

## Employee satisfaction level towards organization regarding infrastructure, working condition, compensation and other facilities

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### Abstract

The quality of an organization is reflective of the quality of its people, it follows that organizations compete for customers and employees. Currently, there is renewed interest in talent acquisition and retention, also known as the “talent war.” A well-managed business organisation normally considers the average employees as the primary source of productivity gains. These organisations consider employees rather than capital as the core foundation of the business and contributors to firm development. To ensure the achievement of firm goals, the organisation creates an atmosphere of commitment and cooperation for its employees through policies that facilitate employee satisfaction. Satisfaction of human resource finds close links to highly motivated employees.

**Keywords:** talent war, satisfaction level, firm goal

### Introduction

Employee satisfaction survey provides a channel for employees to communicate their view on a wide range of issues in total confidence. Employee satisfaction is essential to the success of any business. A high rate of employee contentedness is directly related to a lower turnover rate. Thus, keeping employees' satisfied with their careers should be a major priority for every employer. While this is a well-known fact in management practices, economic downturns like the current one seem to cause employers to ignore it.

There are numerous reasons why employees can become discouraged with their jobs and resign, including high stress, lack of communication within the company, lack of recognition, or limited opportunity for growth. Management should actively seek to improve these factors if they hope to lower their turnover rate. Even in an economic downturn, turnover is an expense best avoided. Employee satisfaction survey provides a channel for employees to communicate their view on a wide range of issues in total confidence. Employee satisfaction survey was conducted to find out the satisfaction level of the employees. The other objective was to find out the areas of low satisfaction where corrective measures can be taken.

The Employee Satisfaction Survey helps companies to determine how their employees think and to identify employees' needs and concerns so that improvements can be made and stronger teams can be formed. Business performance is expected to increase as more satisfied employees will increase a company's competitiveness, and they are better able to recognize opportunities and threats, and better leverage limited resources to maximize the company's profits. Other intangible benefits include the reinforcement of company goals and values, better internal and external communication, a positive working and social environment, an improved company image and increased employee loyalty. The quality of an organization is reflective of the quality of its people, it follows that organizations compete for customers and employees. Currently, there is renewed interest in talent

acquisition and retention, also known as the “talent war.” A well-managed business organisation normally considers the average employees as the primary source of productivity gains. These organisations consider employees rather than capital as the core foundation of the business and contributors to firm development. To ensure the achievement of firm goals, the organisation creates an atmosphere of commitment and cooperation for its employees through policies that facilitate employee satisfaction. Satisfaction of human resource finds close links to highly motivated employees. Motivated employees then develop loyalty or commitment to the firm resulting to greater productivity and lower turnover rates. One mechanism for identifying what employees want is in spotting and identifying relevant trends. These are studies or observations that typically take place outside an organization, done by researchers or journalists examining the motivational patterns of certain like classes of people.

### Typical dimensions of employee satisfaction

Employee satisfaction surveys can cover as many or as few topics as are required by your organization. Some of these topics include:

Job satisfaction, Company as a place to work, Organization direction, strategy and goals, Employee morale, Organizational relationships, Supervision, Management, Leadership, Culture, values and behaviors, Company image, Benefits, Compensation and rewards/incentives, Recognition and promotion, Training and development, Career opportunities, Quality products and services, Internal/external communications, Organizational change, Any other topics of interest to managers

### Discrepancy Theories

#### Two-Factor Theory

#### Motivators

- Responsibility
- Challenge
- Job control

### Hygiene factors

- Pay
- Benefits
- Coworkers

### Employee satisfaction has two components

1. Hygiene issues
2. Motivation issues

#### The hygiene issues are

1. **Company and Administration Policy:** They should be updated and accessible to all the employees so that the employees are aware of all policies of the organization.
2. **Supervision:** The supervisor should have the good leadership qualities and should give positive feedback at regular interval.
3. **Salary:** Employees want to be paid according to their competence and hard work.
4. **Interpersonal Relations:** It is the relation with the superior, peer and subordinate. The employees should be given time for socialization.i.e. during lunch, tea break, etc.
5. **Working conditions:** The working environment should be good so that the employees will have sense of pride in working for the organization and should be provided with the necessary facilities and adequate space to work efficiently.

