

## An assessment of employee job satisfaction at Echjay Pvt. Ltd., Rajkot (Gujarat)

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**Abstract:** *The purpose of this study is to explore the link between job satisfaction and organisational performance and to determine if there is an empirically provable relationship between these two variables, and the direction and the intensity of this relationship. Empirical research was conducted on a research sample of 60 Employees of the company. The results of this study show the existence of a clear link between employees' job satisfaction and organisational performance in both directions, but with pretty weak intensity. Detailed analysis showed that the connection between job satisfaction and organisational performance is stronger than the connection between organisational performance and job satisfaction. It could be stated that job satisfaction determines organisational performance, rather than organisational performance determining job satisfaction.*

**Key Words:** *Job Satisfaction, organisation performance, productivity.*

### 1. INTRODUCTION:

Job satisfaction reflects the extent to which people find gratification or fulfillment in their work. Job satisfaction shows that personal factors such as an individual needs and aspirations determine his/her attitude, along with group and organizational factors such as relationships with co-workers and supervisors and working conditions, work policies, and compensation. A satisfied employee tends to be absent less often, to make positive contributions, and to stay with the organization. The effect of job satisfaction goes beyond organizational setting. Satisfied employees are more likely to be satisfied citizens. These people will hold a more positive attitude towards life in general and make for a society of more psychologically healthy.

### 2. LITERATURE REVIEW:

**Aziri, B. (2011)** Job satisfaction represents one of the most complex areas facing today's managers 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. Unfortunately, in our region, job satisfaction has not still received the proper attention from neither scholars nor managers of various business organizations.

**Lu, H., While, A. E., & Barriball, K. L. (2005).** The current nursing shortage and high turnover is of great concern in many countries because of its impact upon the efficiency and effectiveness of any health-care delivery system. Recruitment and retention of nurses are persistent problems associated with job satisfaction. This paper analyses the growing literature relating to job satisfaction among nurses and concludes that more research is required to understand the relative importance of the many identified factors to job satisfaction. It is argued that the absence of a robust causal model incorporating organizational, professional and personal variables is undermining the development of interventions to improve nurse retention.

**Van Ham, I., Verhoeven, A. A., Groenier, K. H., Groothoff, J. W., & De Haan, J. (2006)** In recent years, the incidence of being overworked and burnt out has increased among general practitioners (GPs). One of the factors that influences the development of burnout is the job satisfaction that physicians experience. Therefore, we conducted a literature review to answer the question: what factors influence the job satisfaction experienced by GPs? Methods: We used two methods to retrieve citations. We searched four literature databases for citations from 1990 until July 2006, and we checked the reference lists of relevant articles. The inclusion criteria were: GPs had to be the subjects of the study, the study had to describe empirical research, the study had to focus on job satisfaction, and the number of subjects had to be greater than 30. Results: We found 24 relevant citations. Factors increasing job satisfaction which were mentioned more than twice were: diversity of work, relations and contact with colleagues, and being involved in teaching medical students. Factors decreasing job satisfaction were: low income, too many working hours, administrative burdens, heavy workload, lack of time, and lack of recognition.

**Hongying, S. (2007).** An understanding of teachers' job satisfaction is needed to understand teachers' work attitude and work behavior and to provide inputs for effective school administration. A summary of the existing works in China

on teachers' overall and different dimensions of job satisfaction and the effects of individual factors as a reference for researchers is provided.

**Al Maqbali, M. A. (2015).** Job satisfaction has become a critical issue for healthcare organisations in recent years, particularly in nursing, because of potential labour shortages, their effect on patient care, and the associated costs. Work satisfaction is a major factor in nurse retention and the delivery of high quality care, but rapid changes in healthcare services have placed more demands on nurses and this has increased the need for organisations to consider ways to sustain and improve nurses' job satisfaction. To achieve this, they need to understand the factors that affect job satisfaction and dissatisfaction. This article reports the results of a literature review that was aimed at examining and reaching a deeper understanding of the factors related to nurses' job satisfaction.

**Zeb, A., Rehman, S., Saeed, G., & Ullah, H. (2014).** Employees' contribution to any organization is the key to success. For this purpose, establishing a balance between contributions of employees to the organization and the organization's contribution to the employee is must. This is one of the reasons that organizations in the present day have realized the importance of reward and recognition for the employees in order to enhance their contribution in the organizations. The purpose of this study is to conduct a thorough literature review on the relationship between reward and recognition and its effects on employee's job satisfaction. This review study concludes that there is a significant relationship between employee, job satisfaction and reward and recognition. Rewarding or recognizing certain desirable behaviors of an employee can lead to job satisfaction and better performance is the logical consequence of it. The study discovered that employees' motivation in organizations depend on the provision of incentives, appreciations, concrete rewards and recognition. In this regard the study suggests that organizations can achieve their goals and aims through motivated employees and effective reward and recognition system. The study further underscores that financial benefits, appreciations, encouragement, positive feedback, promotions, respect and recognition play an important role in enhancing employee's job satisfaction.

