

# JOB SATISFACTION AND ITS IMPACT ON EMPLOYEES PERFORMANCE A STUDY WITH REFERENCE TO HDFC GROUP OF COMPANIES TRICHY

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## ABSTRACT

This paper's abstract will give an overview of the investigation of how employee performance in HDFC enterprises is affected by job satisfaction. By examining the data collected from workers employed by HDFC companies, this study sought to determine the relationship between job happiness and worker performance. Data for the study were gathered via surveys, and correlation and regression analysis were performed to look at the connection between job happiness and worker performance. The findings showed that work happiness and employee performance in HDFC organizations have a sizable positive association. Moreover, the study found that job satisfaction significantly affects employee performance in HDFC companies, which may enhance organizational performance. This study offers HDFC firm's insights into how to create and put into practice effective methods to increase employee work satisfaction, hence enhancing their organizational performance. The efficacy and productivity of an organization can be greatly influenced by two key factors: job satisfaction and personnel performance. Employee performance is the caliber and volume of work that employees generate in their employment, whereas job satisfaction is described as the degree of happiness and contentment people experience in their jobs. Employee performance, engagement, and motivation at work may all be directly impacted by their degree of job satisfaction. Having a strong focus on offering their clients high-quality services, HDFC Companies is a well-known financial services provider in India. To improve organizational success, it is essential for HDFC organizations to comprehend the impact of job satisfaction on employee performance.

**Key words:** Employee Performance, HDFC group of companies, Job satisfaction, Employee satisfaction.

## INTRODUCTION TO THE STUDY

An employee job satisfaction survey was conducted among all the departments of employees to measure employee job satisfaction. It helps to assess the employees how they measure the employee working environment to their job. Job satisfaction depends on the department providing in the organization. Employees expectations are job security, good salary, promotion, career growth, work life balance, safety, training, opportunity, rewards, and recognition. Employees receiving the survey responded to the following statements that express their expectation in the organization.



The important component in the process of achieving the mission and vision of a business. Employees should meet the performance to ensure the quality of their work. Flexible work schedules, telecommuting choices, and wellness efforts are just a few of the employee benefits and company initiatives the business provides to foster a healthy work-life balance. These programs are designed to lessen stress and assist staff in successfully juggling their personal and professional life.

To guarantee that employees are functioning to the best of their abilities, performance management is a crucial procedure in any organization. It includes setting specific goals, offering feedback, coaching, and recognizing accomplishments. Companies with a systematic performance management system in place, like the HDFC group of companies, often incorporate goal-setting and monthly performance reviews.

For employees' benefit, the HDFC Group of Companies offers possibilities for professional advancement. The company places a high priority on employee training and development, and it provides a variety of programs to assist staff members in developing their abilities and furthering their careers within the company.

In order to help employees, balance their job and personal commitments, the company offers a variety of leave arrangements. These regulations may include things like sick days, parental leave, and vacation time.

### **OBJECTIVE TO THE STUDY:**

1. To identify the variables of job satisfaction.
2. To identify the parameters of employee performance at HDFC group of company, Trichy region
3. To measure the level of job satisfaction and employee performance.
4. To analyse the impact of job satisfaction on employee performance.

### **NEED OF THE STUDY:**

1. To know the level of satisfaction of employees based on overall parameters.
2. The need for the study of ability to do what they do best.

### **SCOPE OF THE STUDY:**

1. The study is limited to the elements of human resource management, particularly in job satisfaction on employee performance.
2. This study is planned to be carried out in HDFC group of company, in Trichy region.



3. All the HDFC group of company in Trichy region will be selected data collection.

## **RESEARCH METHODOLOGY**

### **RESEARCH DESIGN**

A research methodology is a means to describe how a researcher plans to conduct their investigation. It is a rational, methodical approach to a study issue. A methodology explains how a researcher will conduct the study to produce accurate, legitimate data that meet their goals and objectives. It includes the data they will gather, where they will get it, how they will gather it, and how they will analyse it.

### **TYPE OF STUDY**

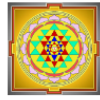
Descriptive research is an appropriate choice when the research aim is to identify characteristics, frequencies, trends, and categories. It is useful when not much is known yet about the topic or problem. Before you can research why something happens, you need to understand how, when and where it happens. Descriptive research is an appropriate choice when the research aim is to identify characteristics, frequencies, trends, and categories. It is useful when not much is known yet about the topic or problem. Before you can research why something happens, you need to understand how, when and where it happens.

### **SAMPLING TECHNIQUES**

Using the data from a sample of the population rather of looking at every individual enables researchers to infer information about a population. In this study, convenient sampling is used which is the statistical technique for collecting data from conveniently accessible subjects. In other words, samples are selected based on availability rather than a more elaborate screening process. This process or technique is called convenience sampling.

### **SURVEY DESIGN**

A structured questionnaire was used as a research tool in the proposed study. Based on the objectives of the study, a structured questionnaire was prepared. Then a questionnaire was given to the employees and data was collected by direct survey method.



