

A STUDY ON DETERMINANTS OF JOB SATISFACTION AMONG ENGINEERS IN ERNAKULAM DISTRICT

ANN SNEHA JOHN, Student, II M.Com, Department of Commerce and Research Centre,
St. Albert's College (Autonomous), Ernakulam

SHARAN HILARY, Assistant Professor, Department of Commerce and Research Centre,
St. Albert's College (Autonomous), Ernakulam

SUMISHA E S, Assistant Professor, Department of Commerce and Research Centre,
St. Albert's College (Autonomous), Ernakulam

ABSTRACT

Employee satisfaction is a condition where employees or human resources are not only happy with their current positions but also expect a life long relationship with the concern. In today's scenario, employees does not consider their career or work just as a mere source of income. Both employers and employees should try to ensure a good atmosphere at workplace and thereby job satisfaction. Employee satisfaction is very important in persuading the employees to give their best results. This study is an attempt to examine the job satisfaction of engineers and to understand the different factors affecting the job satisfaction. The study concluded that flexibility in completing the assigned task and appreciation of work were the most influencing factors of job satisfaction.

Keywords: Engineers, Job Satisfaction, Work Environment, Salary and Promotion

1. INTRODUCTION

Human Resources is one of the most valuable resources of any organisation. They are the backbone and the major strength which determine the health of an organisation. Without them it is impossible for the organisation to achieve its goals. Land, labour, capital and organisation are the different factors of production. Labour is one of the factors of production but it can't be treated same as the other physical factors of production. An organisation should try to obtain the willing cooperation of the employees for the attainment of desired objectives. For achieving this, it is important to consider their emotions and sentiments. Other than any monetary benefits, people have different needs and expectations from an organisation. It is important to handle them very tactfully so that they give their best efforts to the organisation.

An organisation should consider every employee as an individual and provide programmes and services which facilitate employee satisfaction and growth. Organisation's policies, programmes, rules and regulations, superior-subordinate relationships, etc influence an employee at a higher level. An organisation wants their employees to believe that whatever good for the organisation is good for themselves too. A person needs to motivated to work in an organisation so that he gives his hundred percent effort genuinely for that job. Usually, the employees are provided various financial and non-financial incentives. But they expect many things other

than these benefits. They have to get a right organisational climate which promotes good relationships with inside people. It is important to create a feeling of belongingness and loyalty to the organisation. They will be loyal only if they are satisfied. Therefore, employee satisfaction is the basic factor which measures their willingness to do a job in an organisation.

A satisfied employee will show more commitment to do their job. Only they will use the maximum capabilities, which in turn be beneficial to the organisation to achieve their goals. An employee should be happy with his job, his salary, his working conditions and have a good working life balance. The major reason behind the employee turnover and absenteeism is that the employee is not satisfied with his work or his work place. Since labour turnover always increases the cost to recruit new employees, the organisation should always create a good environment to retain their existing employees. One unsatisfied employee is more likely to takes days off rather than a satisfied employee. If an employee is satisfied, he will use his full capacity for work even if he has to face any challenges.

So, job satisfaction or employee satisfaction is important for both employers and employees. The study is conducted to know the job satisfaction of employees among engineers. Engineering is a profession which more people are engaging in recent years. So, this study focuses on understanding relationship between different factors and job satisfaction.

2. OBJECTIVES

The major objectives of the study are:

1. To review the existing literature on job satisfaction.
2. To examine the factors that determine the job satisfaction of Engineers.

3. RESEARCH METHODOLOGY

A sample of 100 engineers in Ernakulam district was selected to conduct the survey. Primary data was obtained by collecting the data from the engineers under the study using questionnaire. The study also includes the information from different secondary sources such as journals, websites, etc. The study employed appropriate statistical tools for data analysis.

4. REVIEW OF LITERATURE

Abdul Haeba Ramli (2018) analyses the effect of compensation and their impact on job satisfaction and thus the performance of employees in health services. The study was conducted among the employees in Rumah Sakit Swasta in Jakarta. The results showed that there is a positive and significant relationship among compensation and job satisfaction and also among compensation and job performance. It is advised to provide proper compensation to the employees by taking into factors such as the financial performance of the hospital and the performance of the employees, to retain the employees with good performance. The study also showed positive impact of job satisfaction on the performance of employees. When the institution gives attention to the satisfaction of the employees it will help to achieve better performance of the employees.