**3. RESEARCH OBJECTIVES:**

- To measure the level of employee satisfaction toward their jobs.
- To study the various factors determining job satisfaction of the employees.
- To study the impact of job satisfaction on the overall growth of employees as well as the organization.

**4. RESEARCH DESIGN:**

<b>Research</b>	<b>Descriptive Research</b>
<b>Data Source</b>	<b>Primary Data, secondary data</b>
<b>Research Method</b>	<b>Survey Method</b>
<b>Research Technique/ Instrument Type</b>	<b>Questionnaire</b>
<b>Type of Questionnaire</b>	<b>Structured</b>
<b>Sample Size</b>	<b>60</b>

Table 1

**5. DATA ANALYSIS AND INTERPRETATION:**

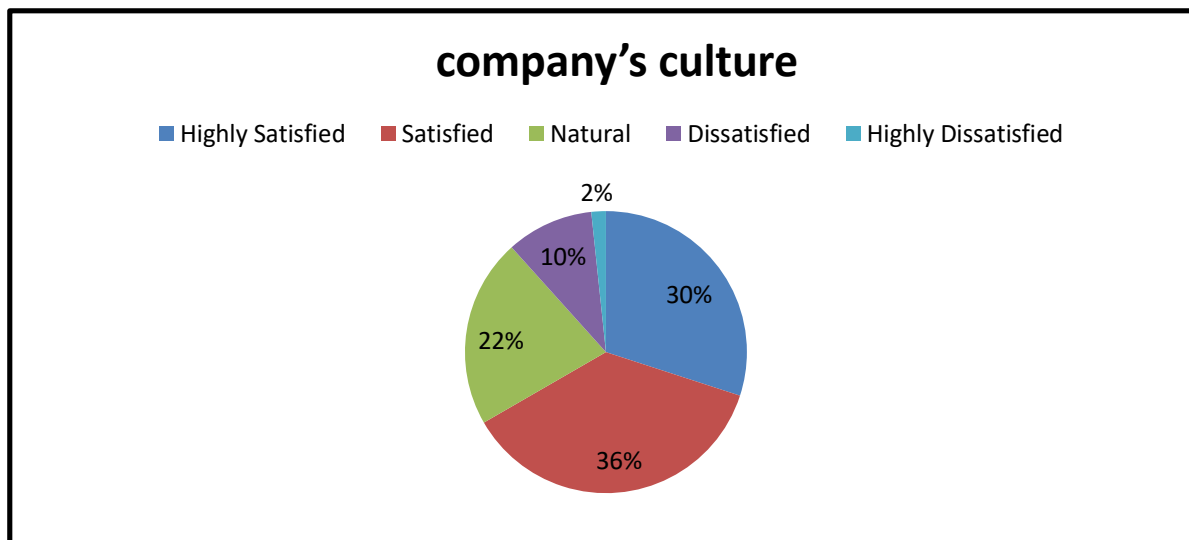


Figure 1

**INTERPRETATION:-**

- The above table shows the Information about the satisfaction of employees towards company culture.
- The most of the employees are satisfied with the organizational culture. That is 36%
- Number of highly satisfied employees is very less that is only 2%
- There is also dissatisfaction of employees towards the culture (10%)