#### The motivation issues are

1. **Work:** The work should make employees believe that the work they are doing is important.
2. **Achievement:** All employees want to do a good job and make use of their talent.
3. **Recognition:** Employees should be rewarded for high performance by bonus or at least praising their efforts.
4. **Responsibility:** Employees should be given enough freedom or power to carry out their task. They should have ownership of work and be given challenging work.
5. **Advancement:** Loyalty and performance should be rewarded by providing opportunities for career development.

The absence of hygiene issues is a source of dissatisfaction. While increase in the motivation factors, will increase in employee satisfaction. The hygiene issues should be dealt first and then the motivation issues should be given considerations. Bigger pay checks rarely equate with higher job satisfaction.

### Review of Literature

Kristen Gregory, the Importance of Employee Satisfaction (2012) <sup>[1]</sup>, Employee satisfaction is essential to the success of any business. A high rate of employee contentedness is directly related to a lower turnover rate. Thus, keeping employees' satisfied with their careers should be a major priority for every employer. While this is a well-known fact in management practices, economic downturns like the current one seem to cause employers to ignore it. There are numerous reasons why employees can become discouraged with their jobs and resign, including high stress, lack of communication within the company, lack of recognition, or limited opportunity for growth. Management should actively seek to improve these factors if they hope to lower their turnover rate.

Mosammod mahamuda parvin, factors affecting employee job satisfaction (2011) <sup>[2]</sup> Job satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often predetermined by the occupation of that person's parent. There are a variety of factors that 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, the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements). The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous workgroups.

Employee Job Satisfaction and Engagement (2011) by The Society for Human Resource Management (SHRM) <sup>[3]</sup> Organizations understand that employee job satisfaction and engagement are important to their business sustainability. In today's uncertain economy, the best-performing employers know that taking their employees' pulse and linking it to their business goals will help companies succeed and put them at a competitive advantage. According to this study, 83% of U.S. employees reported overall satisfaction with their current job, with 41% of employees indicating they were "very satisfied" and 42% "somewhat satisfied." Despite this high percentage of satisfied employees, the level of overall satisfaction has been trending downward since 2009. Variety of tasks, promotional opportunities the work itself and co-workers.

### Statement of the problem

- To find the satisfaction level of employees a companies.
- To find out whether the employees are satisfied in every ways in working with the company

### Objectives of the study

- To know the employee satisfaction level towards the organization regarding the infrastructure, working condition, compensation and other facilities.
- To identify the relationship between employee and management in the organization
- To determine the factors which influence and improves the job satisfaction of employees
- To find the difference between the employee's experience in the company and the factors influencing employee satisfaction.

### Scope of the study

Keeping the purpose of the study in mind which is to identify employee satisfaction level towards the employee inside organization.

### Type of the study

The study is descriptive in nature. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied.

**Data collection**

The data collected are primary in nature and data are the collected through Questionnaires

**Sampling technique**

Convenience sampling size will be taken as the sampling.

**Sample size**

The data are collected from all the employees working in the organization with a sample size of 42

**Tools used for the analysis**

One-way annova, Chi-Square, Percentage Analysis.

**Limitations**

The project done is restricted to a training companies alone. The study was constrained by limitations of time. The raw data was collected with the help of structured questionnaire technique. Therefore study is bounded by the limitation of this technique.