Sonal Gaur and J Saminathan's study (2018) shows the job satisfaction and work-life balance of non-clinical staff at a care centre considering different factors like working time, working environment and salary. The study was to expose different aspects like individual, social, cultural, organisational and environmental factors which impact the job satisfaction of the employees. It shows that there is positive relationship among the private life and work life balance and job satisfaction. Suitable working hours, flexibility in completing the assigned task, appreciation of work and admissible amount of daily work was determined as the dominant areas which leads to the employees' satisfaction.

Dr. Ashok Kumar Panigrahi and Dr. Vijay Joshi (2016) conducted a study on job satisfaction and its implications for motivating the employees. The major aim of the study was to analyse the level of job satisfaction among the employees working in Infosys and to identify different factors which influence the job satisfaction of the employees. The study showed that the factors influencing job satisfaction was different from the factors that leads to job dissatisfaction. The motivating factors depends upon the working environment and the work assigned to them. The sick leaves granted to the employees was fixed and the company doesn't have enough training and development programmes for the employees. It is recommended that the organisation has to take HR policies which also recognize the needs and motivational factors of employees.

Teddy Chandra and Priyono's study (2016) aims to understand the influence of leadership styles, work environment and job satisfaction of employees on performance. The study shows that there is an impact of leadership style and work environment in the performance of the employees. It is important to have a good leader so that the employee can increase their ability to perform the best. A conducive environment is necessary for an employee to work comfortably. There is also a positive relationship between job satisfaction and employee performance since increase in satisfaction also leads to increase the motivation level of the employees. A leader must try to increase the communication level among the employees and make them feel satisfied so that they can concentrate on their job peacefully.

A study by Masooma Javed, Rifat Balouch and Fatima Hassan (2014) on determinants of job satisfaction and its impact on employee performance and turnover intentions was conducted among 200 employees in Bahawalpur. The study was to know the existing satisfaction level of employees and to find out the factors which influence it. The working environment of employees and employee empowerment were taken as parameters to study the effect of job satisfaction. Further turnover intentions of the employees, job loyalty, etc were also considered. The results showed that there is a positive relationship between employee empowerment and job satisfaction of employees. When the employee is given autonomy in his work it will increase his satisfaction level and decrease the turnover intention. A healthy and favourable environment also necessary for an employee. Similarly, job loyalty also has a positive relationship with job satisfaction.

A study by Jose' Mari'a Milla'n et al. (2011) examined the job satisfaction among the self-employed workers and the paid workers in Europe. It measures the job satisfaction in terms of work and also in terms of job security. The study showed that the paid employees are more satisfied in terms of job security and less satisfied in terms of work compared to the self-employed workers where satisfaction level is more in terms of job but

less in terms of job security. This is because the self-employed people have more independence and flexibility in their work which makes them feel more satisfied on their work. Since there is a risk of failure in self-employed workers which is more than the risk of job loss in case of paid employees, their satisfaction level on their job security is less.

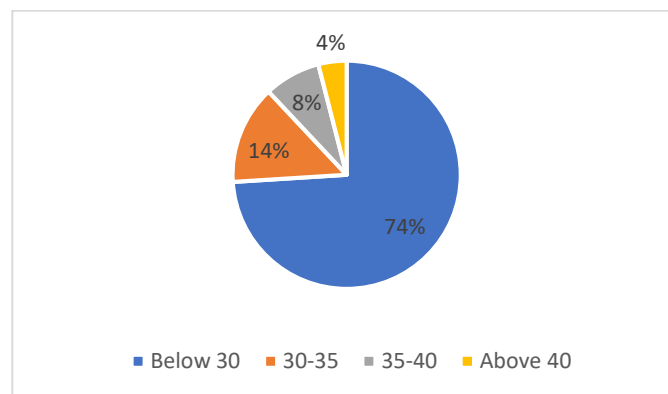
5. RESULTS AND DISCUSSIONS

This section deals with the analysis of different aspects of the study.

5.1 AGE OF THE RESPONDENTS

FIGURE: 5.1

AGE



INTERPRETATION: Majority of the respondents comes under the category of below 30 age group.

