

## JOB SATISFACTION OF SCCL EMPLOYEES- AN AREA LEVEL STUDY

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### Abstract

Job satisfaction has not lost its fame as an important measure to help assess employee perception and ownership about the work. Out of the many applaudable reasons for this distinct fame, one may be that job satisfaction is itself made up of a number of constructs like pay, nature of work and supervision, promotions etc and leads to a number of outcomes held in high primacy by the organizations. The current study assesses to study and understand the job satisfaction among the employees and other professionals of SCCL. It also analyzes the various factors influencing job satisfaction and give suggestions for improving the same. This study have analysed that although paying the employees poorly will likely not attract high quality employees to the organization, or keep high performers, managers should realize that high pay alone is unlikely to create a satisfying work environment.

**Keywords:** Employees, Environment, SCCL, Job Satisfaction.

### INTRODUCTION

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self satisfaction, happiness or self contentment but the satisfaction on the job. The happier people are within their job, the more satisfied they are said to be. The term relates to the total relationship between an individual and the employer for which she/he is paid. Satisfaction does mean the simple feeling-state accompanying the attainment of any goal; the end-state is feeling accompanying the attainment by an impulse of its objectives. Job satisfaction does mean absence of motivation at work. Research workers differently described the factors contributing to job satisfaction and job dissatisfaction. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance; methods include job rotation, job enlargement and job enrichment.

Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction relates to an individual's general attitude towards his job. It is a complex of several attitudes possessed by the worker. Blum defines job satisfaction as a general attitude which a worker has as a consequence of several specific attitudes in the following three areas: job factors, individual adjustment and group relationship outside the job. A job provides monetary benefits as well as satisfaction. Employees feel satisfied and happy while working on jobs or after completing jobs. Similarly, they may also develop negative attitudes on the satisfaction scale. Employees perceive jobs as satisfying or dissatisfying. Sometimes the employee's perception may not be in consonance with reality. However, cognitive satisfaction is the important factor to understand employee's satisfaction.

### FACTORS DETERMINING JOB SATISFACTION

Factors affecting jobs are the main factors of job satisfaction, which may be challenging work, Reward systems, working conditions, colleagues, learning and personality. Many employees prefer challenging jobs as they acquire mental satisfaction. Many times people feel bored if a job is too simple and routine, but many employees also enjoy simple and routine jobs. The job characteristics are important factors for providing satisfaction. Reward systems, equitable rewards, equal pay for equal work, promotion avenues etc. are satisfying factors. Money is important to employees having unfulfilled basic and safety needs but their attitudes towards change once they are satisfied with their basic needs. Fairness in promotion, unbiased attitude of the management, responsibilities and social status are the factors that are said to be providing satisfaction to employees. Working conditions influence employee level of satisfaction. Under conducive working conditions, people prefer to work hard while in an adverse atmosphere people avoid work. Working conditions not only include the physical relationship between the employees and their managers have an important bearing on job satisfaction. Job satisfaction is greater in case the authority is sympathetic, friendly and willing to help the employees. Employees feel satisfied when their views are listened to and regarded by their higher authorities.

The perception and personalities of employees are the deciding factors of job satisfaction. Personal attitudes and perceptions are the employees' angles of satisfaction, which should be taken into consideration while motivating people to arrive at job satisfaction.

### **IMPACT OF JOB SATISFACTION**

Job satisfaction has a positive impact on productivity, presence and performance. Job satisfaction induces employees to remain with the organization. The behavior of an employee is improved when he works with satisfaction. The turnover is increased with satisfied employees and satisfied sales force. Market conditions, job opportunities, length of work tenures, promotional policies along with satisfied sales force will increase sales. Dissatisfied employees prefer the channels of exit or neutral productivity. They do not like to work hard or demonstrate their capacities. They continue to work as routine and uninterested persons. If they are pressurized to unhealthy and disinterested jobs, they prefer to leave the jobs. Loyalty declines and criticism of the organization increases. Ultimately the image of the organization will suffer a lot. Job design is created to help employees to get satisfaction perform better. The job content, functions and relationships are well designed to motivate employees for better results and achievement of organization goals.

### **LIMITATIONS OF THE STUDY**

This study focuses only Ramagundam region of Godavarikhani area employees in the Karimnagar district and has only a sample of 50 employees due to time and cost constraints. All the findings and suggestions given in the study were entirely based on the employees' response which may not be generalized to other geographical areas and to other industries.

