

A STUDY ON JOB SATISFACTION

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ABSTRACT

This study is undertaken for finding JOB SATISFACTION at Kotak Mahindra Bank LTD, HYDERABAD. The study has been conducted by adopting survey method among the employee in Kotak Mahindra Bank with the help of questionnaire. The sample of size 100 respondents from the company was chosen for the study. The study is based on descriptive research, exploratory research, and random sampling is used for data collection. The study provides some findings that were interrupted from the analysis of the collected data. The suggestions were given which may help the company to improve employee job satisfaction.

Keywords: Job Satisfaction, Employees, Performance.

Introduction

Human resource is considered to be the most valuable asset in any organization. It is the total of inherent abilities, aptitudes of the employed persons who comprise executives, supervisors and the rank and file employees. It may be noted here that human resources should be utilized to the maximum possible extent, in order to achieve and organizational goals. It is thus the employees' performance which ultimately decides and attainment of goals however, his employees' performance by motivation and job satisfaction.

Job satisfaction refers to a person's feeling satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness, But satisfaction on the job.

The term relates to the total relationship between an individual and the employer for which he is paid. Satisfaction does mean the simple feeling –state accompanying the attainment by an impulse of motivation at work. Research workers differently described the factors contributing to job satisfaction and job dissatisfaction.

Hop pock describes job satisfaction as, "any combination of psychological and environmental circumstance that cause and person truthfully to say I am satisfied with my job. Job satisfaction is defined as the "pleasurable emotional state resulting from the appraisal of one's' job satisfaction is defined as "The UN pleasurable emotional state resulting from the appraisal of one's' job values (or) as entailing disvalues "However, both satisfaction and dissatisfaction were, seen as "a function of the perceived relationship between on perceives it as offering (or) entailing

Need for Study

- Job satisfaction has a positive impact on productivity, presence and performance of employees. Satisfied workers like to perform more willing and happily, which increases the productivity.
- Job satisfaction induces employees to remain with the organization.
- The behavior of an employee is improved when he works with satisfaction.
- Job satisfaction is seen more in higher levels of employees with increase in productivity and performance.
- Job satisfaction is visible in the lower cadre of employees also. The turnover is increased with satisfied employees and satisfied sales force.
- Market conditions jobs opportunities, length of work tenures, promotional policies along with satisfied sales force will increase sales.

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Objectives of the Study

Broad Objective

- To study the overall job satisfaction of employees in HDFC, Hyderabad branch.

Specific Objectives

- To know the level of job satisfaction among employees in the Organization.
- To examine the factors that influence job satisfaction of employees in the organization
- To give amicable and practical suggestions to improve job satisfaction of employees.
- To know the relationship among the employees in the organization

Limitations of the Study

- The study is limited to 45 days only.
- Employees are not interested to answer the forms, but we convinced them for answering.

Unwillingness of Respondents

While collection of the data many consumers were unwilling to fill the questionnaire. Respondents were having a feeling of wastage of time for them.

Small Area for Research

The area for study was Hyderabad, which is quite a small area to judge job satisfaction level.

Analysis and Interpretation of Data

Age

| Age | No of Responses | % of Responses |
|--------------|-----------------|----------------|
| 20-30 | 50 | 50% |
| 30-40 | 30 | 30% |
| 40-50 | 10 | 10% |
| 50-60 | 10 | 10% |
| Total | 100 | 100 |

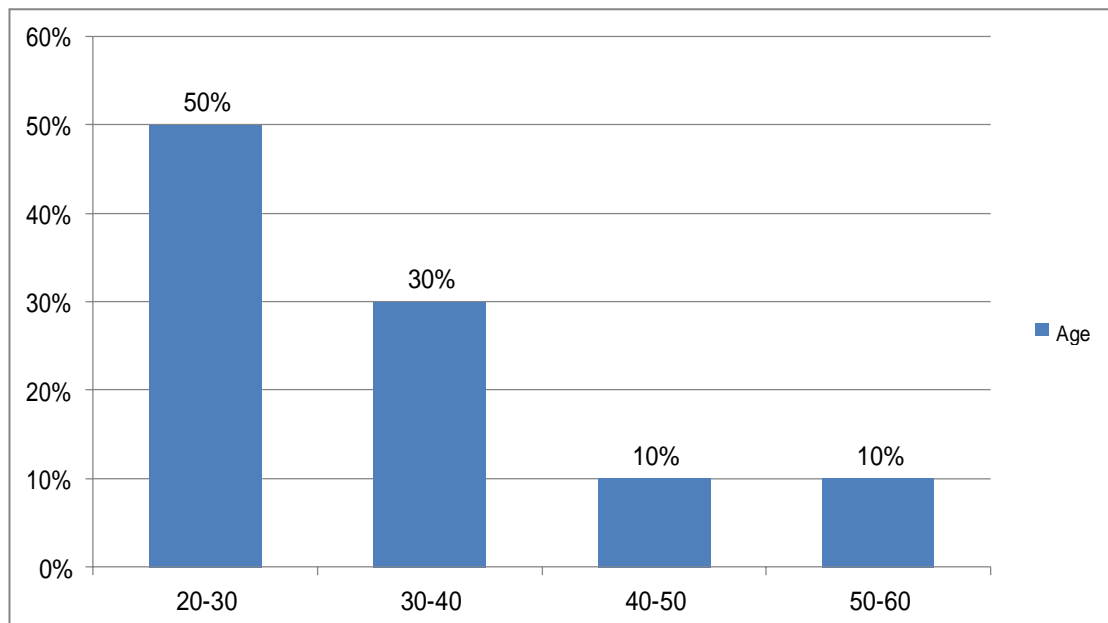


Chart 1

Interpretation

The above data emphasis that 50% of the sample/respondents are between the age of 20-30. It can be understood that most of the employees are young people.

Gender

| Gender | No of Responses | % of Responses |
|--------------|-----------------|----------------|
| Male | 60 | 60% |
| Female | 40 | 40% |
| Total | 100 | 100 |

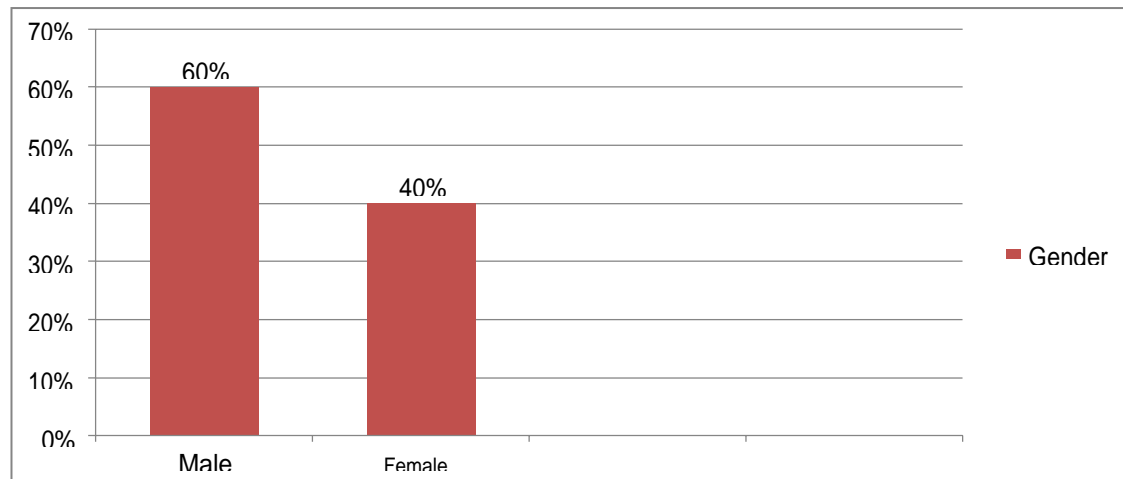


Chart 2

Interpretation

The above data emphasizes that 60% are male and 40% are Female. It can be understood that most of the employees are Male.

Education

| Age | No of Responses | % of Responses |
|--------------|-----------------|----------------|
| UG | 40 | 40% |
| PG | 40 | 40% |
| Others | 20 | 20% |
| Total | 100 | 100 |

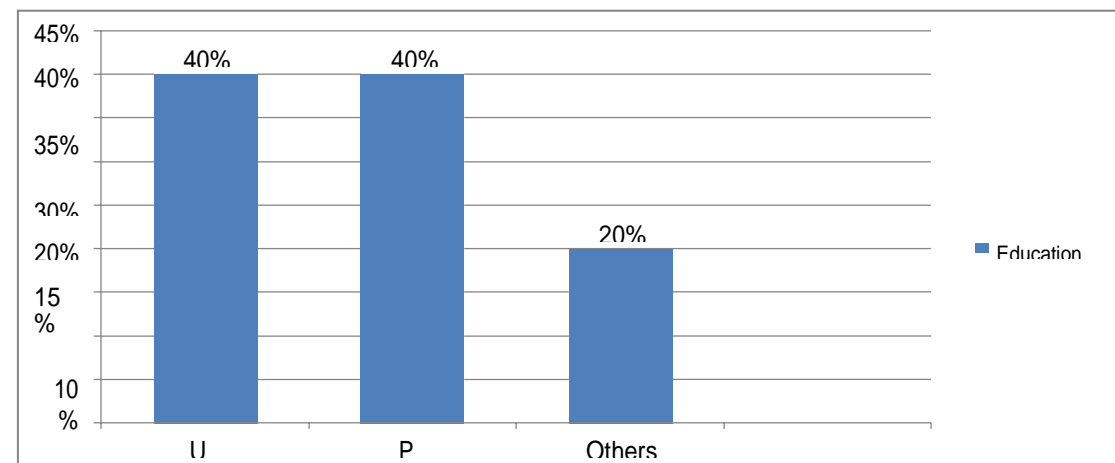


Chart 3

Interpretation

The above data emphasizes that 40% are Under Graduate, 40% are Post Graduate and 20% are others. It can be understood that most of the employees are UG & PG.

