

## A STUDY OF JOB SATISFACTION AND ITS EFFECT ON THE PERFORMANCE OF EMPLOYEES WORKING IN BHARGAVE RUBBER PRIVATE LIMITED, MADURAI

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### ABSTRACT

Human Resource Management is getting more important in the business nowadays, because people and their knowledge are the most important aspects affecting the productivity of the company. One of the main aspects of Human Resource Management is the measurement of employee satisfaction. Companies have to make sure that employee satisfaction is high among the workers, which is a precondition for increasing productivity, responsiveness, quality, and customer service. Satisfaction is a measure of how happy employees are with their job and working environment. It is a key factor when measuring the organizational success. The purpose of this study is to observe the relationship between employee satisfaction and organizational success to attain profits. In this research paper various variables responsible for employee satisfaction has been discussed such as Organization development factors, Job security factors, Work task factors, Policies of compensation and benefit factor and opportunities which give satisfaction to employees such as Promotion and career development leadership, job satisfaction, motivation, rewards and cultural differences also has been described. This paper also deals the various ways by which one can improve employee satisfaction. The data was collected through self-administrated questionnaire which contains multiple choice questions and open-ended questions. In conclusion, it seems reasonable to believe that understanding of employee role is extremely important as it appears key factor in the success of modern organization.

**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**

BHARGAVE Rubber Pvt Ltd is an ISO 9001-2008/TS 16949-2009 Certified reputed unit engaged in the manufacture of Industrial and Automobile Oil seals & O Rings under the brand name "SPARK" Established in 1995, in the temple city, Madurai, South India, Tamil Nadu, India by a Women Entrepreneur. Bhargave's Products offer positive, trouble free feature that contribute to more efficient performance and earned credibility and satisfaction from their OEM, aftermarket and export customers. Bhargave's SPARK oil seals stand for superior performance and reliability. Bhargave is Capable of developing Oil seals/ O Rings based drawing / samples in various polymers, VIZ Nitrile, Silicon, Viton, Polyacrylic, EPDM at a lead time of 3 Weeks at a competitive price. Bhargave's promoter has vast experience in the field of rubber products, having worked with multinational companies and acquired technical and commercial knowledge and expertise. Bhargave has two sister concerns located at Madurai engaged in the manufacture of Oil seals and O Rings. Bhargave has required infrastructure and technical knowhow to produce Oil seals/O Rings with superior consistent quality.

## **REVIEW OF LITERATURE**

**Joseph et.al. (2009)** studied in the article points out that the structure of a welfare state rests on its social security fabric. Government, employers and trade unions have done a lot to promote the betterment of worker's conditions.

**Manzini and Gwandure (2011)** studied that the concept of employee welfare has been used by many organizations as a strategy of improving productivity of employees; especially in the mobile industry since work related problems can lead to poor quality of life for employees and a decline in performance.

**Patro (2012)** identified that the employees are assets of any organization. The needs of the employee must be satisfied in order to meet the goals of the organization.

**Parul and Ashok (2013)** concluded in terms of proving that different welfare provisions provided to the employees working in an organization under Factories Act. 1948 are having positive relation with the employee satisfaction. after analyzing the correlation between these two factors. The reason behind this result is that these are the factors that lead to satisfaction and if these facilities are not present, it sometimes leads to dissatisfaction.

**Ekta (2013)** studied that employee welfare and their level of satisfaction and engagement has been found to directly impact on organizational performance and ultimately organizational success. It is an obvious statement but high employee satisfaction levels can reduce employee turnover.

**Nanda and Panda (2013)** stated that Rourkela Steel Plant has adopted a better kind of welfare activities which create an effective working environment and thus better productivity. The different kinds of welfare schemes like medical allowance, death relief fund, insurance, housing, transport, recreation club facilities, etc., are provided by the company to the employees to maintain better industrial relations.

## OBJECTIVES OF THE STUDY

- To study the job satisfaction of employees in relation to three types of occupation
- To know the positive effect of job satisfaction on performance of employees working in private organizations of Peshawar

## 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, survey questionnaires, 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 for another research. In this study the secondary data were collected from books, journals, and websites.

