

**A STUDY ON JOB SATISFACTION OF EMPLOYEES IN INFOSAPCE
TECHNOLOGIES PVT.LTD, CHENNAI**

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INTRODUCTION

One of the important duties of the modern manager is to get things done through people. He has to bring employees into contact with the organization in such a way that the objectives of both groups are achieved. He must be interested in the people, the work, and the achievement of assigned objectives. To be effective, he must balance his concerns for people and work. In other words, he must know how to utilize human as well as non-human resources while translating goals into action. It is in managing human assets that the manager's capabilities are tested fully, because:

- Human resources are heterogeneous. They consist of many different individuals, each of whom has a unique personality, a combination of different emotional responses to different stimuli, and different values, attitudes, motives and modes of thought.
- Human beings behave in widely differing and complicated ways. Their reactions to promises, praise, or criticism, for example, can especially in an organization where they work in groups. Their behavior is neither consistent nor readily predictable.
- Modern employees are better educated, possess greater skills, have more sophisticated technology available for their use, and enjoy higher standards of living than previous generations.
- A human being himself determines what he contributes. If he is motivated, he will work for an organization more efficiently and more effectively.

So, it must recognize by the manager that individuals, not organizations create excellence. Recognizing the importance of the human element in the production process, P.F. Drucker had remarked that 'man, of all the resources available to man, can grow and develop[1-5]'. The problem of establishing the right climate to maximize employee motivation and commitment is still with us.

The most significant resource of any organization is of ten said to be its people. Such claims appear in organization's annual reports and mission statements. Of course, an organization is nothing but a collection of people whose activities have been planned and coordinated to meet organizational objectives. An organization exists to produce goods and service has a good chance to survive and prosper if it consists of the Tight People. This is true for all organizations. In a similar fashion, people must work to support themselves. The Vast majority of people must work to support themselves and their families. But people work for many reasons other than economic security. For example, many of the people also work to keep busy and feel useful, to create and achieve something. They want to gain recognition and achieve status or to test and stretch their capabilities. To meet these multifarious needs people and organization join forces. Unfortunately this trade union seldom approaches perfection. Organizations encounter several obstacles in meeting their goals and in similar vein all employees report some problems in their attempts to the productive and efficient in their jobs and to feel satisfied in their work lives. The challenge of human resource management is to minimize these obstacles and problems[6-9].

Hoppock describes job satisfaction as, "Any combination of psychological, physiological and environmental circumstances that cause any person truthfully to say I am satisfied with my job".

The term "job satisfaction" refers to an employee's general attitudes toward his job. Locke defines job satisfaction as a "Pleasurable or positive emotional state resulting from the appraisal of one's job or job experience", to the extent that person's job fulfill his dominant need and is consistent with his expectations and values. The job will be satisfying there are three major theories of job satisfaction viz.,

1. Herzberg's Motivation-Hygiene Theory.
2. Need Fulfillment Theory.
3. Social Reference Group Theory.

Smith Kendall and Hulin have suggested that there are five job dimensions that represent the most important characteristics of a job about which people have affective responses, these are:

- The work itself: The extent to which the job provides the individual with the interesting task, opportunities for learning and the chance of accept responsibility.
- Pay: The amount of financial remuneration that is received and the degree to which this is viewed as equitable vis-avis that of others in the organization.
- Promotion opportunities: The chance for advancement in the hierarchy
- Supervision: The ability is on the supervision to provide technical assistance and behavioral support.
- Co-workers: The degree to which follow workers are technically proficient and socially supportive.

However, a comprehensive approach requires that may additional factors be included before a complete understanding of job satisfaction can be obtained. Such factors as the employee's are, health, temperament, desires and levels of aspiration should be considered.

Further[10-14], his family relationship, social status, recreational or purely social-contribute ultimately to job satisfaction

MEANING

Job satisfaction is a positive attitude toward one's job. Job satisfaction means good or positive attitude or feeling toward one's job. It is important to mention that an individual may hold different attitudes toward various aspects of the Job.