5.2 WORK EXPERIENCE OF THE RESPONDENTS

FIGURE:5.2

WORK EXPERIENCE

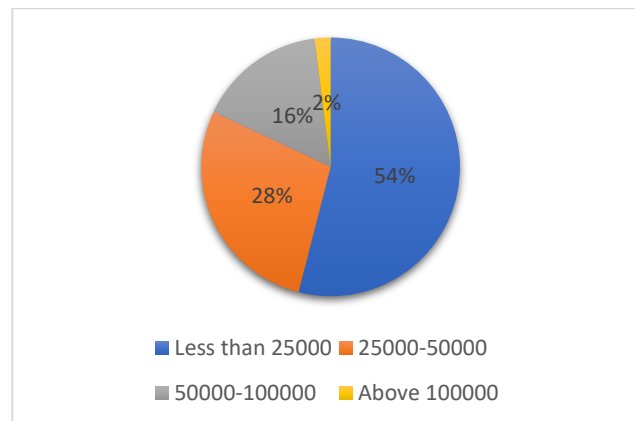


INTERPRETATION: From the above data, it is found that the majority of the respondents have work experience less than 1 year.

5.3 MONTHLY SALARY OF THE RESPONDENTS

FIGURE: 5.3

MONTHLY SALARY

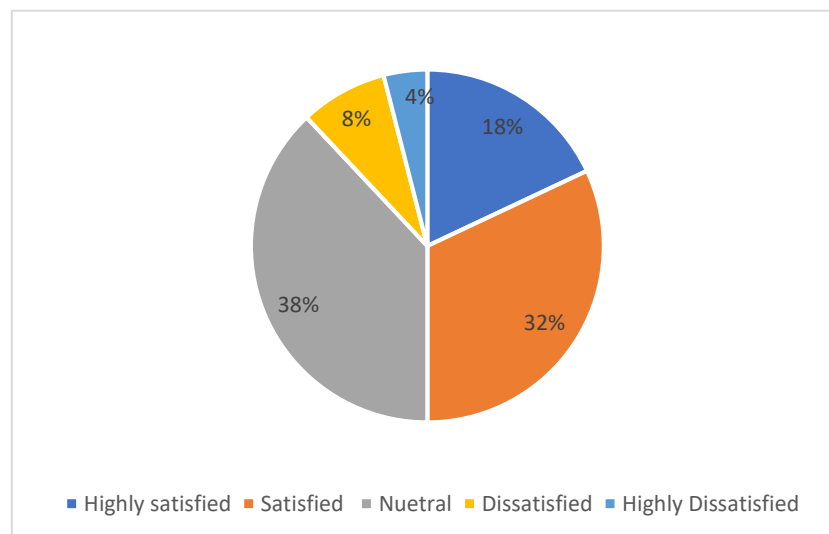


INTERPRETATION: More than half of the respondents have salary below Rs.25000.

5.4 JOB SATISFACTION BASED ON NUMBER OF HOURS OF DAILY WORK

FIGURE:5.4

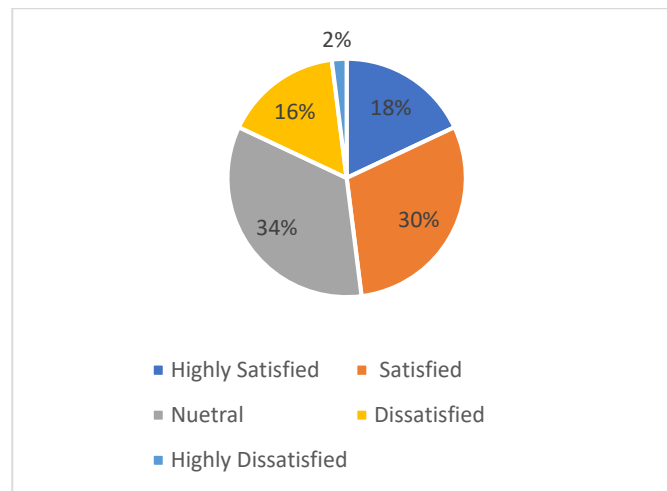
NUMBER OF HOURS OF DAILY WORK



INTERPRETATION: Majority of the respondents has chosen neutral option. i.e., majority of the respondents were neither satisfied nor dissatisfied regarding their daily working hours.

