

A Study on Employee Satisfaction with Reference to Sai Deepa Rock Drills

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Abstract: *Employee satisfaction is the terminology used to describe whether employees are happy, contented and fulfilling their desires and needs at work. Many measures support that employee satisfaction is a factor in employee motivation, employee goal achievement and positive employee morale in the work place. Basically Employee satisfaction is a measure of how happy workers are with their job and working environment. In this paper various variables responsible for employee satisfaction has been discussed such as Organization development factors, Job security factors, Work task factors, Policies of compensation and benefit factor and opportunities which give satisfaction to employees such as Promotion and career development also has been described. This paper also deals the various ways by which one can improve employee satisfaction.*

Keywords: Satisfaction, Employee satisfaction, Importance of Employee Satisfaction

1. Introduction

Employee satisfaction is a broad term used by the HR industry states that it is a regard to one's feeling or state of mind regarding the nature of their work. Employee satisfaction is one key metrics that can help determine the overall health of an organisation, which is why many organisations employ regular surveys to measure employee satisfaction and track satisfaction trends over time.

A high satisfaction level indicates that employees are happy with how their employer treats them. Without employee satisfaction towards their jobs none of the employee will perform well and it is very difficult to reach the organizational goals and objectives. Hence, employee satisfaction helps to yield maximum output from the employees.

Every Individual wants to maintain status, high ranks and authority by giving their capabilities such as knowledge, ability education, etc. The individuals who can't meet their expectations, with regards to their jobs become dissatisfied. Thus this dissatisfaction affects the organization for which she/he works.

1.1 Definition

According to Nancy C. Morse (1997), "Satisfaction refers to the level of fulfilment of one's needs, wants and desire. Satisfaction depends basically upon what an individual wants from the world, and what he gets."

1.2 Objective of the study

- To study the satisfaction levels of employees in SDRD.
- To study and analyse various factors affecting the employee satisfaction.
- To understand the problems faced by employees and suggest certain measures to fulfil their requirements.

1.3 Need of the study

Employee satisfaction is a key of success in the organisation. It is a significant area where the study is useful to the management to know the satisfaction levels, general attitudes of employees which can result in identifying their problems or requirements as it leads to employee satisfaction, increasing productivity and better understandings.

1.4 Scope of the study

- The scope of the study is limited to SDRD.
- This study is intended to focus on understanding the satisfaction of employees which covers the various working schedule, salary, non monetary benefits, working environment, nature of job, promotion, safety, interest taken by superiors, etc.
- This study helps the management to know about the action to be taken to increase the level of satisfaction of the employees.

1.5 Research methodology

Data Sources

The search for answers the for the research questions is called collection of data. Data are the facts, figures and others relevant materials past and present serving as base for study and analysis. The data is collected from both primary and secondary sources.

- Primary Data
- Secondary Data

1.6 Limitations of the Study

- The study is confined for 30 days so only important information is collected it was not possible to study in depth.
- The data was collected during working hours as employees were busy in their routine, they were less responsive.

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- The study is purely based on the information given by employees.

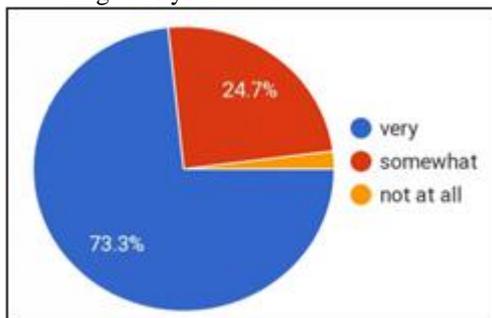
2. Literature Review

Okele & Mtyuda (2017) research outcomes indicated that a lack of resources, too much crowd of courses and indiscipline amid pupils were severe sources of disappointment amid teachers. Other causes of job dissatisfaction amid teachers are management consequences. All these factors create disengagement among teachers and filled negativity in their job.

Troesh & Bauer (2017) investigated job satisfaction and stress in second career teachers compared to first career teachers and the role of self-efficacy in this context. Results showed that second career teachers are highly filled with satisfaction with their occupation than first career teachers. Tharikh et al. (2016) analyzed the data and results showed that workplace satisfaction, organization commitment and organizational nationality behaviour statistically important and optimistic relationship.