DEFINITIONS OF JOB SATISFACTION:

According to Feldman and Arnold, “Job satisfaction will be defined as the amount of overall positive affect (or feelings) that individuals has towards their jobs”. Locke defined job satisfaction as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience[15-19]”.

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In the opinion of Davis and Newstrom, “Job satisfaction is a set of favorable or unfavorable feelings with which employees view their work.

Employee satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work. Many measures purport that employee satisfaction is a factor in employee motivation, employee goal achievement, and positive employee morale in the workplace.

Employee satisfaction, while generally a positive in your organization, can also be a downer if mediocre employees stay because they are satisfied with your work environment.

Factors contributing to employee satisfaction include treating employees with respect, providing regular employee recognition, empowering employees, offering above industry-average benefits and compensation, providing employee perks and company activities, and positive management within a success framework of goals, measurements, and expectations.

Employee satisfaction is often measured by anonymous employee satisfaction surveys administered periodically that gauge employee satisfaction in areas such as:

- management,
- understanding of mission and vision,
- empowerment
- teamwork,
- communication, and
- Coworker interaction.
- The facets of employee satisfaction measured vary from company to company.

A second method used to measure employee satisfaction is meeting with small groups of employees and asking the same questions verbally. Depending on the culture of the company, either method can contribute knowledge about employee satisfaction to managers and employees. Exit interviews are another way to assess employee satisfaction in that satisfied employees rarely leave companies[20-25].

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DIMENSIONS OF JOB SATISFACTION

There are three important dimensions to job satisfaction. These are: First, Job satisfaction being an emotional response to a job, cannot be seen. As such, it can only be inferred.

Second, job satisfaction is often determined by how satisfactorily outcomes meet or exceed one's expectations.

Third, Job satisfaction represents an employee's attitudes towards five specific dimensions of the job: pay, the work itself, promotion opportunities, supervision and co-workers.

FIVE RECOMMENDATIONS FOR EMPLOYEE SATISFACTION SURVEYS

HOW TO OBTAIN TRUSTWORTHY RESULTS

Employee satisfaction surveys and facilitated focus groups help the employer identify areas of employee satisfaction and dissatisfaction. For accurate, reliable results, employee satisfaction surveys or focus group questions need to be[26-31]:

- developed by professionals who understand how to put questions together that obtain unbiased information;
 - administered appropriately with care and consideration for the organization's culture and communication; and
 - analyzed by people who understand survey research and can provide effective analysis.
- Further, in the interest of building a relationship of honesty, integrity, and trust, among organization employees, the results should be communicated effectively and acted upon

by the organization. Finally, the organization's managers need to track progress and communicate implementation successes and failures.

- This article does not attempt to provide a comprehensive guide to performing employee satisfaction surveys and leading employee focus groups. It does pinpoint five practices to embrace when conducting employee surveys and focus groups.

OBJECTIVES OF STUDY

The following are the objectives of the present study.

- To determine the level of satisfaction of the respondents regarding their job.
- To study and understand the job satisfaction among the employees of Infospace Technologies
- To study the various factors which influencing job satisfaction.
- To study the relationship between the personal factors of the employee
- To offer suggestions to improve their employee's satisfactory level.

RESEARCH METHODOLOGY

The methodology this study consists of both primary and secondary data. These dates collected from the respondents were through questionnaires. The primary data were collected from the respondents; the secondary data were collected from the books.

SAMPLE SIZE

All the items consideration in any field of inquiry constitutes a universe of population. In this research only a few items can be selected form the population for our study purpose. The items selected constitute what is technically called a sample. Here out sample size is 50 employees from the total population in the delivery peoples. The samples are selected on the basis of convenient[32-37].

QUESTIONNAIRE SCHEDULE

Questions are framed in such a way that the answers reflect the ideas and thoughts of the respondents with regard to level of satisfaction of various factors of job satisfaction.

The following scaling techniques have been used for each question in the interviews schedule

1. A = Agree
2. DA = Dis-Agree
3. UD = Undecided

4. SA = Strongly Agree
5. SDA = Strongly Dis-Agree

TOOLS OF ANALYSIS

Chi-square test:

Chi-square test is applied 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; Karl Pearson's has developed a method to test the difference between the theoretical (hypothesis) & the observed value.