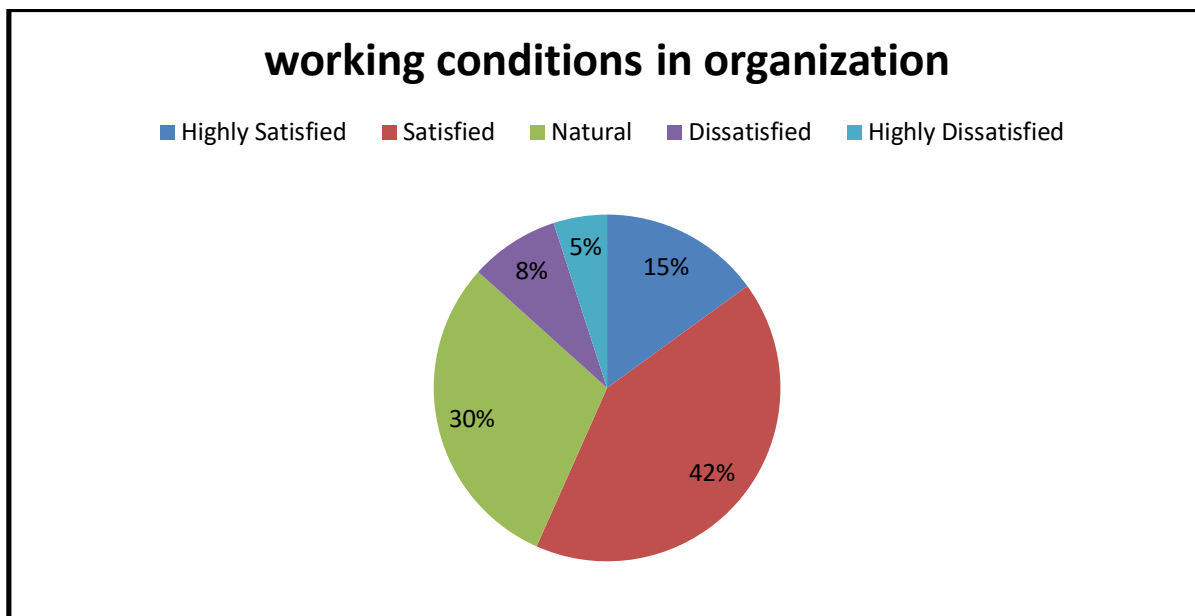


Figure 2

**INTERPRETATION:-**

- From the above chart we can say that there is high number of satisfied employees that is 42% with working conditions in organization.
- There is employees who is highly dissatisfied with the working conditions that is 15%
- Only 8% employees are dissatisfied with the above statement
- So that above information gives idea about the satisfaction level of employees towards working conditions in organization.

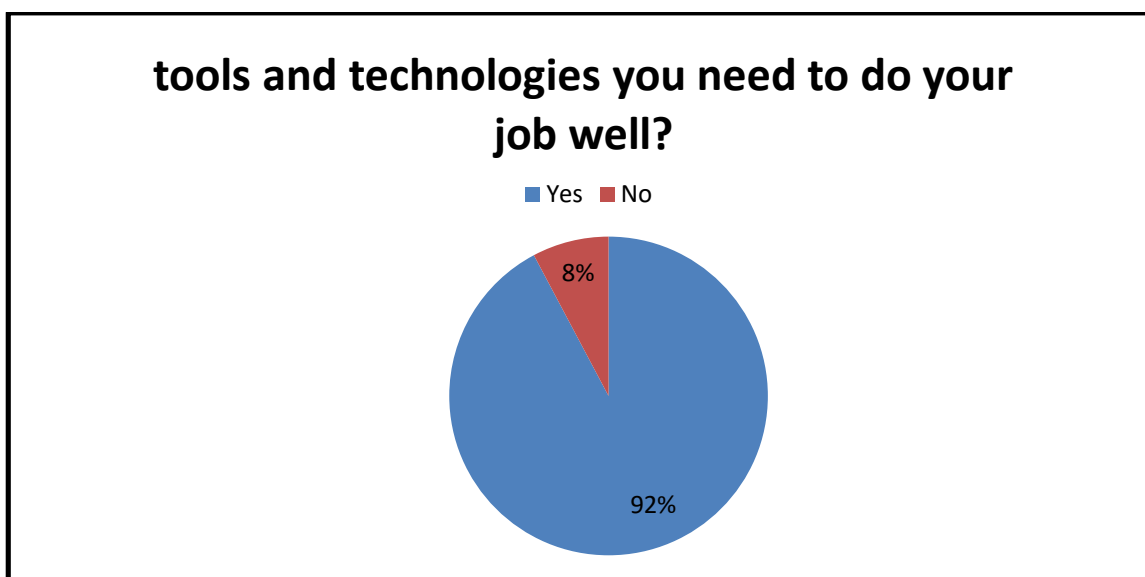


Figure 3

**INTERPRETATION:-**

- The above table shows that 92% employees said yes that company gives tools and technologies to do their job well.
- Only 8% said no to the above statement.

