

JOB SATISFACTION OF EMPLOYEES: A STUDY WITH SPECIAL REFERENCE TO BHARAT HEAVY ELECTRICALS LIMITED, THIRUVERUMBUR, TIRUCHIRAPPALLI DISTRICT

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ABSTRACT

Purpose: *The purpose of the study is to know the satisfaction level of a customer through Human Resource management. The effective tools are used to find out the differences between two variables and to find out their relationship among the variables.*

Design / Methodology: *Data have been collected from the employees of Bharat Heavy Electricals limited (BHEL) Trichy. The data were collected with the help of structured questionnaire. Random sampling method was used in this study. 50 employees were chosen for this research. SPSS package was used for the interpretation of data.*

Findings: *The result of Chi-square test reveals that there is a significant relationship difference between job satisfaction and level of benefits and recognition.*

KEYWORDS: *Tools and Techniques, Chi-Square Test, Level of Satisfaction.*

Introduction

Human Resource is considered to be the most valuable asset in any organization. This study belongs to the organizational effectiveness through Human Resource practice. The role of Human Resources is changing as fast as technology and the global marketplace increases. Historically, the Human Resource department was viewed as administration, kept personal files and other records, managed the hiring process and provides other administrative support to the business. The positive result of these changes is that Human Resource professionals have the opportunity to play a strategic role in the business. The challenge for Human Resource managers is to keep up to date with the latest Human Resource innovations – technological, legal, political etc. Human Resource is an increasingly broadening term with which an organization or other Human Resource system describes the combination of traditionally administrative personal functions with acquisition and application of skills, knowledge and experience, employee relations and resource planning with various levels. This field draws upon concepts developed in organizational psychology and system theory. Job satisfaction reflects the extent to which people find gratification and fulfilment in their job. Job satisfaction shows that personal factors like individual needs and aspiration determine their attitude, along with the group and organizational factors for the purpose of providing relationship with co-workers, supervisors, working conditions, work policies, compensation in order to make positive contributions and to stay with the organization. Job satisfaction is considered as a state of condition where people are:

- Induced to do work efficiently and effectively;
- Convinced to remain in the enterprise;
- Prepared to act efficiently during contingences;
- welcome the change without resistance;
- Interested in promoting the image of the organization and
- More happy and satisfied with their job. The level of job determines the job satisfaction.

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Need for the Study

Job satisfaction is a very essential aspect in an organization. Job should be designed in such a way that the employees feel satisfied with their job. Job satisfaction plays a vital role in motivating the employees to perform their jobs more perfectly and in a good manner so as to achieve their goals and in turn it increases the productivity, decrease attrition rates and absenteeism in an organization.

Significance of the Study

A job comes to a level of satisfaction when the employees are allowed to operate freely in an organization. A job satisfaction of an employee helps to improve an organization more effectively. Job satisfaction can contribute a successful productive output with the high quality of products and services to the customers. An organization can also maintain low absenteeism and high turnover when there is a satisfaction in their job. The environmental constrain plays an important role in job satisfaction and boost up the productive relationship to the minimal point. Stress is a sign of poor growth of an organization and it results in negative approach among the employees.

Objectives of the Study

- To measure the job satisfaction of the employees in Bharat Heavy Electricals Limited.
- To study the attitude of the employees towards their work.
- To identify the factors that influencing the job satisfaction of the employees.
- To provide suggestions to improve the satisfaction level of employees in Bharat Heavy Electricals Limited.

Hypothesis

- There is no significant relationship between job satisfaction of employees and level of benefits.
- There is no significant relationship between job satisfaction of employees and recognition.

Limitations of the Study

- The study was comparatively difficult to get response from the employees because of their responsibilities and busy schedule.
- The study is limited with one organization, thus research should be made broad by doing comparison between few organizations for better results.
- Due to time and cost constrain data have been collected from 50 employees in the organization.

This research deals with only few aspects of employees Job Satisfaction such as working condition, motivation, payment and promotion, Human Resource Practices, Skills and ability.