### **REVIEW OF LITERATURE**

The review of literature will help the researcher in constructing the questionnaire, selection of statistical tools and to identify the research gap. JothiBasu (2014) in his article "A study on Employee Job Satisfaction in the Indian Cements (P) Ltd, Ariyalur District of Tamil nadu" found that most of the respondents satisfied with the salary and other allowances. The author suggested that to maintain the co-operation between the employees, the firm need to introduce new work methods, and invite suggestions from the employees in order to motivate them by keeping suggestion boxes.

Varshney.M.G and Sangeetha Malpani (2014) in their study "Paper on job satisfaction of SBI employees job satisfaction of public sector bank employees (A case study of Udaipur and Rajsam and districts State Bank of India)", found that job satisfaction of different employees through different dimensions and density of satisfaction. This study identifies the factors responsible for satisfaction and dissatisfaction.

Deepti Sinha (2013) in her research "Study of job satisfaction of the employees of private sector banks" found that increased level of job satisfaction among the private sector bank employees. It has also found that most of the respondents are dissatisfied with their job, not satisfied with job security and grievance handling procedure. The author suggested that the banks need to give more job security assurance for employees and effective leadership.

Swarnalatha.C (2013) in her article "Workplace Harassment and Job Satisfaction: An Empirical Study among Employees of Automotive Industries in India" found that work place harassment affect both men and women in every life. In this research the author met 290 employees to gather the data. The study has found that employees are not satisfied with work place safety and management treatment. The authors suggested that management need to adopt a cordial relationship with employees, discuss the problem and reduce the risk of work place harassment problems.

### **ABOUT THE ORGANISATION**

The Singareni Collieries Company Limited (SCCL) is a Government coal mining company jointly owned by the Government of Telangana and Government of India on a 51:49 equity basis. The Singareni coal reserves stretch across 350 km of Pranahitha – Godavari Valley of Telangana with a proven geological reserves aggregating to whopping 8791 million tones. SCCL is currently operating 16 opencast and 30 underground mines in 4 districts of Telanganai.e., Adilabad, Karimnagar, Warangal and Khammam with a manpower around 58,837.

**OBJECTIVES OF THE STUDY**

1. To study and understand the job satisfaction among the employees and other professionals of SCCL
2. To measure the impact of job satisfaction at SCCL
3. To study the various factors influencing job satisfaction
4. To assess the various factors of job satisfaction and job dissatisfaction
5. To provide suggestions and recommendations based on the feedback from employees.

**RESEARCH METHODOLOGY**

A sample design was constructed for the purpose of study including population all the employees of Ramagundam region of Godavarikhani area from assistant to managerial level who are the employees of SCCL. 50 employees from the total population are being selected. The samples are selected on the basis of convenience. Out of these 50 employees distribution is as follows:

Departments/ type of employees	Sample taken
Assistant and employees	30
Technical Engineers	17
Managers	3
<b>Total</b>	<b>50</b>

For collecting the data a survey was conducted amongst employees using questionnaires. For analyzing the data, Simple Percentage analysis and Two-way analysis are being used.

**ANALYSIS AND INTERPRETATION**

As per the two way analysis , it is analyzed that the respondents who falls between the score as up to 50 indicates less satisfaction of the respondents, from 51 –70 are got average satisfaction and 71 – 100 respondents are highly satisfied.

**Table- 1: Relationship between age and Level of Satisfaction**

Age	Age Level of Satisfaction			Total
	High Satisfaction	Medium Satisfaction	Low Satisfaction	
Below 30	4 (36%)	6 (55%)	1 (9%)	11
30-40	11 (48%)	10 (43%)	2 (9%)	23
Above 40	9 (56%)	5 (31%)	2 (13%)	16
Total	24	21	5	50

**Source: Primary data**

This reveals that the percentage of highly satisfied is in the above 40 group (56%) and 48% of highly satisfied in the middle age group and followed by young age group.

**Table-2: Relationship between Educational Status and Level of Satisfaction**

Education	Level of Satisfaction			Total
	High Satisfaction	Medium Satisfaction	Low Satisfaction	
Graduate	19 (53%)	15 (42%)	2(5%)	36
Post Graduate	5 (36%)	6 (43%)	3(21%)	14
Total	24	21	5	50

**Source: Primary data**

From the above table the percentage of highly satisfied is more among the respondents of graduate level group( 53%) and followed by the post graduategroup(36%). Percentages of post graduate respondents (21%) are more dissatisfied than graduates.