Occupation

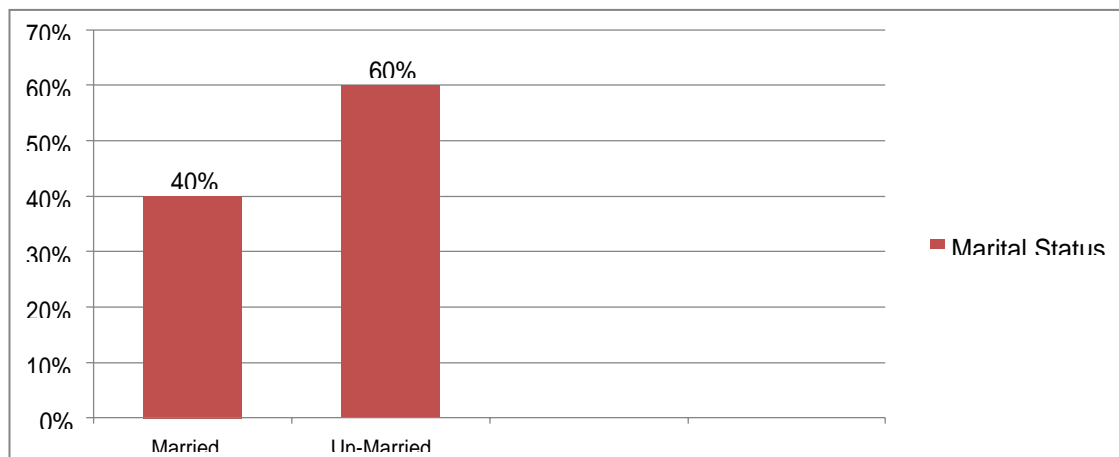
| Age | No of Responses | % of Responses |
|---------------|-----------------|----------------|
| Executive | 40 | 40% |
| Sr. Executive | 30 | 30% |
| Manager | 30 | 30% |
| Total | 100 | 100 |

**Chart 4****Interpretation**

The above data emphasis that 40% are Executive, 40%, 30% are Sr. Executive and 30% are Manager. It can be understood that most of the employees are Executive

Marital Status

| Marital | No of Responses | % of Responses |
|--------------|-----------------|----------------|
| Married | 40 | 40% |
| Un-Married | 60 | 60% |
| Total | 100 | 100 |

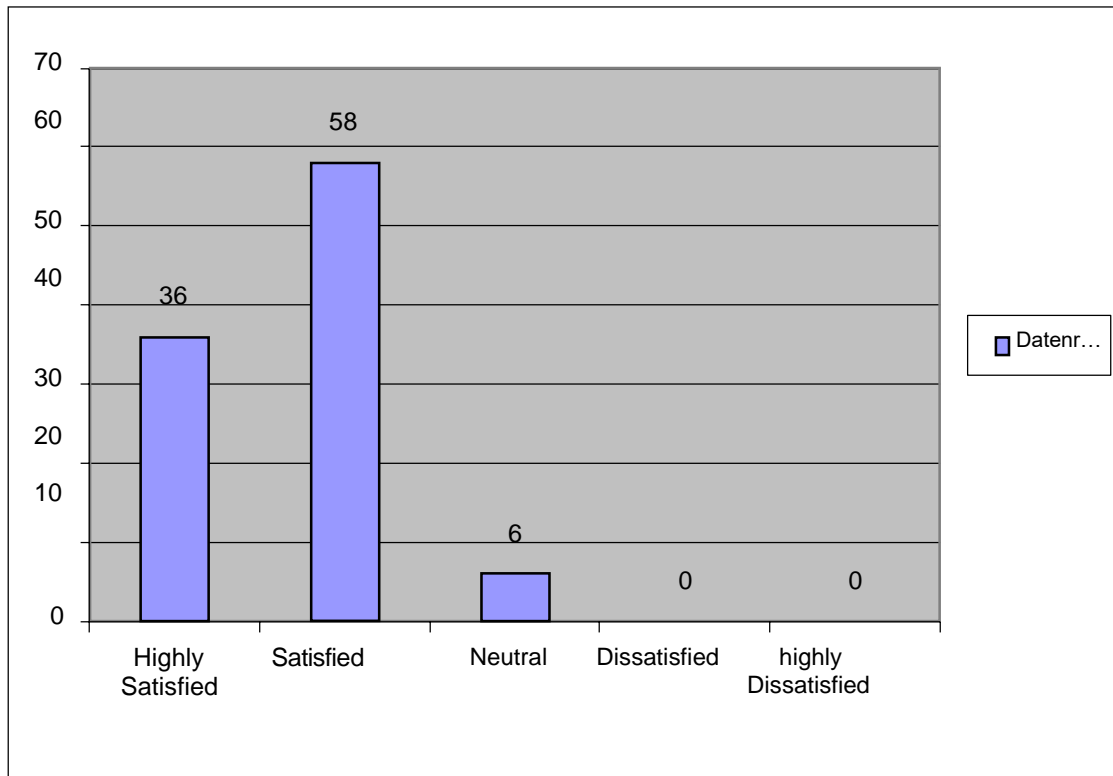
**Chart 5****Interpretation**

The above data emphasis that 60% are Un-Married and 40% are Married. It can be understood that most of the employees are Un-Married.

Interpersonal Relationship
Response about the Support from the HR Department

Table 1

| Sl. No. | Particular | Number of Respondents | Percentage |
|---------|---------------------|-----------------------|------------|
| 1 | Highly satisfied | 36 | 36 |
| 2 | Satisfied | 58 | 58 |
| 3 | Neutral | 6 | 6 |
| 4 | Dissatisfied | 0 | 0 |
| 5 | Highly Dissatisfied | 0 | 0 |
| | Total | 100 | 100 |



Graph 1

Interpretation

The table shows that 58% of the respondents are satisfied with the support they are getting from the HR department.

Management is interested in Job Satisfaction for the employees

Table 2

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 54 | 54 |
| 2 | Agree | 40 | 40 |
| 3 | Neutral | 6 | 6 |
| 4 | Disagree | 0 | 0 |
| 5 | Strongly Disagree | 0 | 0 |
| | Total | 100 | 100 |

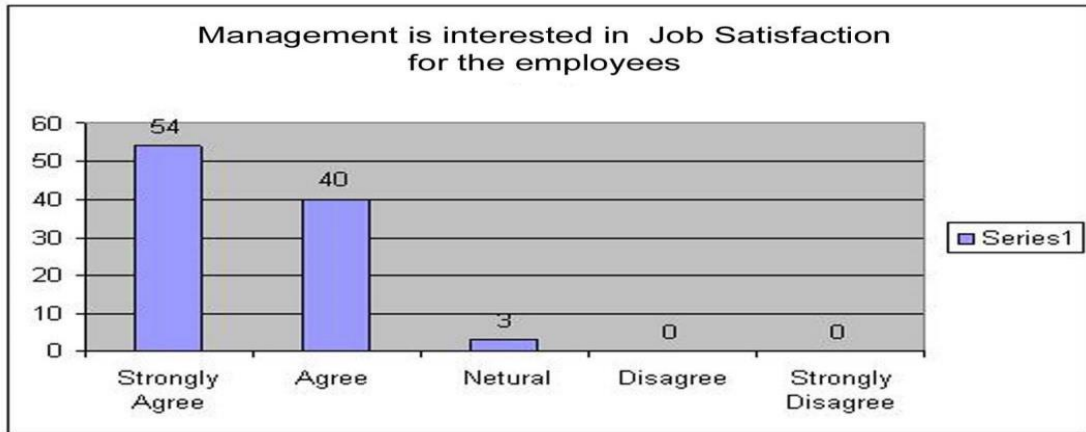


Chart.2

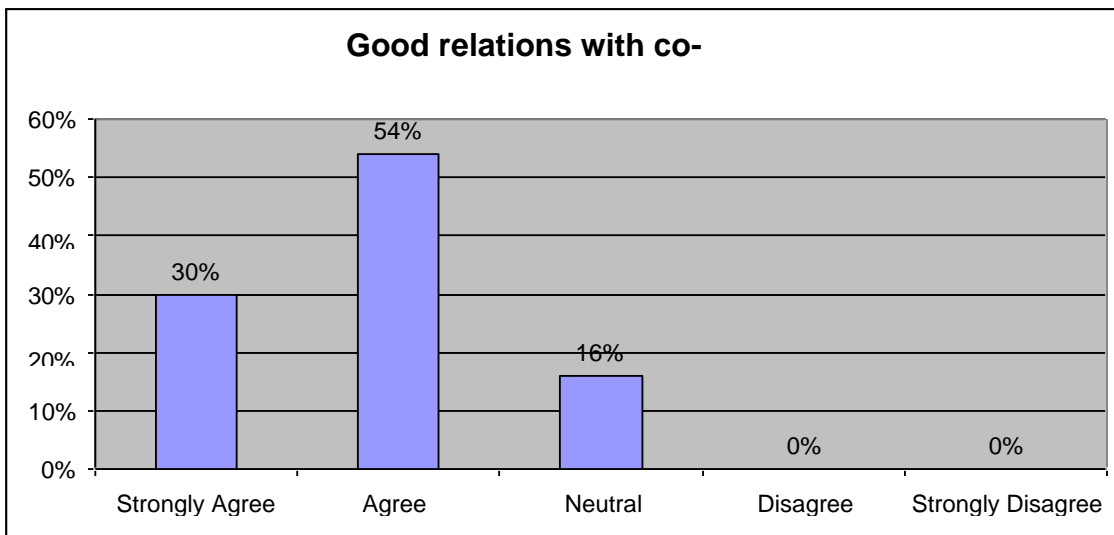
Interpretation

The table shows that 54% of the respondents are strongly agreeing that the management is interested in Job Satisfaction for the employees.

