



A STUDY OF JOB SATISFACTION AND ITS EFFECT J.K FENNER INDIA LTD MADURAI: AN ANALYTICAL STUDY

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ABSTRACT

The aim of the present research was to study the effect of job satisfaction on the performance of employees working in private sector organizations of Peshawar, Pakistan. For that purpose, one hundred and eighty employees were selected as a sample from private organizations of Peshawar. An equal number of employees, were selected through random sampling method from three types of organizations, viz., hospitals, banks, and universities. A Minnesota Satisfaction Questionnaire (MSQ-short form) developed by Weiss et al. (1967) and a self-constructed Performance Evaluation Form (PRF) were used as instruments for the study. Initially, the reliability statistics of both the instruments was calculated to know the significance of the scales. According to the findings of the study, the type of occupation has been shown significant correlation with job satisfaction. Similarly, the positive relationship of job satisfaction with performance of employees was also confirmed. Therefore, it is concluded from the study that satisfied employees were better in performance as compared to dissatisfied employees, thus contributing significant role in the uplifting of their organizations. As there are unstable economic and political conditions of Peshawar, it is therefore necessary for every organization to make their employees motivated and satisfied towards high performance by adopting different techniques and methods.

Keywords: Employee satisfaction, Human Resource Management, compensation, Organization development,

INTRODUCTION

Job is one of the important elements of people's life. Their living style and their social lives depend on their jobs. Therefore, it is necessary for every organization to have satisfied workforce. Nowadays, private sector plays significant role in uplifting the economy of Pakistan. They are not only providing good services but are also providing job opportunities to a large group of people. Keeping in view the contribution of private sector in the society and the significant role of job satisfaction in order to improve the employees' performance, the aim of the present study is to know the job satisfaction of employees and its relationship with the performance level.



There is a general understanding that the overall productivity and success of an organization depends on the effective and efficient performance of employees and that better performance depends on the employees' job satisfaction. For that purpose, researchers have identified various aspects of job satisfaction, its relative importance, and its relationship with performance and productivity.

Job satisfaction is the positive and negative feelings of an employee towards his job or it is the amount of happiness connected with the job. Therefore, job satisfaction is one of the most widely spread researched topics in the field of organizational psychology. According to Locke, job satisfaction is the positive and enjoyable feeling that results from the evaluation of one's job or job experience. It is observed from the previous studies that when an employee is satisfied, he will perform at his level best to achieve the organizational objectives. Employees who are highly satisfied are usually regular and punctual, more productive, more committed, and more satisfied in their lives. For that purpose, to boost the level of job satisfaction in order to improve performance, employees should be given the opportunities of advancement, i.e., pay scales, participation of employee in policy making, and taking efforts to increase organizational commitment. Similarly, safety and good relationships with supervisor and coworkers are the biggest satisfiers; nature of the job, way of supervision, job security, recognition, and advancement are important factors for employees' organizational commitment.

SIGNIFICANCE OF THE STUDY

J.K. Organisation is a multinational group headquartered in India with a rich heritage of more than 125 years of operations. The Group has multi-business, multi-product and multi-location presence with its footprints in various countries across the globe with an annual turnover USD 4.5 Billion. It has overseas manufacturing operations in Mexico, Indonesia, Romania, Belgium, Portugal and UAE and employs over 40,000 people. J.K. Organisation is a pioneer in the market with its products commanding a strong brand presence in the market and enjoys a significant market share in their respective segments. The group has a strong nationwide sales and service network of over 10,000 distributors and large number of retailers and service centers. The strong brand equity of the Group has been established through years of hard work and exemplary performance aided by the use of the latest technologies, continuous research, development and innovation. The Organisation has set up highly reputed Research and Development Institutes in various fields. In 1987 JK Organisation became a strategic investor in FennerCockill Limited and eventually acquired company in the year 2004. Right from the time of its Inception the name has been synonymous with Mechanical Power Transmission and Sealing Solutions. The company was acquired by JK Organisation in 1987, and currently, as a member of the conglomerate J.K.Fenner operates 5 state-of-the-art manufacturing units and 3 world-class Research & Development facilities. With quality, commitment and relentless service Fenner has established itself as the market leader for Power Transmission Belts in India catering to diverse industrial applications. J.K Fenner is also a name to reckon with in the design and manufacturing of Oil Seals, Hoses, Gear Boxes, Geared Motors, Pulleys, Power Transmission Belts, FEAD Systems, Belt Tensioners, and Moulded Rubber Products, EV Products for



Automotive & Industrial Applications. The Organisation addresses the needs of major sectors like Steel, Cement, Coal, Sugar, Power, Paper, Textiles, Food processing, Agriculture and many more. Over several decades Fenner products have stood for performance, reliability, efficiency and economy. The Continuous and collaborative R&D has been instrumental in Promoting the organization as the most preferred solution provider in Auto OEMs and the Industrial Sectors.