## **DATA COLLECTION METHOD**

### **PRIMARY DATA**

Primary research is data that is directly obtained. This means that the researcher conducts the research himself or data is collected on his behalf. Primary research means going straight to the source rather than relying on existing data samples.

### **SECONDARY DATA**

Various secondary information sources used for the present research include the journals, magazines, and websites.

## **STATISTICAL TOOLS**

For analysis and interpretation, the data collected from the questionnaires were considered and analysed as follows Chi-Square Test, Regression.

## **LIMITATIONS OF THE STUDY**

The study is restricted only to HDFC group of companies in Trichy region. Respondent answers were collected and analysed. Research survey sample 210 for employee job satisfaction and employee performance about HDFC group of companies, Trichy region.

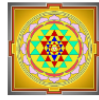
Survey size: 210

## **CHI SQUARE TEST**

### **HYPOTHESIS I**

**NULL HYPOTHESIS( $H_0$ ):** There is no significant difference between the Experience and Job Satisfaction

**ALTERNATIVE HYPOTHESIS( $H_1$ ):** There is a significant difference between Experience and Job Satisfaction.

**Financial needs vs current salary.**

| <b>Chi-Square Tests</b>      |                     |    |                                      |
|------------------------------|---------------------|----|--------------------------------------|
|                              | Value               | df | Asymptotic Significance<br>(2-sided) |
| Pearson Chi-Square           | 22.460 <sup>a</sup> | 12 | .033                                 |
| Likelihood Ratio             | 25.293              | 12 | .013                                 |
| Linear-by-Linear Association | 5.208               | 1  | .022                                 |
| N of Valid Cases             | 210                 |    |                                      |

a. 6 cells (30.0%) have expected count less than 5. The minimum expected count is 1.10.

**Interpretation**

From the table, it is inferred that the calculated value is 22.460 is greater than the table value is 21.026. hence  $H_1$  is accepted.

**HYPOTHESIS II**

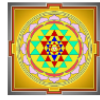
**NULL HYPOTHESIS( $H_0$ ):** There is no significant difference between the Gender and Work life Balance.

**ALTERNATIVE HYPOTHESIS( $H_1$ ):** There is a significant difference between the Gender and Work Life Balance.

**Work life balance vs Job satisfaction.**

| <b>Chi-Square Tests</b>      |                     |    |                                      |
|------------------------------|---------------------|----|--------------------------------------|
|                              | Value               | df | Asymptotic Significance<br>(2-sided) |
| Pearson Chi-Square           | 12.521 <sup>a</sup> | 4  | .014                                 |
| Likelihood Ratio             | 6.243               | 4  | .182                                 |
| Linear-by-Linear Association | .273                | 1  | .601                                 |
| N of Valid Cases             | 210                 |    |                                      |

a. 3 cells (33.3%) have expected count less than 5. The minimum expected count is .08.



**Interpretation** From the table, it is inferred that the calculated value is 12.521 is greater than the table value is 9.488. Hence  $H_1$  is accepted.

**REGRESSION TEST**

**HYPOTHESIS TEST**

**NULL HYPOTHESIS( $H_0$ ):** There is no association between the Job Satisfaction and Employee Performance.

**ALTERNATIVE HYPOTHESIS( $H_1$ ):** There is an association between Job satisfaction and Employee Performance.

**Model Summary<sup>b</sup>**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .371 <sup>a</sup> | .138     | .121              | .89386                     |

- a. Predictors: (Constant), I am satisfied with the bonus and incentives received for my job., The compensation benefits meet my overall requirements in your job., The financial needs are satisfied with the current salary.,
- b. The current salary for you job in the organization is satisfied.

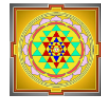
c. Dependent Variable: Wherever insurance claim is raised by customer, I addressed it without delay.

**ANOVA**

| Model |            | Sum of Squares | df  | Mean Square | F     | Sig.               |
|-------|------------|----------------|-----|-------------|-------|--------------------|
| 1     | Regression | 26.131         | 4   | 6.533       | 8.176 | <.001 <sup>b</sup> |
|       | Residual   | 163.793        | 205 | .799        |       |                    |
|       | Total      | 189.924        | 209 |             |       |                    |

a. Dependent Variable: Wherever insurance claims are raised by customer, I addressed it without delay.

- b. Predictors: (Constant), I am satisfied with the bonus and incentives received for my job., The compensation benefits meets my overall requirements in your job. , The financial needs are satisfied with the current salary. , The current salary for you job in the organization is satisfied



**Coefficients**

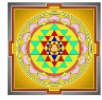
| Model |  | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig.  |
|-------|--|-----------------------------|------------|---------------------------|-------|-------|
|       |  | B                           | Std. Error | Beta                      |       |       |
| 1     | (Constant)   | 1.964                       | .326       |                           | 6.020 | <.001 |
|       | The current salary for you job in the organization is satisfied.     | .222                        | .088       | .209                      | 2.513 | .013  |
|       | The financial needs are satisfied with the current salary.           | .048                        | .070       | .055                      | .680  | .497  |
|       | The compensation benefits meets my overall requirements in your job. | .134                        | .076       | .129                      | 1.760 | .080  |
|       | I am satisfied with the bonus and incentives received for my job.    | .078                        | .066       | .088                      | 1.183 | .238  |

a. Dependent Variable: Wherever insurance claims are raised by customer, I address it without delay.

