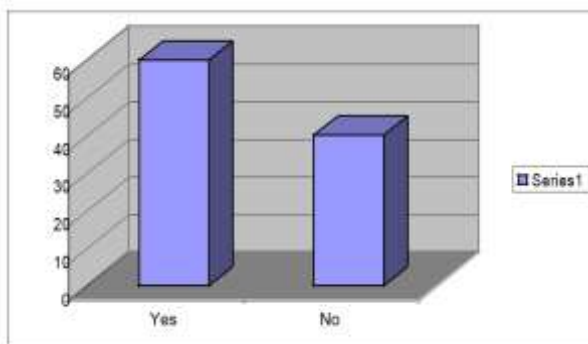
Interpretation: 70% of the employees feel that the management is sympathetic to some extent in their problems faced at work. Interpretation: Almost all the employees are satisfied with facilities provided with the organization



Interpretation: 70% of the employees feel that the management has a good relation with the workers and only 20% of them feel that the management should improve their relation with the workers. Interpretation: 60% of the employees feel that the company policies really protect their interest.40% of them feel that their interests are not protected.



Interpretation: Only 50% of the employees are satisfied with the present management setup and the other 50% is not satisfied and feel that there should be change in the setup. Interpretation: 60% of the employees feel that the company policies should be changed and 40% of them feel that the policies of the company are up to their satisfaction.



Interpretation: Almost all the employees are satisfied with the training provided by the company to improve their performance.

Findings, Suggestions and Conclusion

Besides several other factors the economic development of a country depends upon the effective functioning of employees. In order to achieve this the superiors and the state should take necessary steps for the satisfaction of employees in their respective jobs. Almost all the employees are satisfied with the wages paid to them. 70% of the employees feel that there should be an incentive wages scheme for efficient work in the organization. Employees are satisfied with the present working conditions and feel secure about their job. 70% of the employees feel that the management is sympathetic to some extent in their problems faced at workstation, Management shares a very good relation with the workers. Employees are satisfied with the facilities provided to them and are free to express their views freely to the management. Supervisors are ready to clear the doubts and help in improving their performance. 70% of the employees feel that the company policies really protect their interests. 50% of the employees are satisfied with the present management setup. 60% of the employees feel that the company policies should be changed. Employees are satisfied with the training provided to them in improving their performance. Medical, educational and housing loans are the financial benefits provided to the employees by the organization. Expenses for the injured workers are borne by the organization. Medical compensation is also provided to the injured workers. The mental health of the employees also seems to be in excellent condition. Some of the key observations are: Most of the employees feel stressed, but only around 40% of the employees feel overburdened with the work pressure. The employees who tend to overthink are the ones who are also stressed. On an average 50% of the employees strive for perfection in any tasks that have been assigned to them. The sleep patterns of most of the employees doesn't have a major impact and 80% of them get good sleep. 15% of the employees are suffering with mental disorders which could be either

depression, anxiety, (egs. bipolar psychosis, schizophrenia, drug / alcohol dependency, eating disorder) whereas 85% of the employees are considering themselves to be mentally fit. None of the employees who are suffering from mental health conditions interacted with their managers on their mental health condition except for one case. Most of the cases with a mental disorder didn't interact with their manager, the top most reason for NOT interacting is the employees felt ashamed to discuss their mental health. The second reason for not letting the manager know is the lack of trust. Other reasons were fear of losing job and the feeling that it could go against the employee.

Suggestions

1. 50% of the employees feel that the present management should be changed.
2. 40% of the employees feel that the company policies should be changed.
3. 30% of the employees feel that the company policies are not able to protect their interests and hence they should be changed.
4. Majority of the employees feel that there should be an incentive wage scheme for efficient work in the organization.
5. The management should be more helpful and sympathetic towards the problems faced by the workers at the workstation.
6. The management should make employees more aware on mental health
7. The management should remove the fear that the employees have, if they discuss mental health they might lose their job.

Conclusion

Overall the employees of HCL are having a very high job satisfaction and hence they are working with great enthusiasm and zeal to achieve their organizations goal. The mental health of the employees is good and 90% of them are satisfied with their jobs and mental health condition. The organization is doing very well and is very encouraging when it comes to their employees. There is a direct correlation between the job satisfaction and the mental health of the employees. While a lot of emphasis is placed in the organization to ensure that the employee is satisfied with the work that they are doing the organization as a whole should focus more to make employees understand the importance of mental health as well. As many employees, still aren't comfortable to discuss various issues that they face with regards to their mental health.

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