**Table 1:** Data analysis & interpretation

Variables	Category	Frequency	Percentage
Gender	Male	23	54.8
	Female	19	45.2
Age	20-30	30	71.4
	30-40	11	26.2
	40-50	1	2.4
Marital Status	Single	30	71.4
	Married	12	28.6
Education qualification	UG	25	59.5
	PG	17	40.5
Experience	<6months	18	42.9
	6 months-1year	16	38.1
	1-2year	8	19
Mean for work environment	The present working condition	42	1.52
	Satisfied with the working hours	42	1.42
	Leave rules very strict	42	1.57
	Work gives you a feeling of personal accomplishment	42	1.5
	Appropriate recognition for your contribution	42	1.26

**Chi-square for leadership and age**

The hypothesis framed for analysing the relationship between Age of the Employees and Leadership

Ho: There is no significant relationship between age of the Employees and Leadership

H1: There is no significant relationship between age of the Employees and Leadership

**Table 2**

Leadership Factors	Chi Square Value	P value	Result
Communication	7.983	0.239	Accept
Superior relation	3.183	0.528	Accept
Team Communication	0.902	0.924	Accept
Team Work	1.105	0.894	Accept
Listens Suggestions	1.538	0.82	Accept
Performance Evaluation	0.825	0.935	Accept
Suggestions and Feedback	2.09	0.719	Accept

**Table 3:** One-way annova for the factors influencing the employee satisfaction and employee experience

Factors	F value	Significance
Job organization	0.349	0.707
Reward	1.509	0.204
Work environment	2.235	0.072
Leadership	0.421	0.831
Expectation	0.635	0.701

**Finding & Conclusion**

- Majority of 54.8% of the respondents belongs to the male gender.
- Majority of 71.4% of the respondents belongs to the age group of 20-30.
- Majority of 71.4% of the respondents are not married.
- Majority of 59.5% of the respondents has completed only UG.

- Most of the respondents i.e, 42.9% has only 6 months of experience.
- Most of the respondents i.e. 45.2% has a neutral effect on the company conveys its mission to the employees.
- Most of the respondents i.e. 47.6 agrees to their job aligns with the company’s mission.
- Majority of 57.1% of the respondents has an neutral effect on the feel that they are a part of the company.
- Majority of 50% has a neutral effect on the authority to make decision they need to make.
- Majority of 57.1% of the respondents are satisfied with their current salary.
- Majority of 52.4% of the respondents has neutral effect on the fairness of the wages in the company.
- Majority of 50% of the respondents has a neutral effect on getting the interesting projects, support, appreciation.

- Majority of 50% of the respondents has a neutral effect on flexible working hours, sufficient lunch time, leave approvals etc.
  - Majority of 64.3% of the respondents are satisfied with their present working condition.
  - Majority of 52.4% of the respondents has a neutral effect on satisfied with the working hours.
  - Majority of 52.4% of the respondents are satisfied with leave rules.
  - Majority of 76.2% of the respondents are satisfied with their personal accomplishment.
  - Majority of 54.8% of the respondents are satisfied with recognition for their contribution.
  - Majority of 64.3% of the respondents are satisfied with good communication between the management and the employees.
  - Majority of 50% of the respondents are satisfied with superior relationship.
  - Majority of 61.9% of the respondents are satisfied with team Communication.
  - Majority of 66.7% of the respondents are satisfied with working with the team.
  - Majority of 50% of the respondents has a neutral effect on superior actively listens to suggestions.
  - Majority of 59.5% of the respondents are satisfied with work evaluation on performance basis.
  - Majority of 52.4% of the respondents are satisfied with superior providing good suggestions and feedbacks on their accomplishments.
  - Majority of 69% of the respondents are satisfied with the confident in keys group of companies.
  - Majority of 52.4% of the respondents has a neutral effect on the satisfaction on the work they do.
  - Majority of 59.5% of the respondents are satisfied with the salary they pay for the work.
  - Majority of 50% of the respondents are satisfied with their opinions about the work taken into consideration by your co-worker.
  - On the overall satisfaction about the company 50% of the employees are satisfied in working for keys group of company.
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### Conclusion

The majority of the employees are satisfied in working with the company. The company can improve the working environment for the employees so that they can work productively. The company should look on to the providing the rewards based on the contribution of the employees and appropriate recognition is needed for the employees who perform well. Rest of the findings shows that the company follows a better relation with the employees in respect of communication, work rewards and benefits, leadership, training etc.

### References

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