REVIEW OF LITERATURE

Mary john (2021) Job satisfaction is a very important attribute which is frequently measured by organization. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs. In modern society the needs and requirements of the people are ever increasing and ever changing. When the people needs are not fulfilled they become dissatisfied. Dissatisfied people are likely to contribute very little for any purpose.

Sulthanraheem (2021) Job satisfaction of industrial workers is very important for the industry to function successfully. Apart from managerial and technical aspects, employers can be considered as backbone of industrial development. To utilize their contribution they should be provided with good working conditions to boost their job satisfaction. For this study, satisfaction is subjective on an employee-by employee basis. What satisfies one employee may not satisfy another.

Rain et al., (2021) stated that job satisfaction has a correlation with life satisfaction. People who are satisfied with life will tend to be satisfied with the job and vice versa in a survey of members of the Association for Investment Management and Research found that 81% of the managers were satisfied or very satisfied with their job. Most managers named professional achievement, personal or professional growth, the work itself and their degree of responsibility more important than compensation as the factors that create positive feelings about their job.

Ashraf Shikdar (2021) concluded Worker satisfaction improved significantly as a consequence of the provision of the assigned and participative standards with performance feedback in a repetitive industrial production task. The maximum improvement in worker satisfaction was found for the participative standard and feedback condition. Only this condition had a significant positive effect on worker job attitudes. Monetary incentive, when provided with an assigned or participative standard with feedback, added no incremental worker satisfaction or job attitudes gain. The participative standard with feedback condition emerges as the optimum strategy for improving worker satisfaction and job attitudes in a repetitive industrial production task.

OBJECTIVES OF THE STUDY

- To identify the factors which influence the job satisfaction of employees in J.K Fenner India Ltd industry at Madurai
- To access the satisfaction level of employee in J.K Fenner India Ltd at Madurai.



- To identify the impact of working environment factors on employee job satisfaction
- To provide suggestions to J.K Fenner industry at Madurai

HYPOTHESIS OF THE STUDY

- Satisfied employees tend to perform more efficiently at work place as compared to dissatisfied employees
- Type of occupation affects the satisfaction level of employees

RESEARCH DESIGN AND METHODOLOGY

Research is a systematic method of finding solutions to problems. It is essentially an investigation, a recording and an analysis of evidence for the purpose of gaining knowledge.

According to Clifford woody. "Research comprises of defining and redefining problem, formulating hypothesis or suggested solutions, collecting, organizing and evaluating data, reaching conclusions, testing conclusion to determine whether they fit the formulated hypothesis.

The research design used in this project is descriptive in nature. The descriptive research is study in an attempt to obtain all relevant and accurate descriptive of the situation.

A descriptive study is designed to describe details of the problem. Descriptive research includes surveys and fact findings enquiries of different kinds.

DATA COLLECTION METHODS

Primary Data

Primary data is the data that is collected by researchers themselves during their own research using research tools such as experiments, surveyquestionnaires, interviews, and observation. In this study the primary data were collected from the employees of AKR Industry, Trichy through questionnaire.

Secondary Data

The Secondary data is the data that are gathered from the studies, surveys, or experiments that have been run by other people or foranother research. In this study the secondary data were collected from books, journals, and websites.