Good Relations with the Co-workers

Table 3

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 30 | 30 |
| 2 | Agree | 54 | 54 |
| 3 | Neutral | 16 | 16 |
| 4 | Disagree | 0 | 0 |
| 5 | Strongly Disagree | 0 | 0 |
| | Total | 100 | 100 |



Graph 3

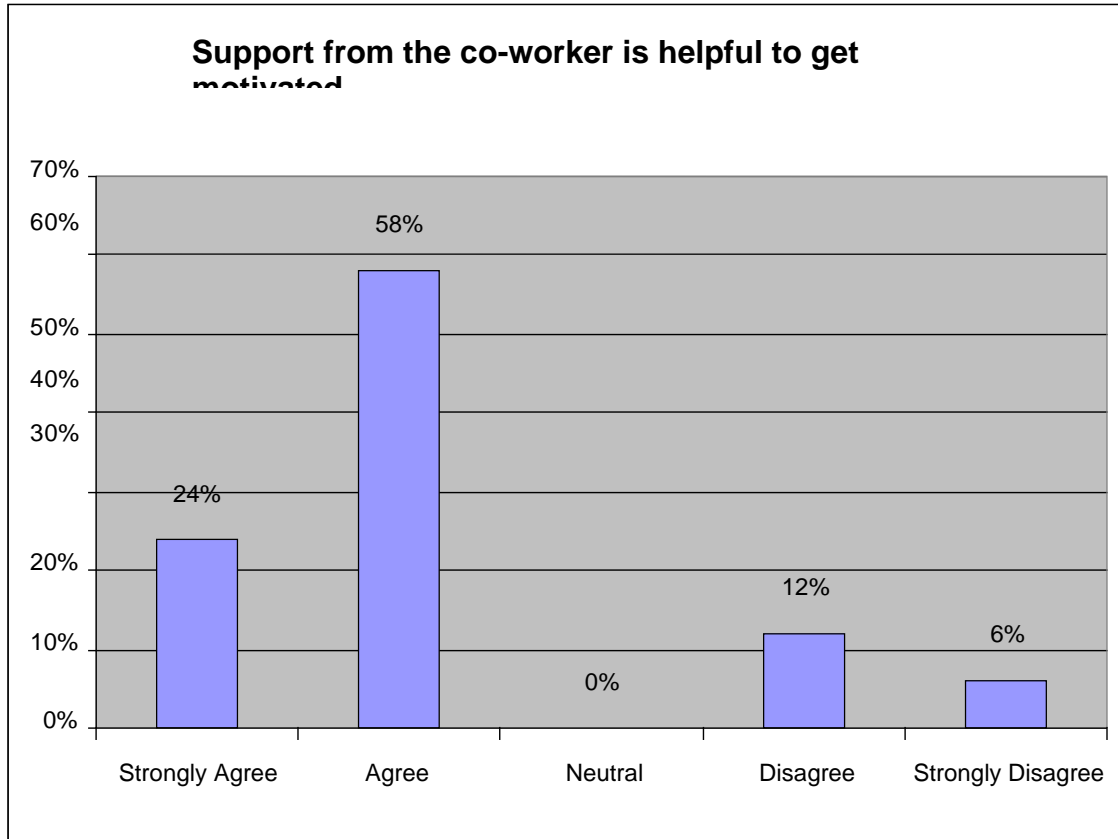
Interpretation

The table shows 54% of the respondents agree that they have good relations with co- worker.

Support from the Co-worker is Helpful

Table 4

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 24 | 24 |
| 2 | Agree | 58 | 58 |
| 3 | Neutral | 0 | 0 |
| 4 | Disagree | 12 | 12 |
| 5 | Strongly Disagree | 6 | 6 |
| | Total | 100 | 100 |



Graph 4

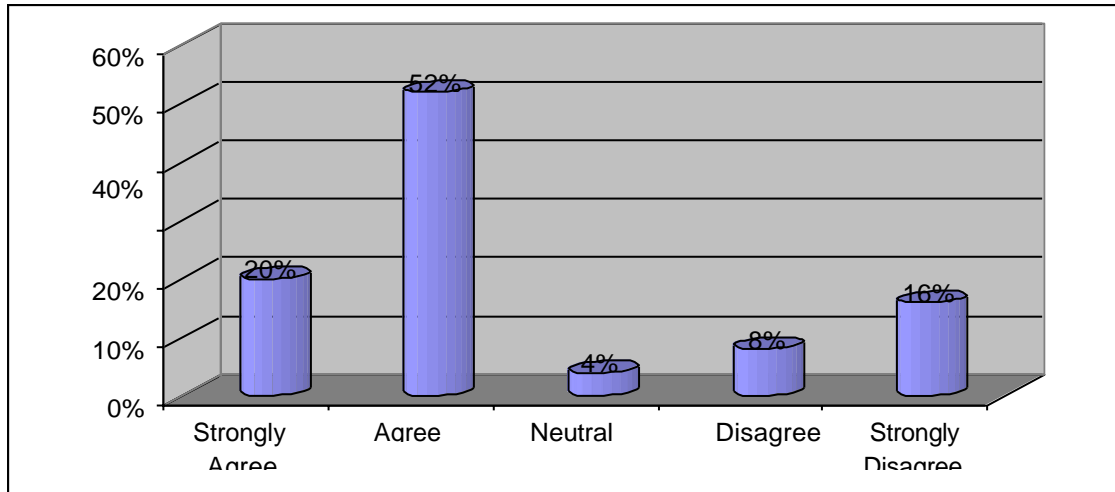
Interpretation

The table shows 58% of the respondents agree that the support from the co-worker is helpful to get motivated.

Career Development Opportunities are Helpful to get Job

Table 5

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 20 | 20 |
| 2 | Agree | 52 | 52 |
| 3 | Neutral | 4 | 4 |
| 4 | Disagree | 8 | 8 |
| 5 | Strongly Disagree | 16 | 16 |
| | Total | 100 | 100 |



Graph 5

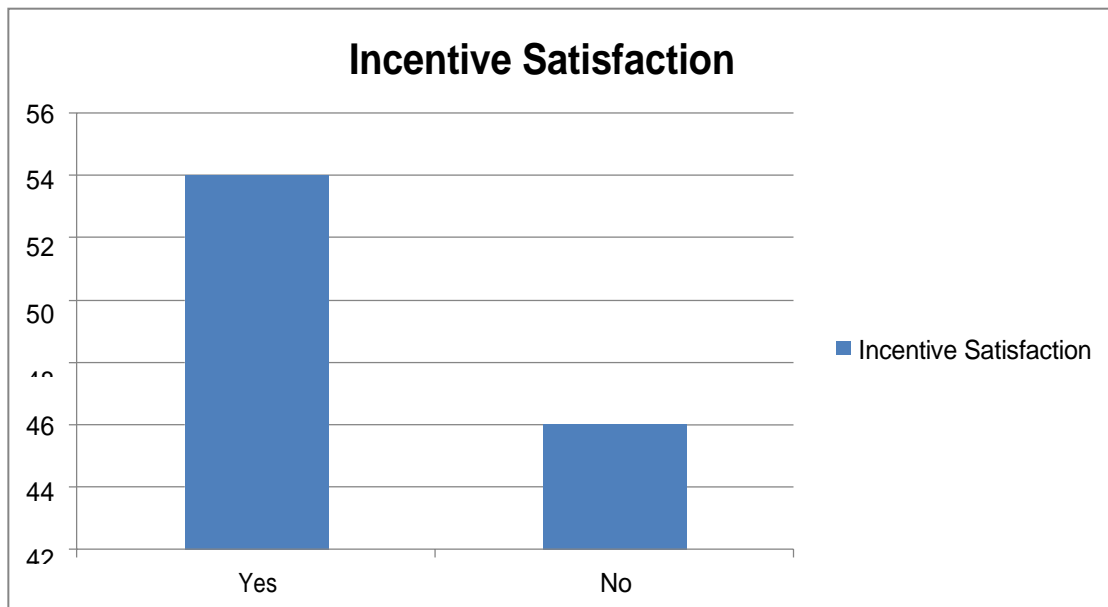
Interpretation

The table shows 52% of the respondents agree that the career development opportunities are helpful to get job.