5.5 JOB SATISFACTION BASED ON LEAVES OFFERED

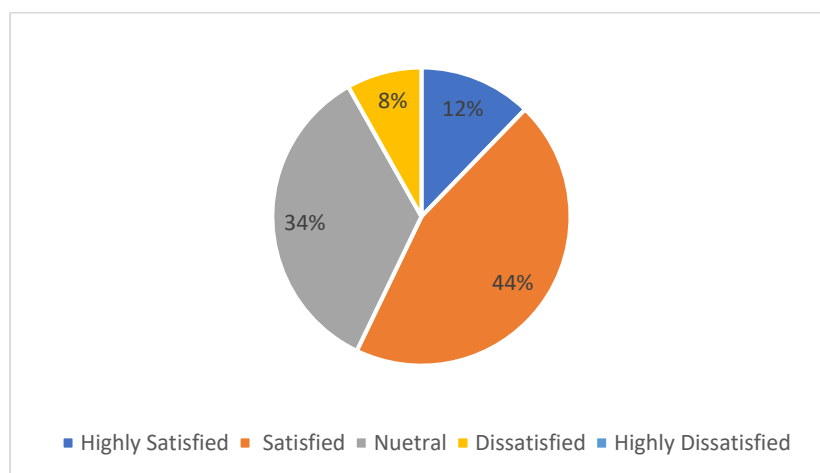
FIGURE:5.5

LEAVES OFFERED

INTERPRETATION: Majority of the respondents were neither satisfied nor dissatisfied based on the leaves offered.

5.6 JOB SATISFACTION BASED ON FLEXIBILITY IN SCHEDULING THE TASK

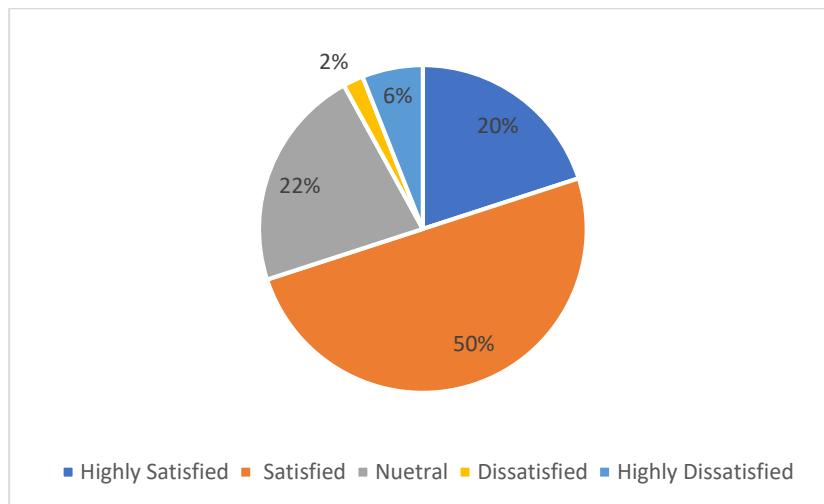
FIGURE:5.6

FLEXIBILITY IN SCHEDULING THE TASK

INTERPRETATION: Majority of the respondents are satisfied with the flexibility in scheduling the assigned task.

5.7 JOB SATISFACTION BASED ON WORK LOCATION

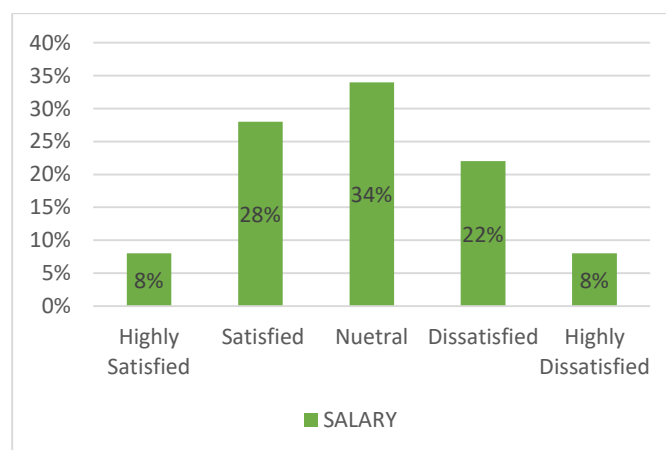
FIGURE:5.7

WORK LOCATION

INTERPRETATION: Majority of the respondents are satisfied with the current location of work.

5.8 JOB SATISFACTION BASED ON SALARY

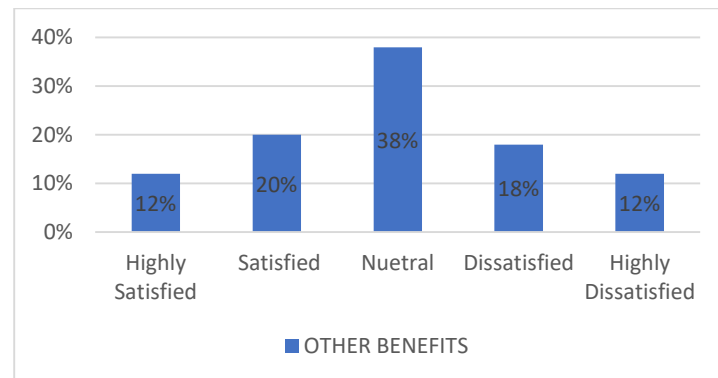
FIGURE 5.8

SALARY

INTERPRETATION: Majority of the respondents are neither satisfied nor dissatisfied regarding the salary.