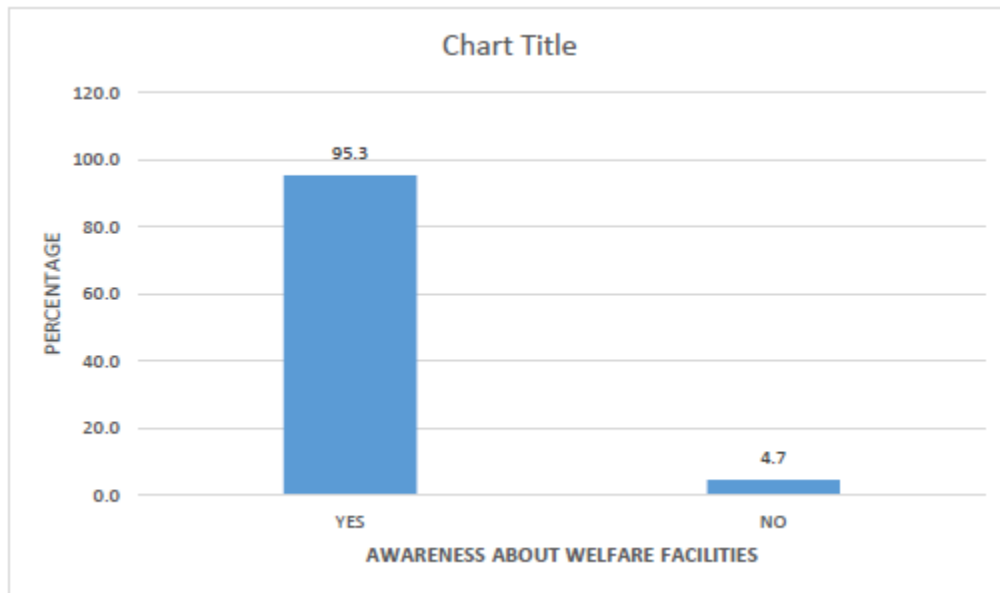
Tools used for Data Collection

Among the various methods, which can be used to collect the Primary Data, the researcher has adopted Questionnaire method. The researcher has prepared structured questionnaires, which contained predominantly multiple choice questions. The respondent's opinion is gathered with regard to the problem with the help of the Questionnaire.

DATA ANALYSIS AND INTERPRETATION

CHART: 1.1

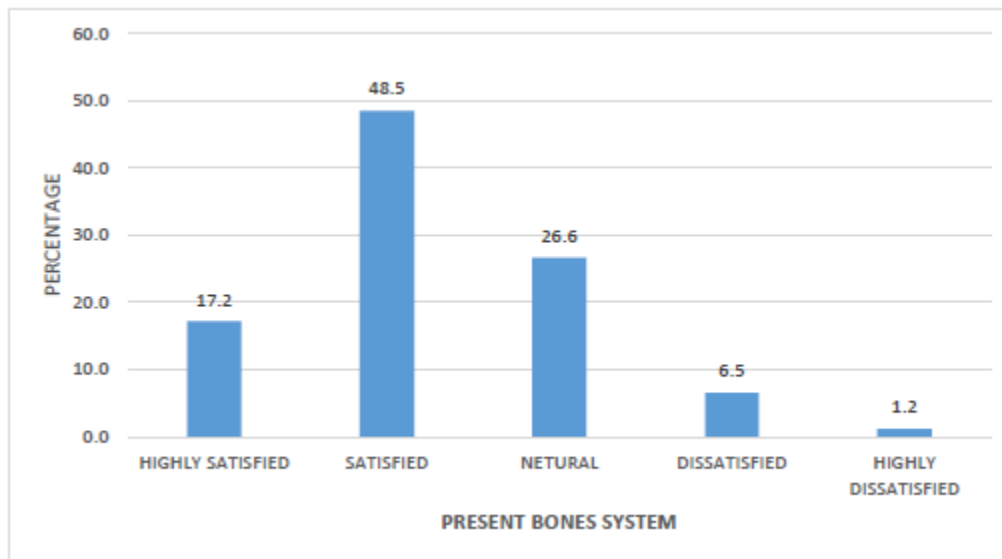
AWARENESS ABOUT WELFARE FACILITIES OF THE RESPONDENTS



The chart shows that 95.3% of the respondents are aware about welfare facilities and 4.7% of the respondents are not aware.

CHART: 1.2

LEVEL OF SATISFACTION ON PRESENT BONES SYSTEM OF THE RESPONDENTS



The chart shows the 17.2% of the respondent are highly satisfied, and those 48.5% of the respondent are satisfied and 26.6% of the respondent are neutral and 6.5% of the respondent are dissatisfied and 1.2% of the respondent are highly dissatisfied with the present bones system

SUGGESTIONS

Employees are the asset of the organisation so that maintaining good relationship with them is important for the employee satisfaction program in the organization. Moreover, among 169 employees, 11 employees are dissatisfied with the bonus system and hence, that the organisation should focus on providing proper bonus to employees in all means. in physical



aspects Creating employee security and protection not only in mental but also are very much important. 09 employees are dissatisfied with the insurance facility and hence considering the emergency need and employee needs, the insurance facilities must be provided enhanced properly in order to satisfy the employees.

Employee physical health security and protection are indeed very much essential to employers or the company. Prevention is better than cure whereas the percentage of satisfaction is low and therefore, proper training must be provided to employees to handle the first aid kits and make sure that aid elements are present in the organisation in all time period.

CONCLUSION

The study was conducted to find out the link between job satisfaction and performance of employees working in JK Fenner India. While studying the relationship of job satisfaction with different variables such as qualification, gender, occupation, family system, and marital status, it is concluded that job satisfaction has no significant association with gender, qualification, and family system, as well as marital status. It is determined from the study that job satisfaction is significantly correlated with the occupation of employees. Hence, medical doctors are more satisfied in their jobs as compared to teachers and bankers. Furthermore, it is also concluded from the above results that the performance of satisfied employees is superior as compared to dissatisfied employees. Hence, the above results suggested that in order to improve the performance of employees such as quality of work, productivity, and leadership qualities, organizations should consider obvious factors of job satisfaction.

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