

"The Study of an Employees Satisfaction And Dissatisfaction In An Organization"

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ABSTRACT

This paper analyses the extent of job satisfaction among workers of the organization. with the thought of gender, age and skill variations. Job satisfaction is one in every of the key factors that shows the emotions relating to the character of their work. totally different style of studies are conducted to seek out out the factors that confirm job satisfaction and therefore the means it impact productivity within the organization. Job satisfaction will be influenced by a numerous factors e.g. relationship with their supervisor, physical conditions during which the worker works, level of fulfillment in their work etc. increasing geographical point happiness will be a way to realize the specified structure outcome, since happier worker tend to possess the next job performance, a far better communication with colleagues. unitedly with Ansec Human Resource Services pvt ltd, a form survey was delivered to ansec human resource services to spot the extent of satisfaction .

Keywords: Job Satisfaction, Human Resource Management, Convenience Sampling

1. INTRODUCTION

Success of every business depends on human resources. Finding the right employees for organization depends on employees. In an organization employees always have satisfaction and dissatisfaction on their job. When dissatisfaction happens it can influence on employees working performance, efficiency and attitude on their work which will directly cause organization. It will cause loss and is not good for organization. But if employees in organization are job satisfied, skilled, talented and having positive attitude then it can contribute to company's unlimited success.

Every HR manager is expected to pay proper attention to the employee's satisfaction and dissatisfaction. If employees in organization are satisfied with their job then there is no worry for loss of organization. HR manager has to look after their needs. It's major responsibilities is to provide as much as knowledge to employees to make them skilled, talented in their job as well as it should look after their problems, understand them should also be helpful. So that employees will always remain fresh, tensionfree and can easily concentrate on their work. Employees satisfaction and dissatisfaction are major problems faced by Human Resources Management

because whole progress of organization depends on their employees work. If employees are unable to concrete on work due to some reason the company will ultimately face trouble.

Competition are getting tougher day-by-day and for surviving in this competition the base line of this organization is essential i.e. Employee. If they are unstable then company performance will also not remains table.

If employees are unsatisfied with the organization then they can switch off to other organization for more pay and may share our secrets and ticks of the business with other company and this may be very dangerous for the organization.

2. JOB SATISFACTION & DISSATISFACTION- MEANING AND DEFINITION-

What is Job?

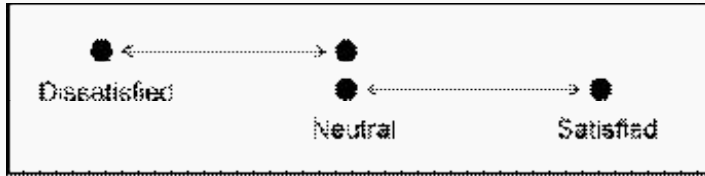
A job is a work that someone does to earn money. It is a group of homogenous tasks related by similarity of functions. When performed by an employee in an exchange for pay, job consist of duties, responsibilities and tasks (performance elements) that are defined specific and can be accomplishes, qualified, measured and rated. From wider perspective, a job is synonymous with a role and includes the physical and social aspect of a work environment. Often, individual identify themselves with their job or role (foreman, supervisor, engineer, etc.) and derive motivation from its uniqueness or usefulness.

An activity that requires a person's mental or physical effort is work. If a person is trained for a certain type of job, they may have a profession. Typically, a job would be a subset of someone's career. The two may differ in that one usually retires from their career, versus resignation or termination from a job. A job refers to a unit of work or set of instructions given to an OS to execute. A job includes all the activities involved in completing a project. It may include small programs or large processes, depending on the project. A job scheduler often schedules the task that needs to be performed. These are arranged as a batch of jobs which will be given to the OS to perform by executing them in the background when other time-interactive activities are not taking place. The jobs that need to be run are lined up: this is known as job queue. Jobs are queued up and the time for each job is scheduled using the job scheduler. This makes system administration or maintenance activities easy by allowing the user to automate the job rather than perform it manually.

Motivator-Hygiene Theory

Herzberg's motivator-hygiene theory suggests that job satisfaction and dissatisfaction are not two opposite ends of the same continuum, but instead are two separate and, at times, even unrelated concepts. 'Motivating' factors like pay and benefits, recognition and achievement need to be met in order for an employee to be satisfied with work. On the other hand, 'hygiene' factors

(such as, working conditions, company policies and structure, job security, interaction with colleagues and quality of management) are associated with job dissatisfaction.



