

A Study on Job Satisfaction of Employees with Reference to Finolet

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1. INTRODUCTION OF THE STUDY

Job satisfaction refers to a person's feeling towards how fulfilled he/she is with the job. This also enables them to feel motivated. It is not the self-satisfaction, ecstasy or self-happiness but the contentment on the job. Fulfillment implies the basic fondness state along with the accomplishment by a motivation of its goal. (Kalluvelil Janardhanan, 2011) Hoppock depicts Job satisfaction as "some blend of psychological, physiological and environmental conditions that reason and individual sincerely to say I am contented with my work. Job satisfaction is characterized as the, "enjoyable deep state coming about because of the estimate of one's occupation as achievement of working with the triumph of one's work values. (Krishna, 2016)

Studied by several disciplines such as psychology, economics, sociology and management sciences, job satisfaction is a frequently studied subject in work and organizational literature. This is essentially because of the way that plentiful specialists accept that Job satisfaction patterns can persuade work market conduct and impact work efficiency, work effort, representative non-appearance and staff turnover. Besides, Job satisfaction is viewed as major areas of strength for individual prosperity, as well as a decent indicator of expectations or choices of representatives to leave a task. (Dr. Ashok Kumar Panigrahi, 2016)

Job satisfaction scales change in the level to which they evaluate the emotional sentiments about the Job or the mental appraisal of the Job. Profound position fulfillment is an abstract build addressing a profound inclination people have about their Job. Subsequently, adequate Job satisfaction for people mirrors the amount of joy or satisfaction overall prompts. Mental Job satisfaction is a more goal and consistent assessment of different features of a task. Mental Job satisfaction can be one-dimensional in the event that it contains assessment

of only one part of a task, for example, pay or maternity leave, or multi-faceted in the event that at least two parts of a task are all the while assessed. Mental Job satisfaction doesn't evaluate the level of joy or bliss that emerges from explicit work aspects yet rather checks how those occupation features are decided by the gig holder to be agreeable contrasted with goals they set or with different positions. While mental Job satisfaction could assist with achieving adequate Job satisfaction, the two develops are clearly identifiable, not really uncomplicatedly related, and have various background and consequences. (B.Suganya., 2020)

1.2 NEED FOR THE STUDY

Job satisfaction is one of the most investigated topics of organizational behavior. Studies have opened Job satisfaction to be of great significance of any organization It is the essential element for well being of the employees. The study is needed as the management can know employee job satisfaction which will help them to take further decision. Job satisfaction is created out of many factors like salary, responsibilities, hygiene work environment, work culture, etc.... It differs from company to company as well as from employee to employee. Hence every employer is required to know about the factor which provides job satisfaction to their employee. In this regard, the research aims to analyze the factors affecting job satisfaction and to suggest ways to increase job satisfaction keeping in mind –A happy employee is a happy customer!

1.3 OBJECTIVES OF THE STUDY

- To identify the key factors which influence the job satisfaction level of employees.
- To evaluate the motivational factors this improves the satisfaction level of employees.
- To analyse how monetary and non monetary benefits accelerates job satisfaction of employee.

1.4 REVIEW OF LITERATURE

Mohammed inuwa (2016) analyzed the connection between job satisfaction and execution of work among the non-scholarly staff of Bauchi State University Gadau Nigeria. The review was led in Bauchi State University, Gadau, Bauchi, Nigeria. Quantitative strategy for research was taken on. The review reasons that job satisfaction has a positive and critical relationship with representative execution, and obviously implies expansion in degree of occupation fulfillment of BASUG non-scholarly staff will likewise prompt expanded and better execution. This shows that higher job satisfaction definitely improves the presentation of non-scholastic staff of BASUG which will help the University accomplish its designated mission and goal.

Dr Md Nazirul Islam Sarker (2017) decided the degree of occupation fulfillment among the public workers and confidential representatives of Bangladesh. The review was done in Bangladesh. Both primary and secondary information was utilized. Organized poll was planned and interviews were scheduled. The review inferred that the public authority officials were uncertain to their obligations and obligations yet confidential workers were authentic to their appointed obligations. However there was no mentionable distinction between job satisfaction of private and public representatives yet there were performance contrasts between them. This study exposed the gap among private and public workers which will help strategy creators of the two organizations to foster representative amicable arrangement later on.