The Type of Incentives Satisfaction you More

Table 6

| SI No | Particular | Number of Respondents | Percentage |
|-------|------------|-----------------------|------------|
| 1 | Yes | 54 | 54 |
| 2 | No | 46 | 46 |
| | Total | 100 | 100 |



Graph 6

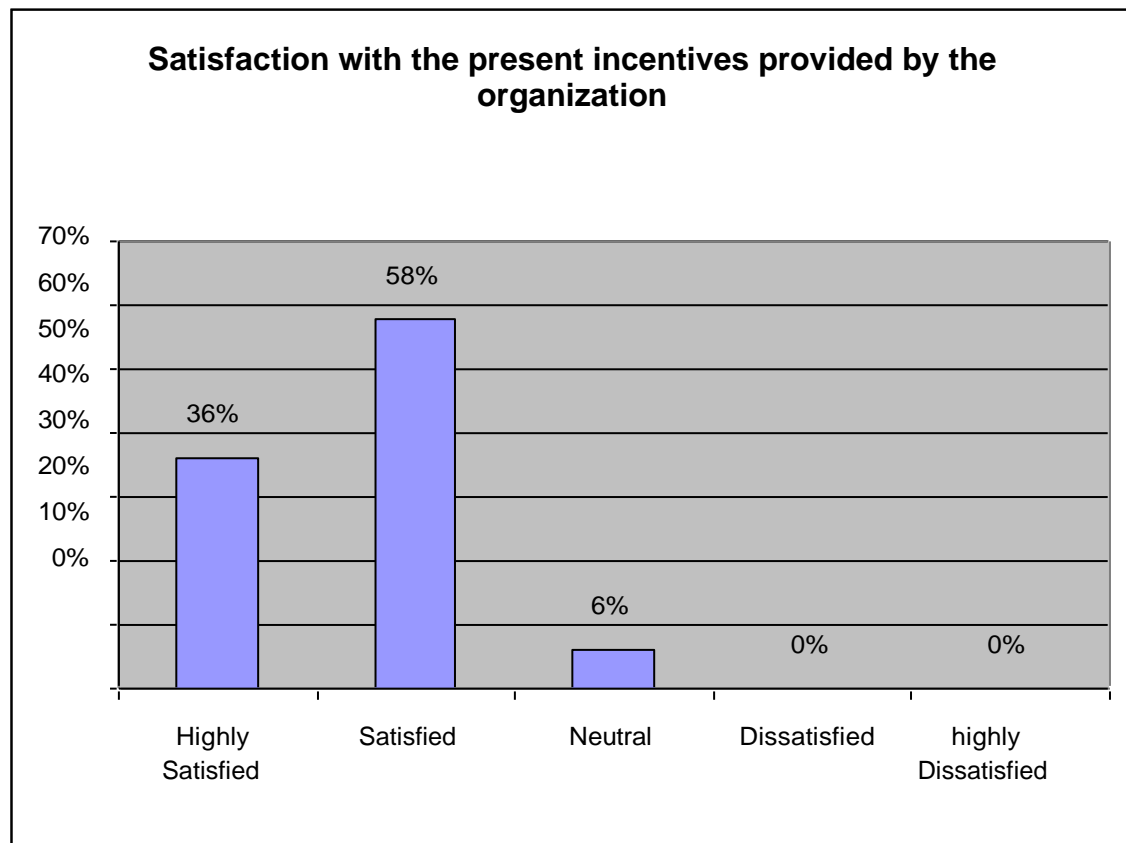
Interpretation

The table shows that 54% of the respondents are expressing that 46% financial and non financial incentive.

Satisfaction with the Present Incentives Scheme

Table 7

| SI No | Particular | Number of Respondents | Percentage |
|-------|------------------|-----------------------|------------|
| 1 | Highly satisfied | 36 | 36 |
| 2 | Satisfied | 58 | 58 |
| 3 | Neutral | 6 | 6 |
| 4 | Dissatisfied | 0 | 0 |
| 5 | Highly satisfied | 0 | 0 |
| | Total | 100 | 100 |



Graph 8

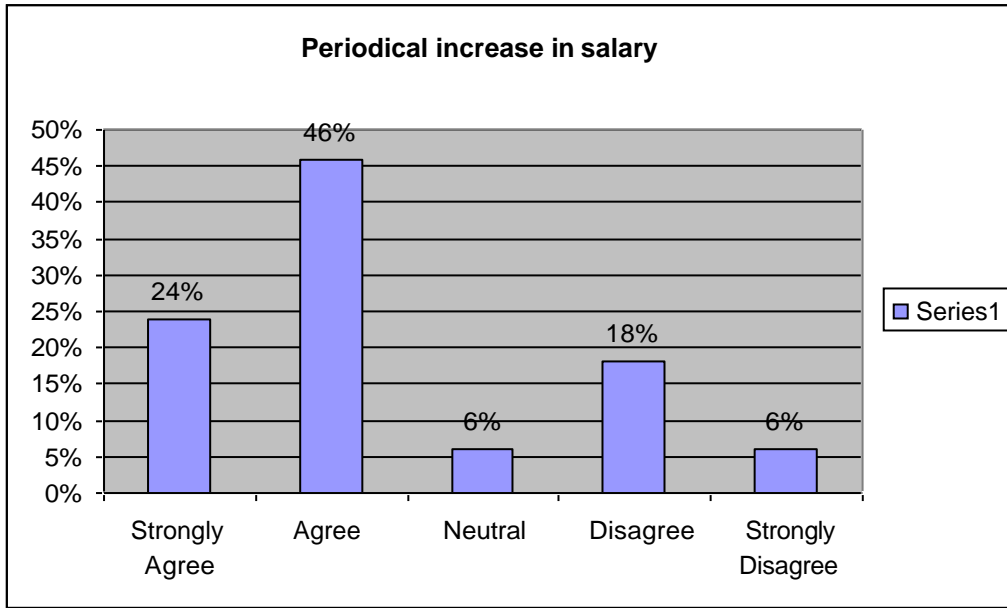
Interpretation

The table shows that 58% of the respondents are satisfied with the present incentive scheme of the organization.

Periodical Increase in Salary

Table 8

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 24 | 24 |
| 2 | Agree | 46 | 46 |
| 3 | Neutral | 6 | 6 |
| 4 | Disagree | 18 | 18 |
| 5 | Strongly Disagree | 6 | 6 |
| | Total | 100 | 100 |



Graph 8

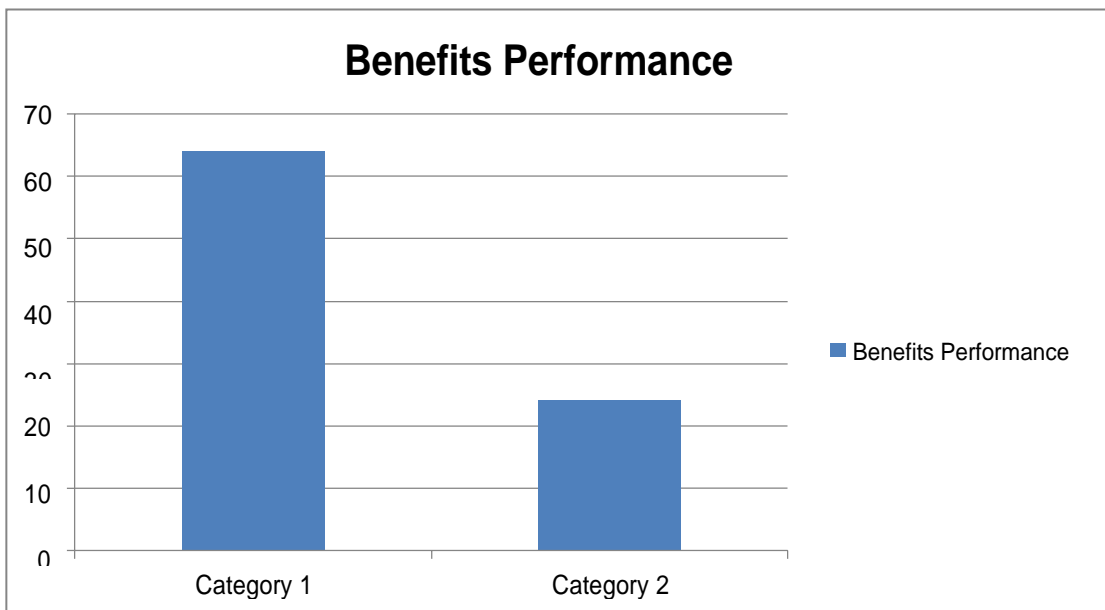
Interpretation

The table shows 46% of employees agree that there is a periodical increase in the salary.