Because both the hygiene and motivational factors are viewed as independent, it is possible that employees are neither satisfied nor dissatisfied. This theory postulates that when hygiene factors are low the employee is dissatisfied, but when these factors are high it means the employee is not dissatisfied (or neutral), but not necessarily satisfied. Whether or not an employee is satisfied is dependent on the motivator factors. Moreover, it is thought that when motivators are met the employee is thought to be satisfied. This separation may aid in accounting for the complexity of an employee's feelings, as they might feel both satisfied and dissatisfied at the same time; or neither satisfied nor dissatisfied.

REASONS OF JOB SATISFACTION

- 1.Job satisfaction is correlated with life satisfaction.
- 2.Pay influence job satisfaction only at a point.
- 3.Personality also play a role in job satisfaction.

REASONS OFJOB DISSATISFACTION:-

- 1.Conflicts with other employees or with supervisor.
- 2.Not paid enough.
- 3.Lack if promotional opportunity.
- 4.Work does not fit education, skill, or interest.

5. Don't have necessary resource of succeed.

6. Don't have necessary resource to succeed.

7. Minimal input in decisions.

4. OBJECTIVES

1. To Study various factors determining job satisfaction of the employees.
2. To make necessary recommendation for increasing the employee's motivation.
3. To understand the impact of underpaid salary on the employee's.
4. To understand the impact of close supervision on employee's.

NEED OF STUDY

Obviously Job satisfaction and Dissatisfaction plays a key role in organization. Without employees satisfaction towards the job none of the employee will perform well in the organization. And if the employees are unsatisfied with their job then it will ultimately give loss to the organization. There may be different reasons and many different problems that employees are facing in organization and if their problems are not fulfilled the employees became unsatisfied with their job. This study will ultimately be helpful to the HR department and thus will help them to overcome reasons of employees dissatisfaction.

5. RESEARCH METHODOLOGY

Research designed to find out how people feel or what they think about particular subject or institute is **Qualitative Research**.

Qualitative research behavior is especially important in behavioral science where the aim is to discover the underlying motive of human behavior. Through such research we can analyze the various factors which motivate people to behave in particular manner or which make the people like or dislike a particular thing. It may be stated, however, that to apply qualitative research in practice is relatively a difficult job and therefore, while doing such research one should seek guidance from experimental psychologists. Qualitative research is concerned with the qualitative phenomenon i.e. phenomena relating to or involving quality or kind. For instance when we are interested in investigating the reasons for human behavior we quite often talk of 'Motivational Research' an important type of qualitative research.

6. DATA COLLECTION

The purpose of research was explained to the employees and questionnaires were being administered to them.

PRIMARY DATA:-

The data is gathered from firsthand information sources by researcher, this data collected from employees, manager, clerks etc. by administering the questionnaire having face to face interactions with employees.

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.

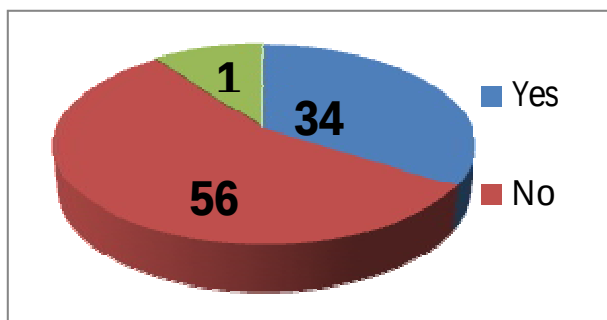
7. LIMITATION

The study undertaken has following limitations

- The employees were busy with their work in order that they couldn't provide Accurate time for the interview.
- Some of the worker hasn't answered properly.
- It was difficult to proceed within stipulated time.
- Stipulated time cause less focus altogether segments.

07. ANALYSIS AND INTERPRETATION OF DATA-

Q1. Are you Satisfied in working with this Company?

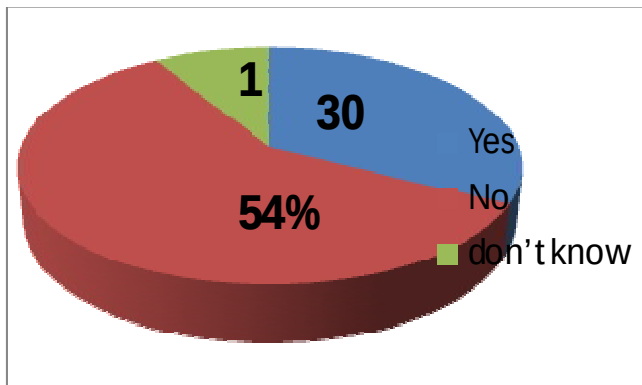


Sr . No	Particulars	No. of response	Percentage
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1.	YES	17	34%
2.	No	28	56%
3.	Don't Know	5	10%
	Total	50	100%

Interpretation:- Here data shows only 56% employees in the company are not Satisfied working in company .