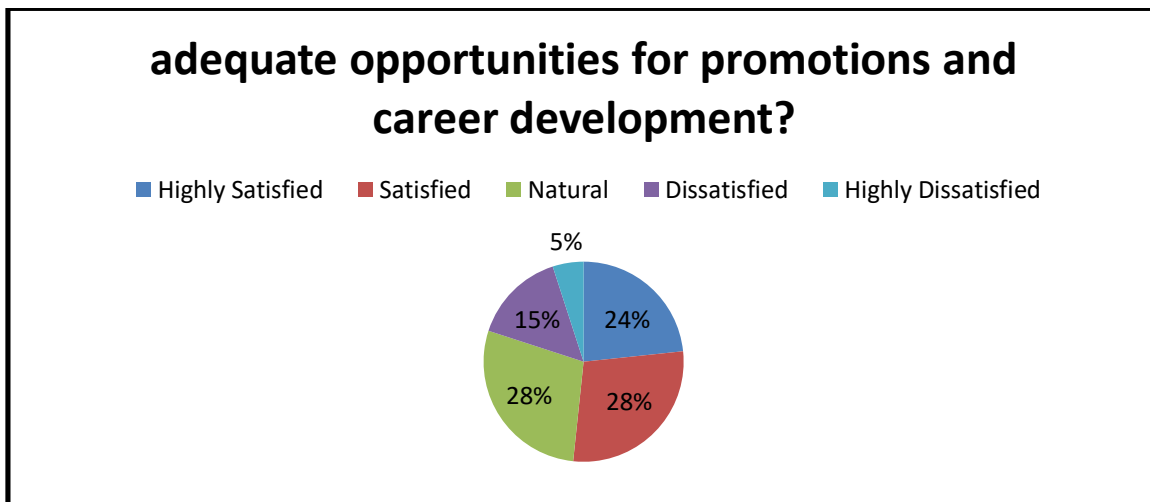


Figure 4

**INTERPRETATION:-**

- The above table shows that there are 28% employees satisfied with the above statement which is equal to Neutral satisfaction of employees that is also 28%.
- There is also dissatisfied employees with the above statement that is 15%
- So that above chart gives information about the career development opportunities given by the organization.

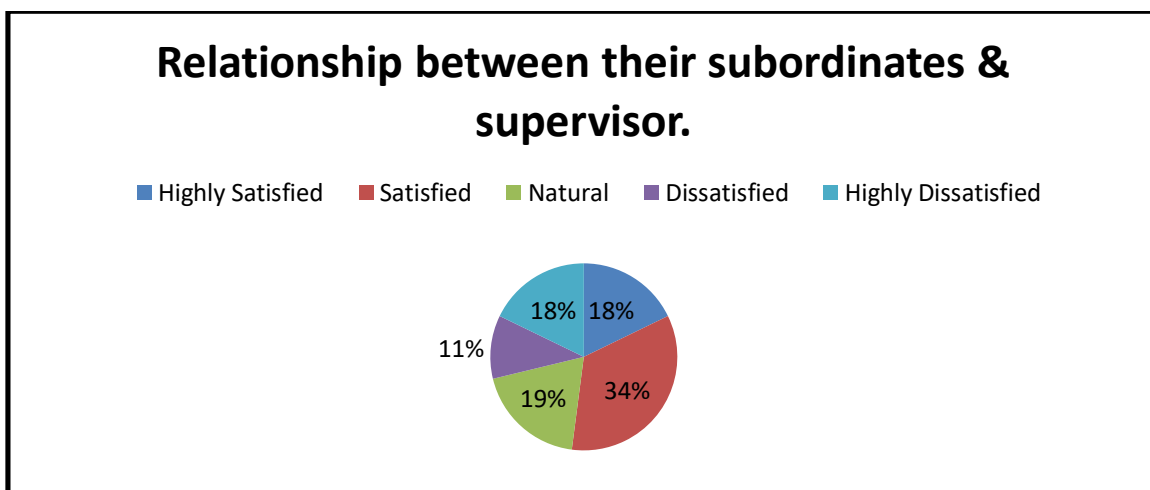


Figure 5

**INTERPRETATION:-**

- From the above chart and table we can say that there is 34% highest number of employees satisfied with their relationship between their subordinates.
- There is an 11% employee who is dissatisfied with the above statement.
- And the number of highly satisfied employees are 18%

**6. LIMITATIONS:**

- The study here is limited to the Middle level employees of Echjay Pvt. Ltd.
- The suggestions given in the study may not be applicable to entire organization.

**7. FINDINGS:**

- Most of the employees are graduated that is 27% which is Highest in Number.
- There is high number of employees satisfied with the company culture that is 36%

- The study covers that 42% employees satisfied with the working conditions and 8% are not satisfied with the working conditions
- Majority of employees says that is 28% company gives adequate opportunity for career development and 5% highly dissatisfied with that.
- 34% employees highly satisfied with the relationship with their subordinates.
- According to the survey 98% employees says that company gives tools and technologies to do their job well and only 2% says no to the same.
- Company gives timely news about the growth and declines of the company only 2% employees said no to this statement.
- There is a 60% employee who feels that their job responsibilities are clearly defined and 40% are not feel good with that.
- Majority employees are that is 30% satisfied that work is distributed evenly in the team.
- There is 15% employees are don't feel connected to their co-workers
- 50% employees says that there is good communication with managers and 20% said that there is not good communication.
- Majority employees are that is 39% satisfied with their overall job.
- Majority of the employees known the overall Goals of the Company.

## 8. CONCLUSION:

From the Analysis we conduct that the job provides the opportunity to the employees to exercise his/her skills at work place. Number of the Employees accepted that at times there is a considerable flexibility in co-ordinating with work and they are satisfied with the Existing Inter personal communication. In Echjay Pvt. Ltd. They follow the systematic planning and Review process to evaluate the performance of Employee.

From the analysis we also know that the there is so many factors that affects the job satisfaction of employees in the organization.

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