Incentives and other benefits will influence your performance

Table 9

| SI No | Particular | Number of Respondents | Percentage |
|-------|------------|-----------------------|------------|
| 1 | Yes | 64 | 64 |
| 2 | No | 24 | 24 |
| | Total | 100 | 100 |



Graph 9

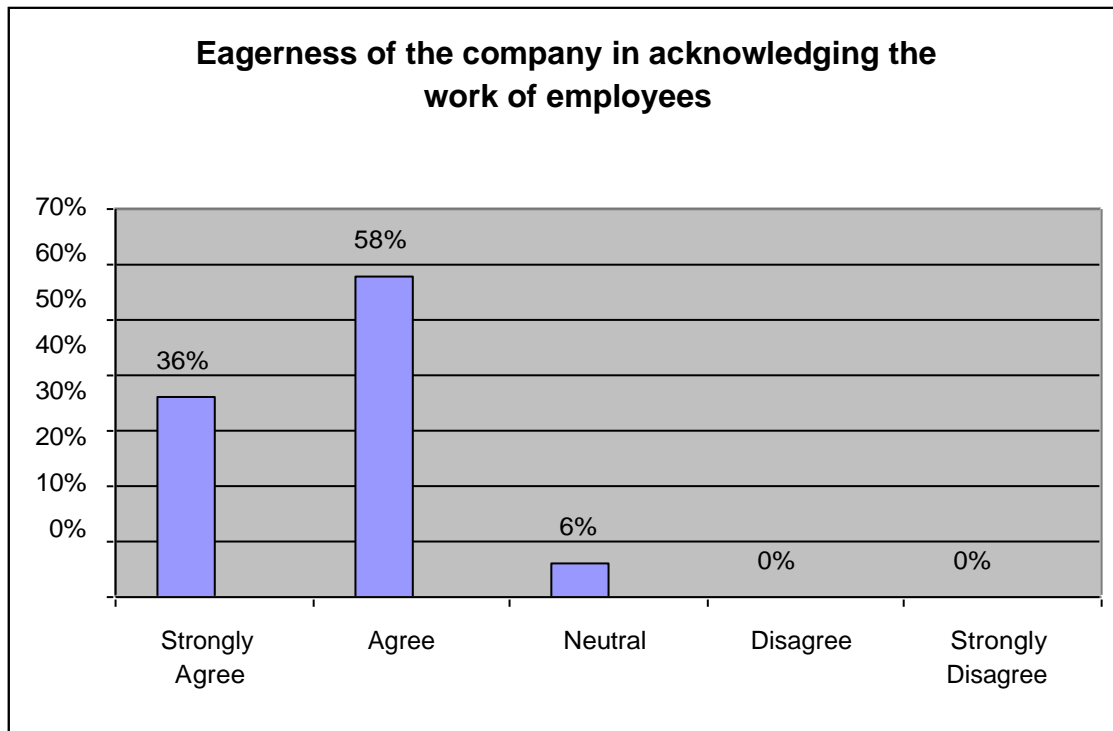
Interpretation

The table shows 64% of the respondents responded that incentives and other benefits will influence their performance

The Company Recognizing and Acknowledging Employee’s Work

Table 10

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 36 | 36 |
| 2 | Agree | 58 | 58 |
| 3 | Neutral | 6 | 6 |
| 4 | Disagree | 0 | 0 |
| 5 | Strongly Disagree | 0 | 0 |
| | Total | 100 | 100 |



Graph 10

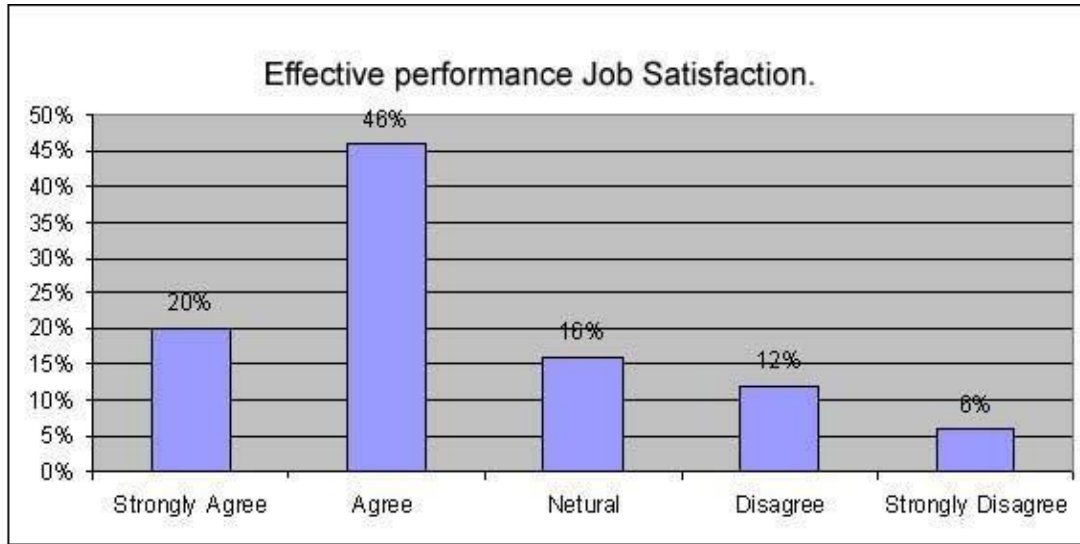
Interpretation

From the study, 58% of employees agreed that the company is eager in recognizing and acknowledging their work, 36% strongly agreed and only 6% showed neutral response.

Effective performance Job Satisfaction

Table 11

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 20 | 20 |
| 2 | Agree | 46 | 46 |
| 3 | Neutral | 16 | 16 |
| 4 | Disagree | 12 | 12 |
| 5 | Strongly Disagree | 6 | 6 |
| | Total | 100 | 100 |



Graph 11

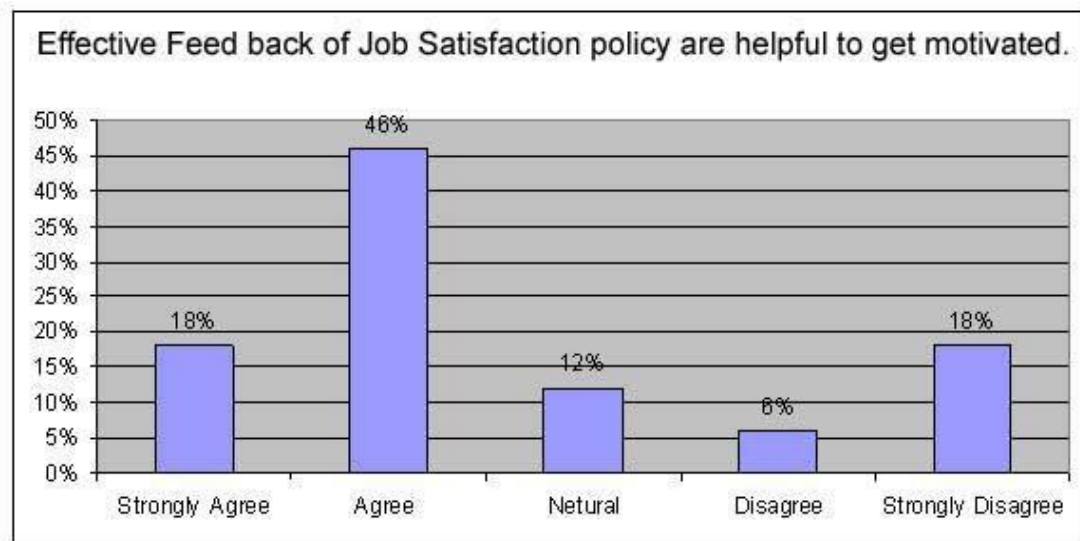
Interpretation

The table shows 46% of the respondents agree to effective performance Job Satisfaction existing in the company.

Effective Feedback of Job Satisfaction policy are helpful to get motivated.

Table 12

| SI No | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 18 | 18 |
| 2 | Agree | 46 | 46 |
| 3 | Neutral | 12 | 12 |
| 4 | Disagree | 3 | 3 |
| 5 | Strongly Disagree | 18 | 18 |
| | Total | 100 | 100 |



Graph 12

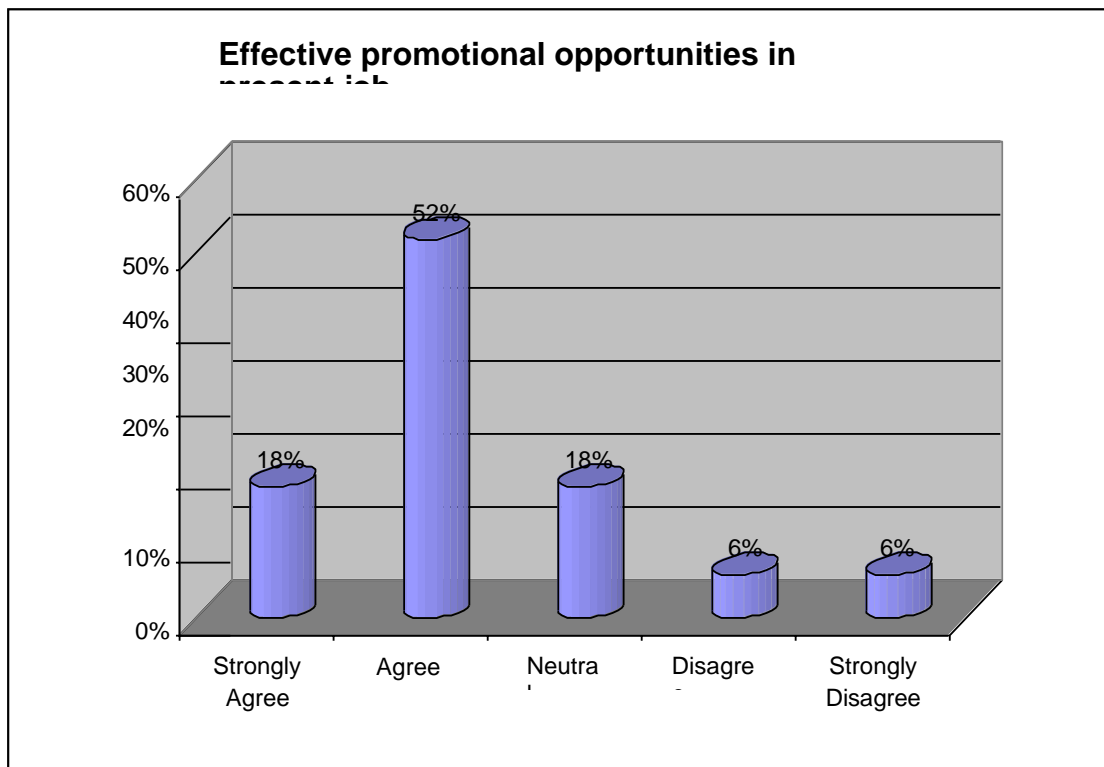
Interpretation

The table shows 46% of the respondents agree that the Job Satisfaction activities are helpful to get motivated.