**Residuals Statistics<sup>a</sup>**

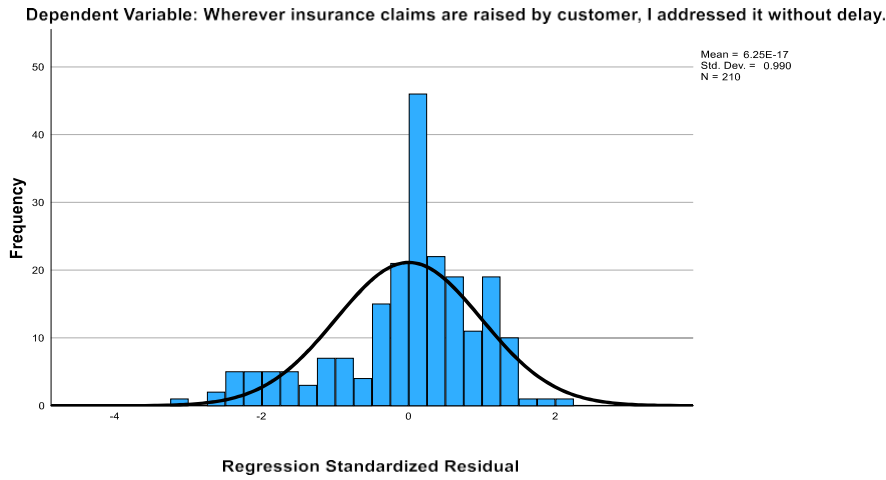
|                      | Minimum  | Maximum | Mean   | Std. Deviation | N   |
|----------------------|----------|---------|--------|----------------|-----|
| Predicted Value      | 2.4456   | 4.3723  | 3.7810 | .35359         | 210 |
| Residual             | -2.70085 | 1.85105 | .00000 | .88527         | 210 |
| Std. Predicted Value | -3.777   | 1.672   | .000   | 1.000          | 210 |
| Std. Residual        | -3.022   | 2.071   | .000   | .990           | 210 |

a. Dependent Variable: Wherever insurance claims are raised by customer, I address it without delay'

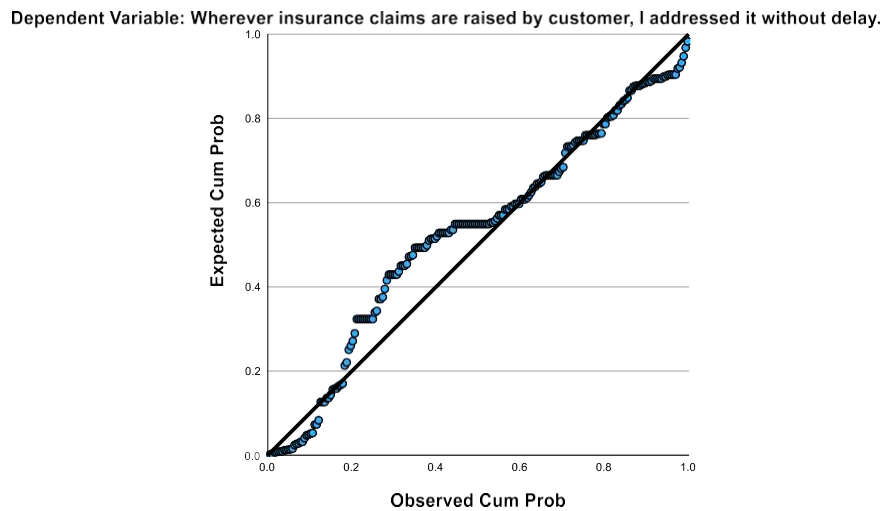


## Charts

Histogram



Normal P-P Plot of Regression Standardized Residual



## INTERPRETATION

Here, results show that P-value is  $<0.01$  which is less than 0.05.

$H_0$  Rejected

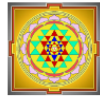
$H_1$  Accepted

So, there is an association between the Jobsatisfaction and employee performance.

## INFERENCE

There is an association between the Jobsatisfaction and employee performance.





## CONCLUSION

Employee performance in the Trichy region's HDFC Group of Companies is significantly influenced by job satisfaction. Those who are satisfied in their jobs typically perform better and are more productive than those who are not. The report suggests that the HDFC Group of Companies in the Trichy region concentrate on improving employee work satisfaction by addressing the issues that affect it. This can be accomplished by offering competitive pay, recognizing employees through programs, and encouraging a positive work-life balance.

Overall, the study indicates that job satisfaction is important for employee performance and retention in the Trichy region within the HDFC Group of Companies. Therefore, it is crucial for companies to emphasize job satisfaction as a major factor in employee performance.

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