Barnabas Suotonye Stanfast, Edwinah amah (2018) The objective of the study was to inspect the proportions of occupation fulfillment among representatives as a reason for worker turnover. The information source was optional. The review reasoned that most associations in their maintenance procedures don't think about job satisfaction as a road for checking representative turnover. They give practically no consideration to drivers of occupation fulfillment, for example, a chance for vocation development, favorable workplace with solid worth driven administration, serious compensation bundle,

powerful correspondence framework, and acknowledgment of top entertainers.

Aparna J Varma et.al (2018) assessed the relationship between representative dedication and occupation fulfillment and its subcomponents to be specific employer stability, profession advancement, pay and advantages, administrative help. Information gathered is bound to the Mysore area (Gokulam street Vani Vilas Mohalla Branch). Research configuration took on an exploratory plan and elucidating plan. Defined Sampling technique was utilized. Both essential and optional information was utilized to such an extent that information was gathered through private meeting, perception and overview and as well as from the examination articles, research diaries, Internet, regulatory records. The review presumes that the degree of view of the representatives towards worker steadfastness was viewed as in normal stage and additionally the degree of impression of the workers towards Job Satisfaction was viewed as a normal stage. There happens to be a striking positive correlation among Employee Loyalty and Job Satisfaction. In the midst of the Job Satisfaction factors, Supervisory Support, Job Security and Career Development are prevailing indicators of occupation fulfillment and Employee trustworthiness.

Sirpa Lusa et.al (2019) The objective of the study was to decide representative fulfillment with a multispace office. It likewise planned to track down relationships between fulfillment with operational space and both individual and communal prosperity. A sum of 91 workers from a multi-space office shared by six district-owned organizations addressed a self-managed poll. The outcome shows that 82% of the representatives were generally happy with the work area furniture and 44% were generally disappointed with work area acoustics. Work station satisfaction was linked with self-satisfaction, high-quality self-perceived future work skill, and good revival. The review reasons that to keep up with work environment fulfillment and prosperity, consideration ought to be paid to the plan, usefulness, and the executives of the pre-owned work areas.

Khalid Usman (2019) The review was done in an IT based distance learning organization of Pakistan. The objective of the study was to find the effect of hierarchical culture, authoritative correspondences and manager support hands on fulfillment of representatives working in the IT based remote learning establishments of Pakistan. 215 reactions were gathered. Exploratory element investigation, connection, relapse was finished. The review presumed that authoritative culture, association correspondence and manager support decidedly influences the job satisfaction of representatives working in the IT based distance learning organizations of Pakistan.

Vanishree Beloor et.al (2020) dissected the effect of government assistance offices on Job fulfillment of representatives working in piece of clothing enterprises. The Research configuration picked is unmistakable in nature. The information was gathered from pieces of clothing ventures situated in Bangalore locale and its outskirts in Karnataka State in India during 2020. The discoveries of the review showed that there is a relationship between government assistance offices and fulfillment in work. The review investigated that government assistance offices altogether influence hands on fulfillment.

B. Suganya (2020) The objective of the study was to distinguish and dissect the variables affecting position pressure and occupation fulfillment of the representatives of the District Central Cooperative Bank in Tamil Nadu. The review was completed in Tamilnadu and gave an insightful examination plan. Test size was 186. The information have been dissected by involving the Statistical Package for Social Science [SPSS] alongside scaling strategies, Chi- Square Test and Correlation and Regression break down The review presumed that the workers were impacted by pressure yet they concur that association helps them in alleviating pressure by ways like yoga, contemplation.

Anita (2021) inspected the elements which impact work fulfillment of representatives of Haryana Roadways, monetary execution of Haryana Roadways and effect of Job Satisfaction on monetary execution of Haryana Roadways. To examine the elements of Job Satisfaction, essential information has been utilized which was gathered by utilizing an organized poll from representatives of Haryana Roadways while optional information for quite some time from 2010-11 to 2019-20 were gathered to show monetary execution of Haryana Roadways. The consequences of this study uncovered that nine variables were extricated named as Organizational Policies and Disputes Handling, Participation in Decision making, Work itself, Training Development, Working Conditions, Relationship with Superiors, Relationship with Union, Monetary Benefits and Promotion and Transfer Policies which impact the work fulfillment of representatives of Haryana Roadways.