Effective promotional opportunities in present job

Table 13

| SI no | Particular | Number of Respondents | Percentage |
|-------|-------------------|-----------------------|------------|
| 1 | Strongly Agree | 18 | 18 |
| 2 | Agree | 52 | 52 |
| 3 | Neutral | 18 | 18 |
| 4 | Disagree | 6 | 6 |
| 5 | Strongly Disagree | 6 | 6 |
| | Total | 100 | 100 |



Graph 13

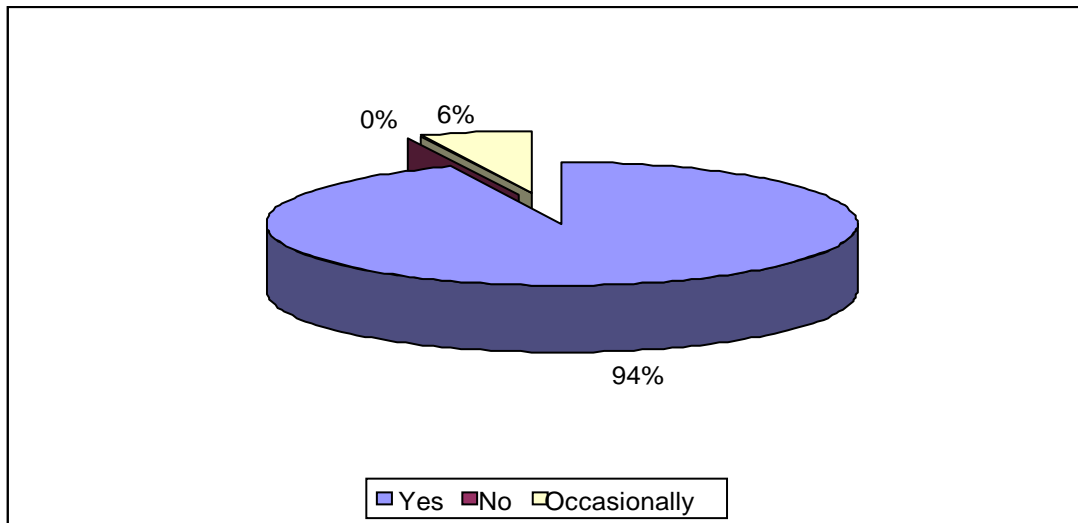
Interpretation

The table shows 52% of the respondents agree with effective promotional opportunities in their present job.

14 Management involves you in decision making which are connected to your department

Table 14

| SI No | Particular | Number of Respondents | Percentage |
|-------|--------------|-----------------------|------------|
| 1 | Yes | 94 | 94 |
| 2 | No | 0 | 0 |
| 3 | Occasionally | 6 | 6 |
| | Total | 100 | 100 |



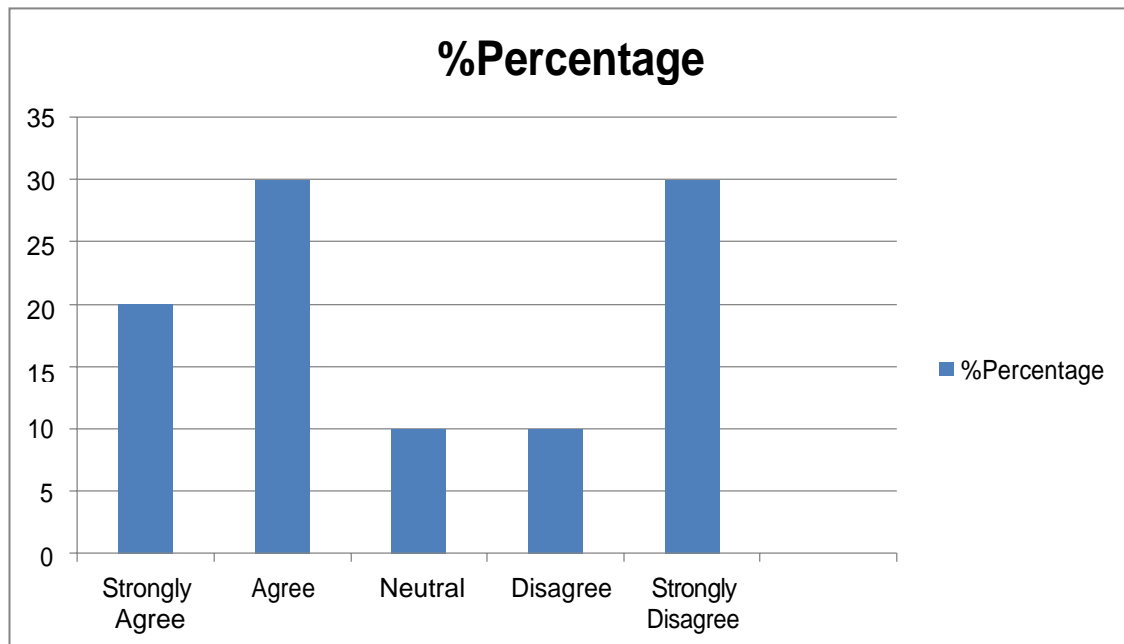
Graph 14

Interpretation

The table shows 94% of the respondents agree that they the Management involve them in decision making which are connected to your department.

Your Suggestion Agreed in your Company

| Response | Respondents | % of Respondents |
|-------------------|-------------|------------------|
| Strongly Agree | 20 | 20 |
| Agree | 30 | 30 |
| Neutral | 10 | 10 |
| Disagree | 10 | 10 |
| Strongly Disagree | 30 | 30 |
| Total | 100 | 100% |



Analysis

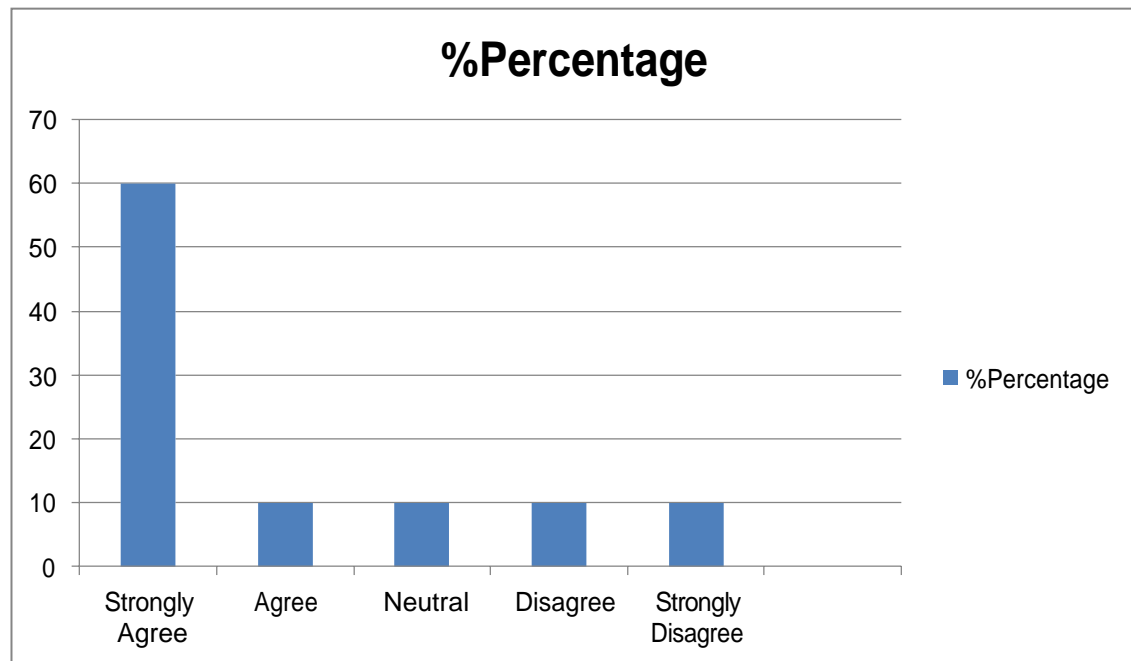
From the above table, 20% of employees Agreed their suggestions are agreed, 30% of employees Disagreed, 10% of employees sometimes agreed our suggestions of the company.

Interpretation

This shows that the majority of the employee’s suggestions are agreed by the company.