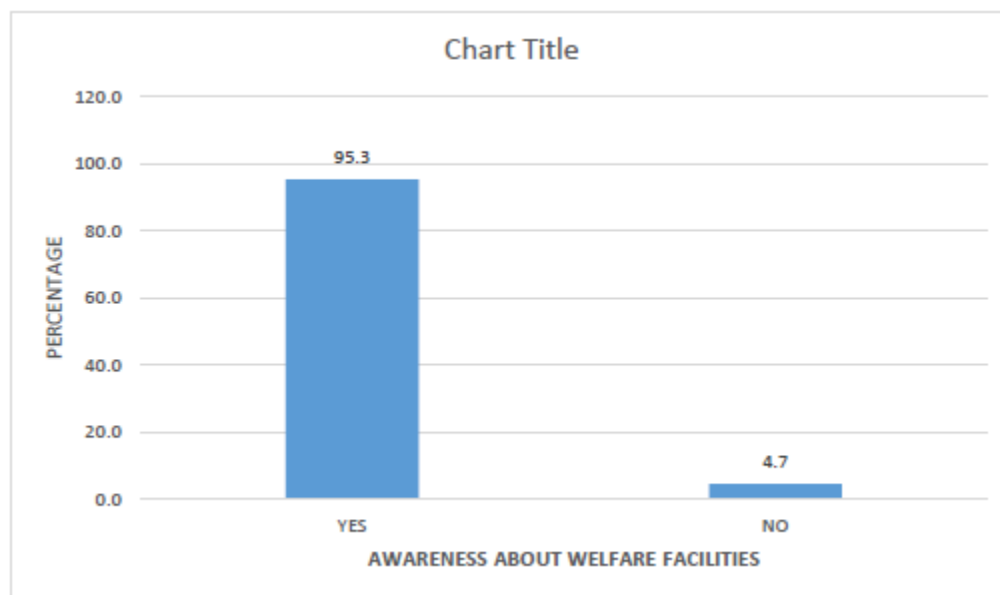
### Tools used for Data Collection

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

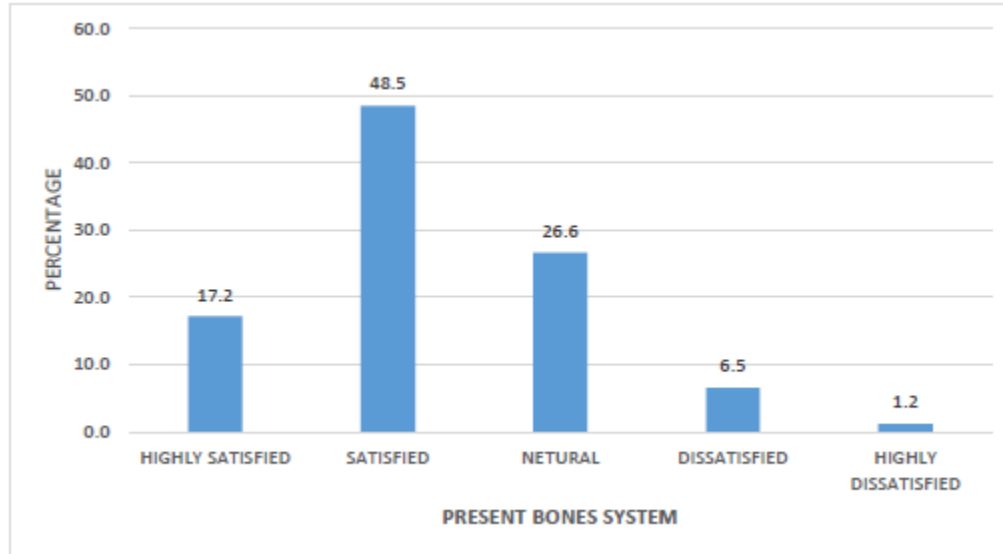
### CHART: 1.1

#### 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

Bhargave rubber private limited is providing good number of to employee, it provides a variety of fringe benefits. From the critical analysis it is evident that the overall welfare facilities of the organization is not highly satisfied, therefore the organization should concentrate in providing effective welfare facilities to employees. Welfare function in industry should be considered good business as it not only benefits workers but also helps in building up cordial

relations for promotion of productive effort in the interest of both money, but these prove to be good investment in long in run. To conclude it is reasonable to expect that some part of the gain to the management should be shared with the worker in improving their welfare and in giving them more satisfactory social life.

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