3. Data Analysis

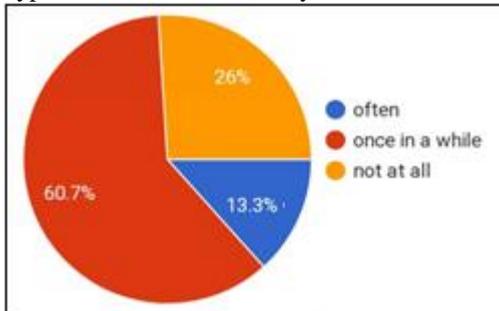
- 1) How meaningful is your work?



Data Interpretation:

The above analysis states that 73.3% of respondents work is meaningful, whereas 24.7% respondents feel their work is somewhat meaningful.

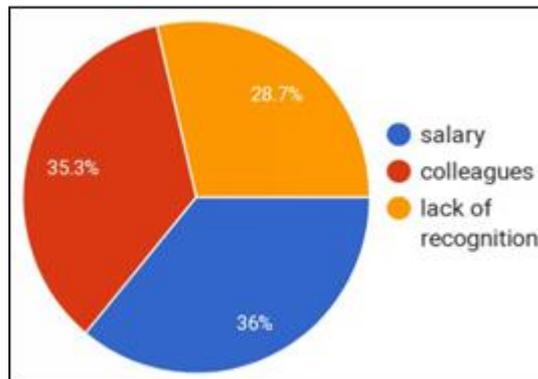
- 2) In a typical week how often do you feel stressed at work?



Data Interpretation:

The above analysis states that 60.7% are stressed once in a while at their work, 13.3% respondents are stressed often and 26% respondents are not all stressed.

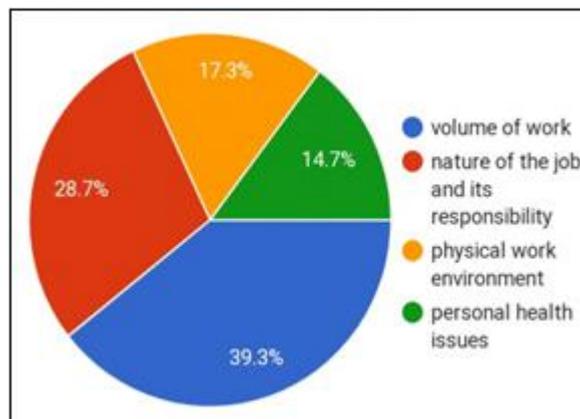
- 3) What bothers you the most about working for this company?



Data Interpretation:

The above analysis states that 36% respondents are bothered about the salary, 35.3% are bothered about the colleagues and 28.7% feel they are treated with lack of recognition.

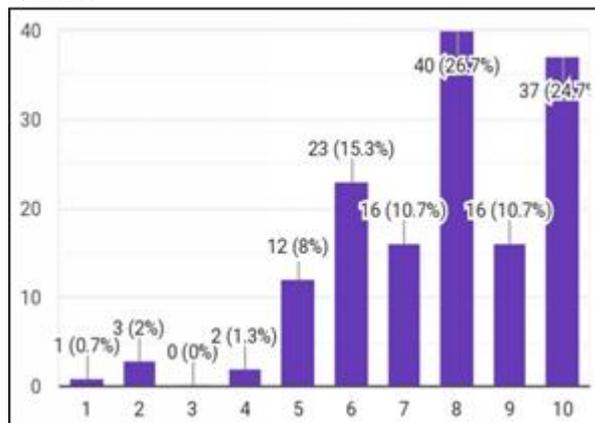
- 4) If your job stress doesn't involve another person then it is caused by?



Data interpretation

According to the study employees feel job stress due to 39.3% with their volume of work. 28.7% cause of the nature of the job and its responsibilities. 17.3% due to physical work environment and 14.7% cause of their personal health issues.

- 5) On a scale 1 to 10 how would you rate your work life balance?



Data Interpretation

As the above stated data, the employees rated their scale of work life balance. Most of them have given a rating of 8 and 10.

4. Findings

- Most of the employees feel their work meaningful and valued at their work.
- 80% of the employees will they are been helped by their superiors to grow professionally depending on the task.
- The employees have 44.7% moderate opportunities to get promoted and 26.7% high opportunities.
- 78.7% of employees feel that they are been appreciated for their work.
- Most of the employees feel motivated with the factor of recognition and motivational talks. The second prior to promotion and leave.
- Employees feel they are not recognised for their performance.
- Majority of the employees are not satisfied with the salary.

5. Conclusion

On the basis of above points we can say that employee attitudes typically reflect the moral off the company. In areas of customer service and sales, happy employees are extremely important because they represent the company to the public. So, SDRD organisation should develop strategies to strengthen the work environment and increase the employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately result in high profits, customer satisfaction as well as customer retention.

References

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