



A STUDY ON JOB SATISFACTION LEVEL AMONG THE EMPLOYEES WITH SPECIAL REFERENCE TO JBM AUTO LIMITED.

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Abstract :

Job satisfaction represents one of the most complex areas when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. There is a considerable impact of the employee's perceptions for the nature of his work and the level of overall job satisfaction. Financial compensation also has a great impact on the overall job satisfaction of employees.

INTRODUCTION

Human Resource Management (HRM) is an operation in companies designed to maximize employee performance in order to meet the employer's goals and objectives. Human resource management is a function in organizations designed to maximize employee performance in service of their employer's strategic objectives. Human Resource Management (HRM) is an operation in companies designed to maximize employee performance in order to meet the employer's strategic goals and objectives. Human resource management in a function in organizations designed to maximize employee performance in service of their employer's strategic objectives.

HR departments and units in organizations are typically responsible for a number of activities, including employee recruitment, training and development. Performance appraisal, and rewarding. HR is also concerned with industrial relations, that is, the balancing of organizational practices with regulations arising from collective bargaining and governmental laws. HR is a product of the human relations movement of the early 20th century, when researchers began documenting ways of creating business value through the strategic management of the workforce. The function was initially dominated by transactions work such as payroll and benefits administration, but due to globalization, company consolidation, technological advancement, and further research, HR now focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labour relations, and diversity and inclusion.

Job Satisfaction describes how content an individual is with his or her job. It is an relatively recent term since in previous centuries the jobs available to a particular present were often predetermined by the occupation of that person's parent. There are a variety of factors that they can influence a person's level of job satisfaction; some of these factors include the level of pay and benefits the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, and the job itself.

Job Satisfaction is the favourable or unfavourable with which the employee views his work. It expenses the amount of agreement between one's expectations of the job and the rewards that he job provides.

I. NEED OF THE STUDY

Organisation is one of the inevitable part of business & management. The study of the organisation Structure, Management process, functions, etc., are significant as far as present-day trend is concerned tile industry and business is vast growing one.

Provides information about the performance ranks, basis on which decision regarding salary fixation, confirmation, promotion, transfer and demotion are taken.

- For Good Industrial Relations
- Create Organisational Commitment
- Meeting with Changing Environment
- Change in Political Philosophy
- Enhanced Pressure on Employees
- Meeting Research and Development Requirements

II. POPULATION AND SAMPLE

3.1 Population

The population comprises of 1200 employees.

Sample Size

The sample size taken for study is 139 employees.

Sampling Technique

The type of sampling can be either probability sampling or non-probability sampling. The suitable technique applicable for this study is Non-probability sampling and the sampling design being used here is Purposive sampling method.

Purposive Sampling

Instead of obtaining information from those who are most readily or conveniently available, it might sometimes become necessary to obtain information from specific target groups. The sampling here is confined to specific types of people can provide the desired information, either because they are the only ones who have it, or they conform to some criteria set by the research provide findings of different kinds. Purposive sampling enables researchers to squeeze a lot of information out of the data that they have collected. This allows researchers to describe the major impact their findings have on the population. However, in most studies the sample size is determined effectively by two factors: (1) the nature of data analysis proposed and (2) estimated response rate.

Sampling Design

All the items under consideration in any field of inquiry constitute a 'universe' or 'pollution'. The items so selected constitute what is technically called a sample. The sample of a study can have a profound impact on the outcome of a study. It is simply referred as the participants in a research study i.e., the new employees of the organization which is taken under study is referred as sample. A sample design is defined as the framework, or road map, that serves as the basis for the selection of a survey sample and affects many other important aspects of a survey as well. It is made up of two elements - Sampling Method and Estimator. Sample design may as well lay down the number of items to be included in the sample i.e., the size of the sample.

3.2 Data and Sources of Data

Data Design

Data is a gathered body of facts. It is the central thread of any activity. Understanding the nature of data is most fundamental for proper and effective use of statistical skills.

Type of Data Used

When working with statistics, it's important to recognize the different types of data used in the survey Here the type of data used are Categorical data and Numerical data.

Data Source

The required data was collected by both the primary and secondary sources. Primary data refer to information obtained first-hand by the researcher on the variables of interest for the purpose of study. Secondary data refer to information gathered from sources that already exist.

Primary Data

Data collection method: Survey method

Data collection tool: Questionnaire

Secondary Data

Books, Journals, Articles, Related Websites, Company details (internal sources).