Research Methodology

Both primary and secondary data were collected from the employees in Bharat Heavy Electricals Limited, Thiruverumbur, Tiruchirappalli district. The data were collected by the researcher with the help of structured questionnaire. Simple random sampling method was used for the study. 50 employees were chosen. The researcher also used SPSS package for interpretation of data. The tools used for this study are as follows:

- Chi-Square
- Frequency Table

Analysis and Interpretation of the Study

Analysis

"Analysis" means methodical classification of the data collected through questionnaire. Analysis is the process of breaking a complex topic or substance into smaller parts to gain a better understanding of it.

Interpretation

The term "Interpretation" means, "explaining the meaning and significance of the data so simplified." An interpretation is an assignment of meaning to the symbols of a formal language. Many formal languages used in mathematics, logic and theoretical computer science are defined in solely syntactic terms and as such do not have any meaning until they give some interpretation.

Testing of Hypothesis

The chi-square test is widely used as a non-parametric test in statistical work.

There are two types of statistical hypothesis:

Null Hypothesis (H_0): A statistical hypothesis states that there is **no** difference between a parameter and a specific value, or that there is **no** difference between two parameters.

Alternative Hypothesis (H_1): A statistical hypothesis that states that existence of a **difference** between a parameter and a specific value, or states that there is a **difference** between two parameters.

Classification of Respondents According to their Gender

Particulars	No of Respondents	Percentage
Male	24	48
Female	26	52
Total	50	100

Source: Primary data

From the above table it reveals that, respondents were classified based on their gender. 48 per cent of the respondents were Male while 52 per cent of the respondents were Female.

It found that the majority of employees were female with 52 percentages.

Chi-Square Test

- **To know the association between job satisfaction of the employees and benefits of the employees**

Chi-Square Tests

Variables	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	215.895 ^a	72	.000
Likelihood Ratio	111.673	72	.002
Linear-by-Linear Association	37.698	1	.000
N of Valid Cases	50		

Source: Primary data

The calculated value of chi-square is 215.895 which is greater than the table value 79.08 and the significant level is 0.000 which is lesser than the p value (0.05). Hence the null hypothesis is not accepted and alternative hypothesis is accepted. Therefore it shows that there is an association between job satisfaction of the employees and benefits of the employees.

- **To know the association between job satisfaction of the employees and recognition of the employees.**

Chi-Square Tests

Variables	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	178.810 ^a	63	.000
Likelihood Ratio	93.883	63	.007
Linear-by-Linear Association	36.765	1	.000
N of Valid Cases	50		

Source: Primary data

The calculated value of chi-square is 178.810 which are greater than the table value 90.53 and the significant level is 0.000 which is lesser than the p value (0.05). Hence the null hypothesis is not accepted and **alternative hypothesis is accepted**. Therefore it shows that **there is an association between job satisfaction of the employees and recognition of the employees**.

Findings and Suggestions

The Chi-square test reveals the following:

- There is a significant relationship between job satisfaction of employees and level of benefits.
- There is a significant relationship between job satisfaction of employees and recognition.

Suggestions

Brief introduction about the objectives, contents, purpose and importance of the job satisfaction may explain the employees for better understanding about the same.

- The job satisfaction measure should motivate the employees for better outcome.
- The employees' must be encouraged to involve in the decision making process.
- The employees' suggestions and ideas must be considered.

Conclusion

The researcher reveals that job satisfaction and commitment are the most important variables in Human Resource management. Job satisfaction is an attitude which results from balancing and summation of many specific likes and dislikes experienced in connection with job. Job satisfaction benefits the organization includes reduction in complaints and grievances, absenteeism, turnover, termination and as well as punctuality in work morale. Job satisfaction is also linked with healthier work force and has been found to be a good indicator of longevity. From this study the employees are satisfied in all the factors like general working condition, working environment, benefits, orientation programs, skills and ability, communication, job satisfaction, recognition in this organization. If the organization takes care of its employees, the employees will take care of the organization.

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