Mrs. Ruhi (2021) The objective of the study was to examine elements that influence job satisfaction in order to acquire a better understanding. This study expects to investigate the variables that impact the work of drive-through joint laborers in India. The review was conveyed among representatives of the food industry in India. n. As per the discoveries, representative work fulfillment at a speedy help eatery has all the earmarks of being troublesome, yet the issue is impressively more huge in the neighborhood business. The review affects working hours, dull work, professional success, and different variables that lead to work misery.

Md, Atikur Rahaman, Md. Sayed Uddin (2022) The review was concentrated on the Small, Medium Enterprises Sector in Bangladesh. The objective of the study was to determine the job satisfaction of SME employees by analyzing the influence of job training (JT) and promotion opportunities on employee job satisfaction. Purposive reviewing is applied in the review, and 202 Small and Medium Enterprise representatives have taken part as test respondents. The review discoveries show that both job training (JT) and promotion (PRO) decidedly affect SME representative work fulfillment. It

demonstrates that SME directors need to give vital preparation programs and opportune advancement to their ongoing working representatives to keep them happy with their work.

Dr. G. Alex Rajesh, Pavithra Krishnaraj (2022) The review was led at Hyundai engines, Kancheepuram. The objective of the study was to discover the level of occupation fulfillment of representatives among every one of the grades in the organization.. The exploration plan for this paper is enlightening in nature. The work fulfillment concentrates on uncovered complaints dealing with framework, advancement strategy, work turn, support in navigation must be moved along. It helped administration, both to make sense of why representatives are slacking and to design improved answers for issues and to survey preparing needs.

1.5 RESEARCH METHODOLOGY

The research design adopted is explanatory or otherwise called as descriptive as this study focused on explaining employee opinion towards job satisfaction. Descriptive research is exercised to explain characteristic of a population or phenomenon being studied. The data used in this study is directly collected from the respondents using a structured questionnaire. Hence the data used in this study is primary. The primary data was collected using structured questionnaire. The structured questionnaires that were framed and designed consist of Likert scales, multiple choice questions, Ranking questions and Open ended questions.

Sample design

Sampling is basically the method of learning about population on the basis of a sample taken from it. In this method a tiny group of the universe is taken as the representative of the whole mass and the results are drawn. A Statistical sample is a small picture or cross section of the whole group or collective from which the sample is taken. By using census technique 70 respondents are selected for the purpose of the study. The employees in Chennai branch of Finolet is considered for this study.

1.6 LIMITATIONS OF THE STUDY

- The data is collected from 70 employees working in Finolet; since the study is limited it cannot be generalized.
- Time constraint can be considered as one of the factor, without which the study might have got even more exposure and extent in terms of research.

2. Data Analysis and Interpretation

2.1 Demographic details of the respondents

Table 1 Gender of the respondents.

	NO.OF.RESPONDENTS	PERCENTAGE
GENDER		
Male	37	52.9
Female	33	47.1
AGE		
21-30	36	51.4
31-40	22	31.4
41-50	7	10.0
More than 50 years	5	7.1
EDUCATIONAL QUALIFICATION		
Undergraduate.	47	67.1
Postgraduate.	18	25.7
Professional.	5	7.1
DESIGNATION		
Analyst	14	20.0
Senior Analyst	11	15.7
Associate	21	30.0
Senior Associate	10	14.3
Chief Officer	5	7.1
Executive	7	10.0
Professional	2	2.9

The table shows that majority 52.9% of the respondents are male and 47.1% of the respondents are female. 51.4% of the respondents belongs to the age group of 21-30, 31.4% of the employees belong to the age group of 31-40, 10.0% belong to 41-50 and 7.1% of the respondent belongs to the age group of more than 50 years. 67.1% of the respondent are undergraduate, 25.7% of the respondent are postgraduate and 7.1% of the respondent are professional. 30.0% of the respondents are associate, 20.0% are analyst, 15.7% are senior analyst, 14.3% are senior associate, 10.0% are executive, 7.1% are chief officer and 2.9% are professional.