Chi – square test $(X^2) = (O - E)^2 / E$

Degrees Of Freedom = $V = (R - 1) (C - 1)$ where,

'O' = Observed Frequency

'E' = Expected Frequency

'R' = Number of Rows

'C' = Number of Column

For all the chi-square test the table value has taken @ 5% level of significance.

AREAS OF STUDY

The area of the study is INFOSPACE TECHNOLOGIES, Head Office, Chennai.

SCOPE OF STUDY

The scope of this study is to understand the satisfaction of the pickup and delivery staffs in the Infospace Technologie

The study is useful to the Infospace Technologies management to know the level of satisfaction and needs of the employees

The present survey is an attempt to check the morale of the employees towards the organization. So by doing the survey we could get the satisfaction as well as the dissatisfaction of the employees. The satisfaction can be considered as a note of appreciation and encouragement to the company to do the further similar tasks. The dissatisfactions or problem can be taken into notice for its eradication and thus creating more chance for the improvement of morale of the employee towards the organization[38-41].

The survey would also sensitize the human resource managers who is planning to work more on the most complex resource because the survey will give the real essence of handling the complexity in human resource.

It has also created an unseen effective communication between the employees and management which was indeed a chance for the employees to open up and thereby get benefited.

LIMITATIONS OF STUDY

The research was conducted within a limited duration. So a detailed and comprehensive study could not be made.

- The sample was confined to 50 respondents. So this study cannot be regarded as “full – proof” one.
- Some respondents hesitated to give the actual situation; they feared that management would take any action against them.
- There was a fear of reprisal among the employees to reveal their personal feelings and the result may not reflect the actual satisfactions.

The findings and conclusions are based on knowledge and experience of the respondents sometime may subject to bias[42-45].

CHI – SQUARE TEST IS CONDUCTED TO EXTENT THE RELATIONSHIP BETWEEN THE EXPERIENCE AND LEVEL OF SATISFACTION

Hypothesis:

HO: There is no significant relationship between experience and level of satisfaction.

O	E	O-E	(O-E) ²	(O-E) ² /E
27	26.48	0.48	0.07	0.46
22	24.48	7.52	56.55	2.31
12	11.04	1.06	0.94	0.25
42	22.42		01.65	2.02
15	21.76	6.76	5.70	2.10

7	0.91	2.91	7.01	0.91
7	7.00	0.00	0.01	0.00
4	4.76	0.76	0.59	0.12
2	2.15	0.95	0.72	0.24
TOTAL				11.22

Degree of freedom	-	2
Table value	-	5.99
Calculated value	-	9.82

INFERENCE:

Since the calculated value is more than the table value. So the Null hypothesis is rejected. Hence, there is significant relationship between experience and level of satisfaction.

CHI – SQUARE TEST IS CONDUCTED TO EXTENT THE RELATIONSHIP BETWEEN THE MONTHLY INCOME AND LEVEL OF SATISFACTION

Hypothesis:

HO: There is no significant relationship between monthly income and level of satisfaction.

O	E	O-E	(O-E) ²	(O-E) ² /E
10	10.08	-0.08	0.01	0.00
7	11.04	-4.04	16.32	1.48
25	24.48	0.52	0.27	0.01
30	26.40	3.60	12.96	0.49
9	8.96	0.04	0.00	0.00
14	9.81	4.19	17.53	1.79
22	21.76	0.24	0.06	0.00
19	23.47	-4.47	19.95	0.85
2	1.96	0.04	0.00	0.00
2	2.15	-0.15	0.02	0.01
4	4.76	-0.76	0.58	0.12

6	5.13	0.87	0.75	0.15
TOTAL				4.75

Degree of freedom	-	6
Calculated value	-	4.75
Table value	-	12.59

INFERENCE:

Since the calculated value is less than the table value. So the Null hypothesis is accepted. Hence, there is no significant relationship between monthly income and level of satisfaction.

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