3.3 Theoretical Framework

Rizwan Qaiser Danish, Umae draz, Hafizyasir Ali (2015) The purpose of this empirical study is to observe the impact of organizational climate on job satisfaction and organizational commitment in study of 179teachers from different colleges and universities of Punjab, Pakistan Descriptive statistics and regression analysis are used to explain variations in job satisfaction and organizational climate. The results suggest that the organizational climate has considerable impact on job satisfaction as well as on organizational commitment.

In 2013, **Zijaba Rahimi'**c analyzed the importance and impact of different dimensions of organizational climate that influence the JS. Employees motivation and performance in Bosnia and Herzegovina (BiH). The Paper reveals that employees with higher organizational hierarchy have positive response towards the organizational climate.

Agunis et al. (2013) stated that monetary rewards can be very powerful determinant of employee motivation and achievement which, in turn, can advance to important returns in terms of firm-level performance.

Lockley (2012) on the other hand, addresses the same issue focusing on cross cultural difference between employees in particular. Namely, culture can be explained as knowledge, pattern of behaviour, values, norms and traditions shared by members of a specific group (Kreitner and Cassidy, 2012) and accordingly, cross cultural difference is perceived to be a major obstruction in the way of successful employee motivation.

3.4 Research Methodology

Research Methodology is a way to systematically solve the research problem. It is generally defined as the systematic, theoretical analysis of the methods applied to a field of study and comprises the theoretical analysis of the body of methods and principles associated with a branch of knowledge. It may be understood as a science of studying how research is done scientifically and the methods adopted in the research study. Methodology adopted in this project work is descriptive type. The data has been collected from secondary sources such as journals, articles, books, questionnaire and portfolios.

3.5 Statistical Tools

Descriptive Analysis (Percentage Analysis)

Descriptive statistics is the term given to the analysis of data that helps describe, show or summarize data in a meaningful manner. They are simply a way to describe our data. Here the collected data was tabulated and analyzed using percentage analysis. Descriptive techniques often include constructing tables of means and quantiles, measures of dispersion such as variance or standard deviation, and cross-tabulations or "crosstabs" that can be used to examine many disparate hypotheses.

Percentage analysis

Percentage method is the most common method used. It helps the researcher to make a comparison with two or more series of data and also to describe. This method to represent raw streams of data as a percentage for better understanding of collected data. This relationship is comparative relative terms.

Anova

Inferential Analysis (Statistical Tools)

Inferential statistics makes inferences about populations using data drawn from the population. Instead of using the entire population to gather the data, which is done by collecting a sample or samples from the millions of residents and make inferences about the entire population using the sample.

The collected data was tabulated and analyzed using the following statistical tools.

- ANOVA.
- Chi-square test.

Chi-Square Test

The chi-square test is used to determine whether there is a significant difference between the expected frequencies and the observed frequencies in one or more categories. This analysis in statistics is used to test the goodness of fit to verify the distribution of observed data with assumed theoretical distribution. Therefore, it is a measure to study the divergence of actual and expected frequencies. It makes no assumptions about the population being sampled.

The formula for computing Chi – Square (χ^2) is as follows.

$$\chi^2 = \{(O-E)^2 / E\}$$

is the Observed Frequency in each category **E** is the Expected Frequency in the corresponding category.

III. RESULTS AND DISCUSSION

Chi-Square Tests

Table 4.1: chi-square result

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi -Square	78.852 ^a	9	.000
Likelihood Ratio	96.034	9	.000
N of Valid Cases	139		

8 cells (50.0%) have expected count less than 5. The minimum expected count is .65.

Interpretation:

Since the value is less than 0.05, we accept the alternate hypothesis and reject the null hypothesis. Hence, there is a significant relationship between the qualification and the respondent for professional work place.

ANOVA

Table 4.2: table showing the relationship between gender and work load for the employees

SPSS Output:

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1	Gender	139	.204	.017
	Workload	139	1.325	.112

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1	gender & workload	-.117	.170

Paired Samples Test

	Mean	Paired Differences			t	df	Sig. (2tailed)
		Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference Lower Upper			
Pair1	gender – workload	-.482	1.364	.116	-4.167	138	.000

Descriptive

gender

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1	56	1.98	.134	.018	1.95	2.02	1	2
2	14	1.93	.267	.071	1.77	2.08	1	2
3	21	2.00	.000	.000	2.00	2.00	2	2
4	48	1.92	.279	.040	1.84	2.00	1	2
Total	139	1.96	.204	.017	1.92	1.99	1	2

gender

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.164	3	.055	1.320	.270
Within Groups	5.577	135	.041		
Total	5.741	138			

Interpretation:

Since ($p > 0.05$), we accept the null hypothesis and reject the alternate hypothesis. Since, there is no significant difference between gender and the work load for the employees.

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