Q2 Are you Satisfied with your Pay?

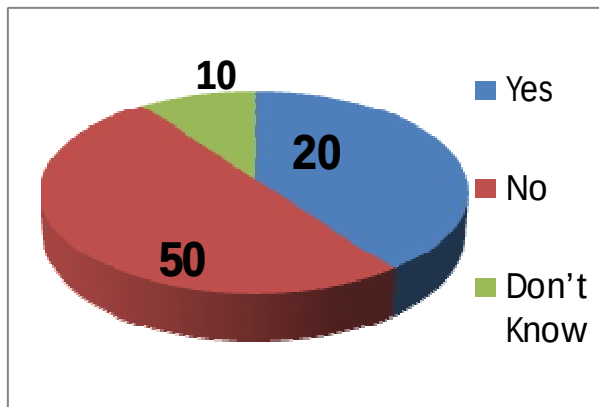


Sr .No	Particulars	Responses	Percentage
1.	Yes	15	30%

2.	No	27	54%
3.	Don't Know	8	16%
	Total	50	100%

Interpretation:-Here data shows only 30% employees in the company are Satisfied with their pay .

Q3. Is there Career Progression in this Organization?

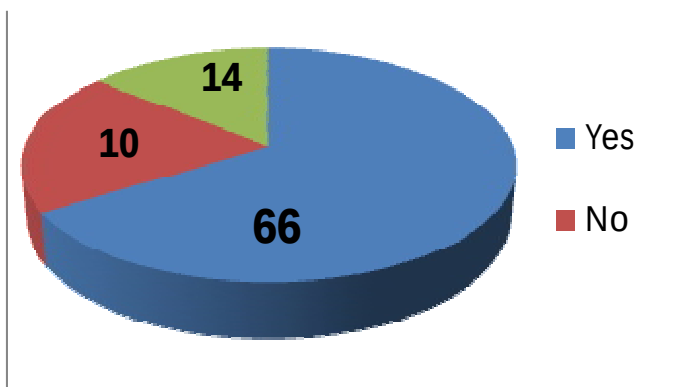


Sr.No	Particulars	Responses	Percentage
1.	Yes	20	40%

2.	No	25	50%
3.	Don't Know	5	10%
	Total	50	100%

Interpretation:-Here data shows 40% of employees think there is career Progression in organization and 50% employees don't think so .

Q4 . Are you satisfied with benefits offered by the Company ?

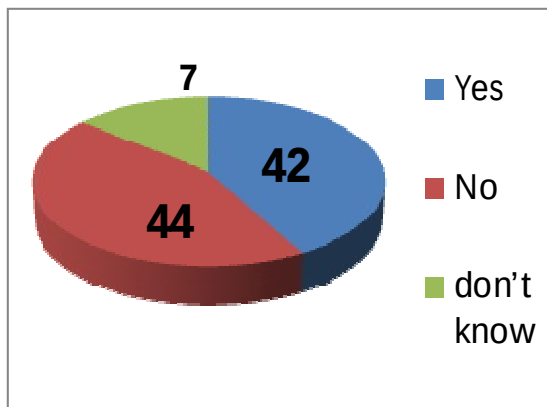


Sr.No	Particulars	Responses	Percentage
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1.	Yes	33	66%
2.	No	10	20%
3.	Don't Know	7	14%
	Total	50	100%

Interpretation:-Here data shows that 66% employees says that they are satisfied with benefits offered.

Q5. Is motivational training provided to you?



Sr.No	Particulars	Responses	Percentage
1.	Yes	21	42%
2.	No	22	44%
3.	Don't Know	7	14%
	Total	50	100%

Interpretation:-Here data shows that 44% employees says that motivational training is not provided sufficiently.

08. FINDINGS

- 1 There was free communication between employees in organization.
2. HR policies provided by the company should be reconstruct after every 5 year..
3. The grievance handling system can be more appropriate by implementing new law.
3. Job rotation system of the company is up to the date.
4. Career development opportunities can be provided by the company.

13. CONCLUSION

The overall study in N-Tel Marketing And Services Pvt. Ltd about Job Satisfaction and Dissatisfaction was Satisfactory. There were certain organizations objectives both in short term and long term should be taken into consideration. There have done major modification about employees dissatisfaction that should be taken into consideration about employees family problems, extra motivational training etc. As a matter of good HR practice leaving of employees should be prevented and company should take correct action to retain employees in the organization.

14. REFERENCE

BOOK:

HUMAN RESOURCE MANAGEMENT – K.Ashwathappa

I) WEBSITES :

1.www.ansechr.com

2.www.google.com