Satisfied with the Company Rules?

| Response | Respondents | % of Respondents |
|-------------------|-------------|------------------|
| Strongly Agree | 60 | 60 |
| Agree | 10 | 10 |
| Neutral | 10 | 10 |
| Disagree | 10 | 10 |
| Strongly Disagree | 10 | 10 |
| Total | 100 | 100% |



Analysis

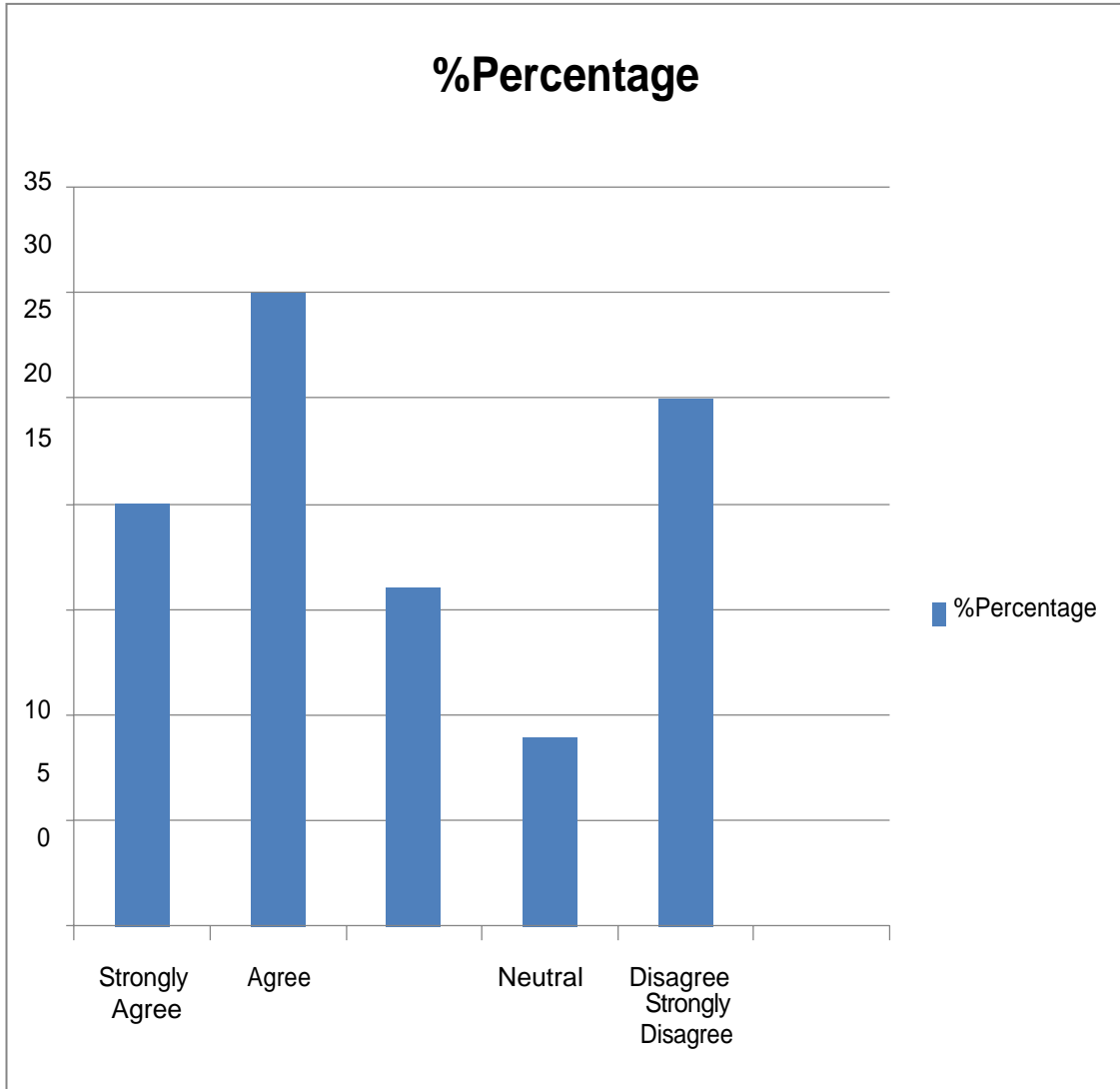
From the above table, 60% of employees have highly satisfied the personal development, 10% of employees dissatisfy, 10% of employees highly dissatisfy with the personal development.

Interpretation

This shows that the majority of the employees are highly satisfied with the company’s rule.

Superior Reaction towards the Complaints

| Response | Respondents | % of Respondents |
|-------------------|-------------|------------------|
| Strongly Agree | 20 | 20% |
| Agree | 30 | 30% |
| Neutral | 16 | 16% |
| Disagree | 9 | 9% |
| Strongly Disagree | 25 | 25% |
| Total | 100 | 100% |



Interpretation

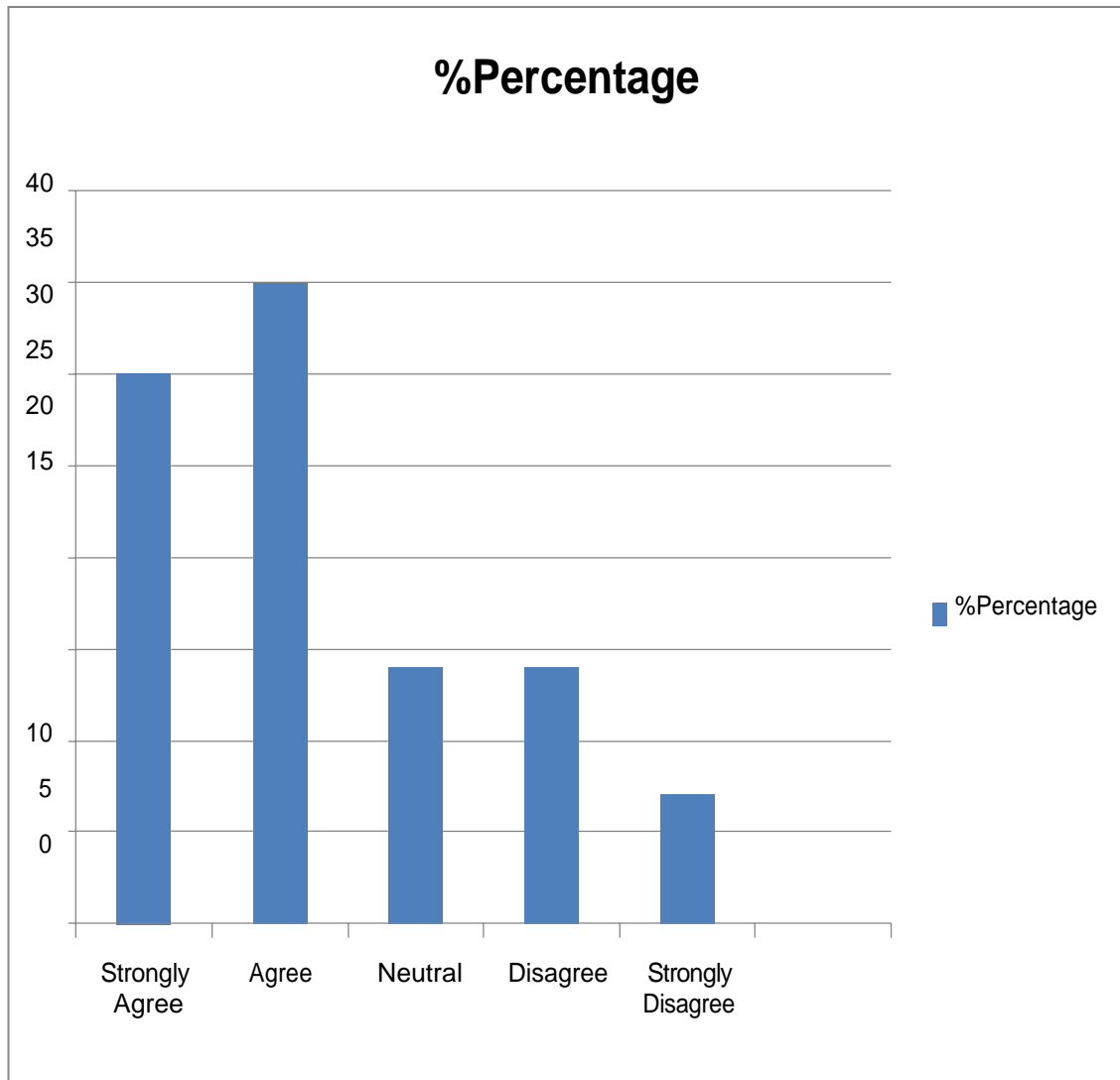
From the above table, 20% of employees very much concern, 16% of employees in difference with superior reaction.

Interpretation

This shows that the majority of the employees are happy with the superior reaction toward complaints.