**Table - 3: Relationship between Marital Status and Level of Satisfaction**

Marital Status	Level of Satisfaction			Total
	High Satisfaction	Medium Satisfaction	Low Satisfaction	
Married	15 (39%)	20 (53%)	3(8%)	38
Unmarried	9 (75%)	1 (8%)	2(17%)	12
Total	24	21	5	50

**Source: Primary data**

The above table reveals that the percentage of highly satisfied is in unmarried group (75%) followed by married group (39%). And in medium satisfaction highestpercentage is in married group (53%) and followed by unmarried group.

**Table - 4: Relationship between No. of Dependents and Level of Satisfaction**

No of Dependents	Level Of Satisfaction			Total
	High Satisfaction	Medium Satisfaction	Low Satisfaction	
1	2 (50%)	1 (25%)	1(25%)	4
2	7 (47%)	7 (47%)	1(6%)	15
3 And Above	15 (48%)	13 (42%)	3(10%)	31
Total	24	21	5	50

**Source: Primary data**

The above table shows that the percentage of highly satisfied respondents (50%) is in the group of 1 dependent in the family and it is followed by 3 and above members group. And in medium satisfaction the highest percentage is in 2 members group and followed by above 3 members group.

**Table- 5: Relationship between Experience and Level of Satisfaction**

Experience	Level Of Satisfaction			Total
	High Satisfaction	Medium Satisfaction	Low Satisfaction	
Below 1 Year	10 (50%)	9 (45%)	1(5%)	20
1-3 Years	11 (69%)	2 (12%)	3(19%)	16
Above 3 Years	3 (21%)	10 (72%)	1(7%)	14
Total	24	21	5	50

**Source: Primary data**

The above table reveals that the respondents from 1-3 years group (69%) have derived highest satisfaction. The percentage of medium satisfaction is highest inthe category of above 3 years experience (72%) group.

**Table-6: Relationship between Monthly Salary and Level of Satisfaction**

Monthly Salary	Level of Satisfaction			Total
	High Satisfaction	Medium Satisfaction	Low Satisfaction	
Below 20000	0(0%)	1 (50%)	1 (50%)	2
20000-30000	2(17%)	8 (67%)	2 (16%)	12
30000-40000	10 (59%)	6 (35%)	1 (6%)	17
Above 40000	12 (63%)	6 (32%)	1 (5%)	19
Total	24	21	5	50

**Source: Primary data**

From the above table the percentage of highly satisfied respondents (63%) is more in the group above Rs.40,000 and followed by the groups Rs.30,000 – Rs.40,000(59%). In medium satisfaction (67%) the highest percentage is in Rs.20, 000 – Rs.30, 000 group.

**Table-7: Relationship between Type of Employee and Level of Satisfaction**

Type of Employee	Level of Satisfaction			Total
	High Satisfaction	Medium Satisfaction	Low Satisfaction	
Employees	13 (43%)	14 (47%)	3(10%)	30
Technical Engineers	9 (53%)	6 (35%)	2(12%)	17
Managers	2 (67%)	1 (33%)	0(0%)	3
Total	24	21	5	50

**Source: Primary data**

Majority percentages of managers (67%) are highly satisfied followed by engineers working at site (53%), majority of employees working at head office are medium satisfied followed by engineers and managers.

### **FINDINGS**

- The two-way table shows that the high satisfaction is derived by the respondents who belong to above 40 age group.
- On the basis of educational qualification, the majority of the respondents are from graduate level group.
- Majority of respondents in this survey are working as employees and assistants (60%) in head office followed by engineers at site (34%) and managers (6%).
- Majority percentage of managers are highly satisfied (67%) followed by engineers at site (53%). Majority of employees working at head office have medium satisfaction (47%) followed by engineers (35%).

### **CONCLUSIONS**

Although the job satisfaction level of SCCL employees was at a high mark. But at the same time they came out with their view point of the areas of the improvement to be made. The most important thing managers can do to raise employee satisfaction is focus on the intrinsic parts of the job, such as making the work challenging and interesting and clear description of work employees have to perform. Although paying the employees poorly will likely not attract high quality employees to the organization, or keep high performers, managers should realize that high pay alone is unlikely to create a satisfying work environment. Creating a satisfied workforce is hardly a guarantee of successful organizational performance, but evidence strongly suggests that whatever managers can do to improve employee attitudes will like result in heightened organizational effectiveness.

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