5.9 JOB SATISFACTION BASED ON OTHER BENEFITS (OTHER THAN BASIC SALARY)

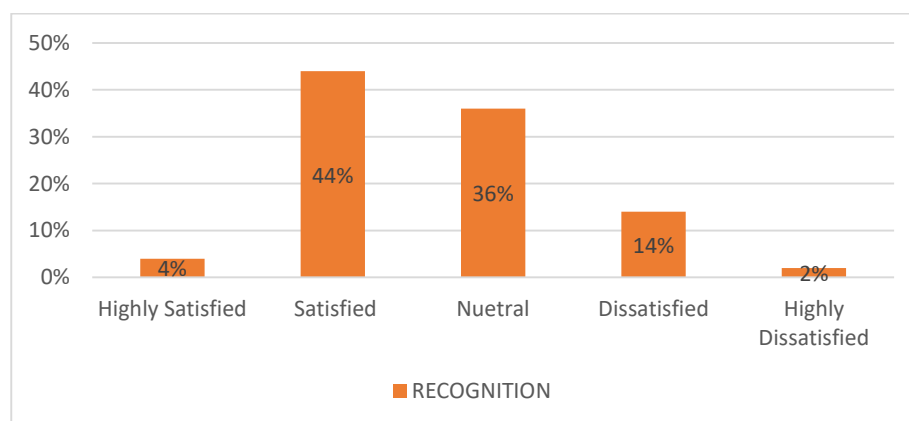
FIGURE: 5.9

OTHER BENEFITS

INTERPRETATION: Majority of the respondents were neither satisfied nor dissatisfied regarding the other benefits received from job, other than basic salary.

5.10 JOB SATISFACTION REGARDING RECOGNITION OF WORK ACCOMPLISHMENT

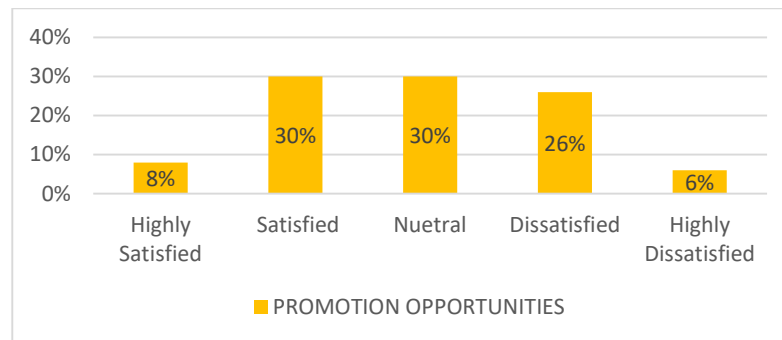
FIGURE:5.10

RECOGNITION OF WORK ACCOMPLISHMENT

INTERPRETATION: Majority of the respondents are satisfied with the recognition to the work accomplished.

5.11 JOB SATISFACTION BASED ON PROMOTION OPPORTUNITIES

FIGURE:5.11

PROMOTION OPPORTUNITIES

INTERPRETATION: 30% of the respondents are satisfied with the promotion opportunities. Another 30% is neither satisfied nor dissatisfied. Only few respondents are highly dissatisfied.

6. CONCLUSION

One of the major objective of the study is to review the existing literature relating to job satisfaction of employees. The results reveals that there is a positive impact of job satisfaction on the performance of employees. Suitable working hours, flexibility in completing the assigned task, appreciation of work and admissible amount of daily work was determined as the dominant areas which leads to the employees' satisfaction. Healthy and favourable environment also plays an important role. Job loyalty also has a positive relationship with job satisfaction.

The study attempts to examine the determinants of job satisfaction of the engineers. Number of daily work hours, leaves offered, flexibility in scheduling the task, work location, salary, other benefits, recognition and promotion opportunities were considered for the study. The study revealed that the flexibility in scheduling the assigned work and recognition to work accomplishment were the most influencing factors of job satisfaction.

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