Do you belief in culture, ethics followed by the company?

| Response | Respondents | % of Respondents |
|-------------------|-------------|------------------|
| Strongly Agree | 30 | 30% |
| Agree | 35 | 35% |
| Neutral | 14 | 14% |
| Disagree | 14 | 14% |
| Strongly Disagree | 7 | 7% |
| Total | 100 | 100 |



Analysis

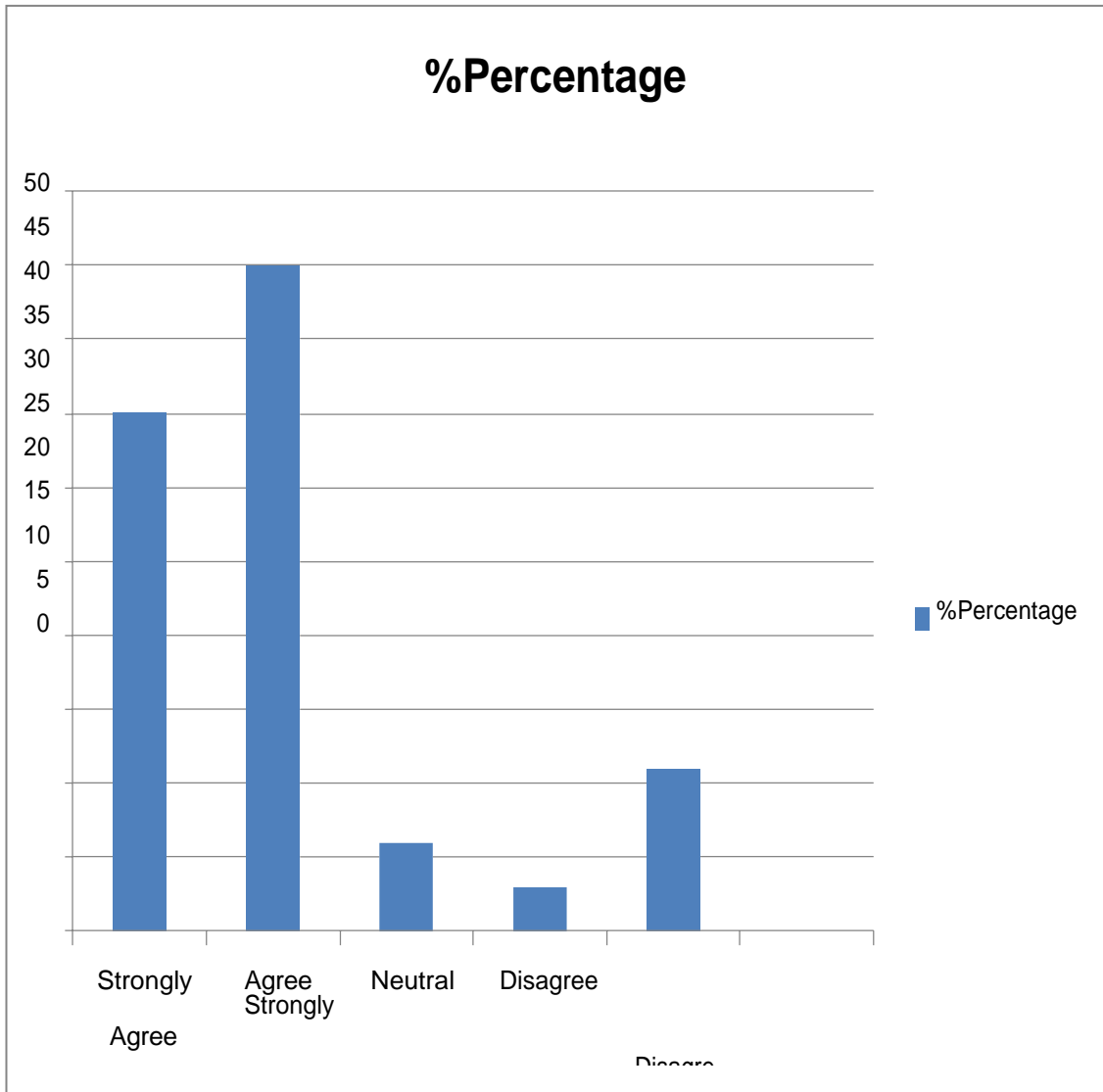
From the above table, 30% of employees believe good culture, ethics follow of company, 35% of employees agree, 14% if employees natural, 14% of employees disagree, 7% of employees strongly disagree of company good culture and ethics.

Interpretation

This shows that the majority of the employees are satisfied with the+ company’s culture and ethics.

Your over all opinion of the company?

| Response | Respondents | % of Respondents |
|-------------------|-------------|------------------|
| Strongly Agree | 35 | 35% |
| Agree | 45 | 45% |
| Neutral | 6 | 6% |
| Disagree | 3 | 3% |
| Strongly Disagree | 11 | 11% |
| Total | 100 | 100% |



Analysis

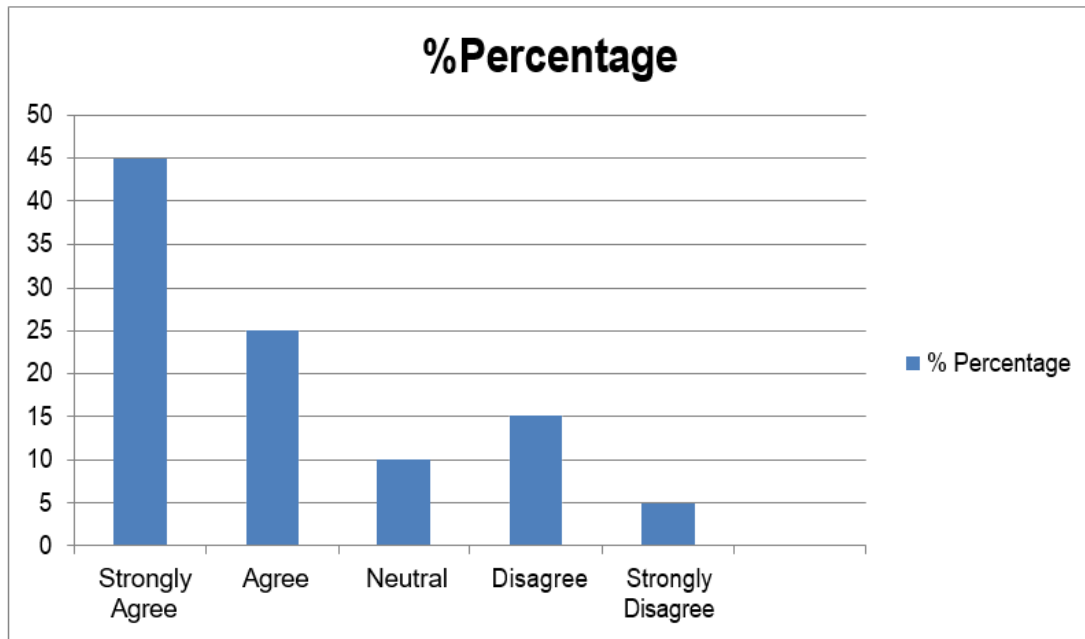
From the above table, 35% of employees excellent of the company, 45% of employee’s good opinion of the company, 6% of employee’s Average opinion of the company, 3% of the employees bad opinion, none of employees have bad opinion about the company.

Interpretation

This shows that the majority of the employees satisfied with the overall Opinion for the company.

Your Work Unit always Well Planned?

| Response | Respondents | % of Respondents |
|-------------------|-------------|------------------|
| Strongly Agree | 45 | 45 |
| Agree | 25 | 25 |
| Neutral | 10 | 10 |
| Disagree | 15 | 15 |
| Strongly Disagree | 5 | 5 |
| Total | 100 | 100 |



Analysis

From the above table, 45 of employees always planned, 25% of employees in most occasions well planned, and 10% of employees sometimes planned for the company.

Interpretation

This shows that the employees are always well planned.

Findings

- The table shows that 58% of the respondents are satisfied with the support they are getting from the HR department.
- The table shows that 54% of the respondents are strongly agreeing that the management is interested in Job Satisfaction for the employees.
- The table shows 54% of the respondents agree that they have good relations with co-worker.
- The table shows 58% of the respondents agree that the support from the co-worker is helpful to get motivated.
- The table shows 52% of the respondents agree that the career development opportunities are helpful to get job
- The table shows that 54% of the respondents are expressing that 46% financial and non-financial incentive.
- The table shows that 58% of the respondents are satisfied with the present incentive scheme of the organization.
- The table shows 46% of employees agree that there is a periodical increase in the salary.
- The table shows 64% of the respondents responded that incentives and other benefits will influence their performance
- From the study, 58% of employees agreed that the company is eager in recognizing and acknowledging their work, 36% strongly agreed and only 6% showed neutral response.

Suggestions

- Employees have to be given proper guidance and have to be encouraged by the management.
- Organization needs to provide appropriate balance of work.
- Organization need to provide training opportunities to employees.

- Organization need to provide career advancement opportunities to employees.
- Organization need to provide appropriate resources in work environment.
- Organization should facilitate an opportunity in taking employees expectations into consideration.
- To recognize the employees by management for their achievements.
- Management need to adopt motivational aspects to satisfy maximum employees.

Conclusion

- The organization has to facilitate the employees with better challenging work so that they can retain them in their organization.
- By careful planning and implementation of motivational and personality development programs the organization can retain valuable employees.
- In organization every recruiter and manager should be concerned with retention from the start of any recruiting program.
- Hiring top-performing and enthusiastic employees requires a certain knack. But keeping those employees in an art.
- Making the new employee aware that the intention is to keep them as long as possible encourages the employee in committing to long term goals and planning within the organization.
- Finally, I would like to conclude that all my suggestions would bring positive result both to management and to the employees, if the management put in practice. Every company should know the problem of the employees, so that employees feel positive towards the organization.

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