2.2 Enjoyment of job by employees

Table 2 Enjoyment of job by employees

FACTORS	NO.OF.RESPONDENTS	PERCENTAGE
When job rotation occurs	19	27.1
When more tasks are added and enriched	27	38.6
When the tasks are Minimized.	24	34.3
TOTAL	70	100

The table shows that the majority 38.6% of employees enjoy their job when more tasks are added and enriched, 34.3% enjoy when the tasks are minimized and 27.1% when job rotation occurs.

2.3 Relationship between monetary and non monetary rewards

HYPOTHESIS:

H₀: There is no significant relation between monetary and non monetary rewards provided by the organization.

H₁: There is a significant relation between monetary and non monetary rewards provided by the organization.

Table 3- Correlation between monetary rewards and non monetary rewards given by the organisation

KARL PEARSON COEFFICIENT	CORRELATION	PERFORMANCE
Non monetary benefits	Pearson correlation Sig (2 tailed)	1.000**
	N	.000
		70

INFERENCE:

From the above table it was clear that monetary and non monetary benefits are positively correlated. Correlation coefficient at 99% significant level is 1.000.

REGRESSION ANALYSIS

To investigate if monetary and non monetary rewards have significant impact on job satisfaction.

NULL HYPOTHESIS (H₀) : There is no significant impact of monetary and non monetary rewards on job satisfaction.

ALTERNATE HYPOTHESIS (H₁): There is significant impact of monetary and non monetary benefits on job satisfaction.

Regression analysis for, monetary and non monetary benefits on job satisfaction

Table 4 Regression analysis for monetary and nonmonetary benefits on job satisfaction.

Model	R	R Square	Adjusted R Square	Std.error of the estimate.
1	0.795a	.633	.622	.37532

ANOVA

MODEL	SUM OF SQUARES	df	MEAN SQUARE	F	Sig
Regression	64.249	2	8.124	57.674	0.000
Residual	9.436	67	0.141		
Total	25.687	69			

COEFFICIENTS

Model	Unstandardized B	Coefficients Std. Error	Standardized Coefficients Beta	t	Sig
Constant	-.152	.403		-.378	.707
Non-monetary	.426	.106	.385	4.003	.000
Rewards	.578	.113	.493	5.133	.000

INFERENCE:

F(2,67)=57.674 and since the p-value (0.001) is less than the level of significance (0.05), the null hypothesis is rejected. Therefore there is significant impact of rewards & recognition, monetary and non monetary benefits on job satisfaction.

From the ANOVA table, it is inferred that 64.24% of variance in the job satisfaction, which is a dependent variable is explained by the independent variable rewards, monetary and non monetary benefits. Hence there is goodness of fit between variables and the study is highly reliable.

The regression equation is

$$\text{Job satisfaction} = .426(\text{Non monetary}) + .578(\text{Rewards}) - .152$$

3. SUGGESTIONS

- More experienced staffs can be employed as it will be the advantage for the organization. They can guide with their experience and help the organization to leap forward.
- Job enrichment can be done as the majority of the employees enjoy doing the

work when more tasks are added.

- The working hours can be reduced as majority of the employee are not satisfied with the working hours and this enhance good work life balance.
- Salary hike can be done as per the performance of the employees as this can make the employee enthusiastic.
- Monetary benefits and non monetary benefits can be increased as it will serve as source of motivation.

4. CONCLUSION

In conclusion, the motivation factors have a strong influence on job satisfaction. Hence motivational factors can be improved. Along with that job enrichment has to be done as the employees will enjoy doing their work. Working hours can be reduced and this will make the employee feel relaxed. Job satisfaction is essential for every employee and here in this study, employees are satisfied with their job, the management rightly manages the monetary and non monetary benefits as they are positively correlated. As job satisfaction is important factor to be analysed, it changes when there is change in the independent variables such as monetary and non monetary rewards used in the study. The independent variables are monetary benefits and non monetary benefits. Job satisfaction has to be improved which creates the zeal and enthusiasm for the employees to work. In this study, there is association between designation and nature of work. Further there is significant impact of rewards & recognition, monetary and non monetary benefits on job satisfaction. Hence the results from the above studies shows that increase in rewards and benefits will increase the satisfaction level of the employee

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