

A Study on “Employees Job Satisfaction” with Special Reference to “Tezpur Central University”

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Abstract: Job Satisfaction refers to one’s feeling towards his/her job. Employees are real assets of the organization. Because among all other sources of organization employee that is humans are liveable persons which machines and others cannot understand. If the job satisfaction increases organization commitment will increased. This results in the higher productivity. The main objectives of the paper is to assess the job satisfaction to identify the effectiveness of the job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of the employees in Tezpur University. This study is conducted in Sonitpur district and the sample size is 100. This study helped in revealing the level of job satisfaction of employees with the reference to the various factors provided in the organization.

Keywords: Job Satisfaction, Performance, Tezpur University and Welfare etc.

1. Introduction

Job satisfaction refers to an employee’s general attitude towards his job. Locke defines Job satisfaction as a “Pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences”. Human resource is considered to be most valuable asset in any organization. It is the sum total of inherent abilities, aptitudes of the employed persons who comprise executives, supervisors and the rank and file employees. The human resources should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. It is thus the employee’s performance which ultimately decides the attainment of goals. Hence, the employee’s performance is to large extent influenced by motivation and job satisfaction. Job satisfaction is all about one feels about (or towards) one’s job. An employee who expresses satisfaction is said to have a positive attitude towards the job, unlike a dissatisfied employee who has a negative attitude towards the job. A person having negative attitude shows a personality disposition which is inclined to experience nervousness, tension, worry, upset and distress, where as those with positive attitude will feel happy with themselves, others, and with their work.

2. Literature review

Islam (2004) has made a study to assess and complete the job satisfaction, absenteeism and turnover of workers of the

textile industry in Bangladesh. One of the main finding of the study is that job satisfaction has significantly negative correlation with absenteeism.

Katuwal and Shyam Bahadur (2007) in their study revealed that the textile workers in Nepal have a high dissatisfaction with the facets of the job that involve the monetary expenditure of the organization, the behavioral aspects of management and the employment policy of the organization. The results also reveal that, the public and private sector workers had shown significant differences in job satisfaction on the welfare facilities.

Sabarirajan (2010) concluded that the employees of textile mills in Salem district are satisfied with the welfare facilities provided by the organization. But some modifications are required in the field of recreation, safety equipment’s, over time payments, grievances handling etc. Betterment is requiring in the work of co-operative societies which runs by trade union.

Gurusamy (2012) asserted that there is no significant relationship between the sex of the respondent & level of satisfaction on washing facilities in textile industry at Coimbatore district. Also he stated that there is a positive relationship the income of the respondent & the level of the satisfaction on canteen facilities.

Ranjit (2012) Concluded that the textile mill workers had moderate level of job satisfaction and the demographic variables like age, gender, marital status, educational qualification, occupation, years of experience, monthly income, nature of industry, welfare facilities and working conditions do influence the level of job satisfaction of textile mill workers. The demographic profiles with which people enter employer organization ultimately affect such companies profitability and effectiveness indirectly by impacting on the employees job stress and job satisfaction.

3. Objectives of the study

- To identify the factors which influence the employees job satisfaction level in Tezpur University.
- To find out the level of satisfaction of employees in their present job
- To find out whether the employees are satisfied with

their welfare measure which are available in the University?

4. Scope of the study

Job Satisfaction is a general attitude towards one's job, the difference between the amount of reward workers receive and the amount they believe they should receive. An employee's performance and satisfaction are likely to be higher if his or her values fit well with the organization. For instance, Job satisfaction is an individual general attitude towards his or her job. Job satisfaction should be major determinants of an employee organizational citizenship behavior. A satisfied employee's will be having positive attitude towards his or her job would go beyond the normal expectation in his or her job. A person who places high importance on imagination, independence and freedom is likely to be poorly matched with an organization that seeks conformity from its employees.

5. Research methodology

- *Research methodology:* Research Methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically.
- *Research design:* The preparation of the design of the research project, popularly known as the research design. A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.
- *Sampling techniques/ design:* A sample design is a definite plan for obtaining a sample from a given population. It refers to the technique or the procedure the researcher would adopt in selecting items for the sample. In this study non-probability sampling method is used.
- *Area of the study:* This study conducted at job satisfaction of employees in the Tezpur University, Sonitpur. This study has been conducted at various factors and classes of workers in various departments.
- *Sample size:* A sample of 100 respondents was taken from the Tezpur University, Napaam, Sonitpur.
- *Data collection:* a) *Primary Data:* The researcher has collected the primary data which was obtained by using a questionnaire specifically designed to fulfill the data needs of the problem at hand. Such data are original in character.
- *Secondary Data:* Secondary data were collected from the profile of the Institution.
- *Tools used in the study:* The collected data has been tabulated for simple and easy percentage analysis and meaningful interpretation. Graphical representation is also done to facilitate comparison and thereby to drawn conclusion. To find the extent of relationship

between the variables chi-square test is also applied to test the assumption of the study.

6. Hypothesis

- H0 1: There is no significant difference in the opinion of the respondents regarding experience with respect to income level.
- H1 1: There is a significant difference in the opinion of the respondents regarding experience with respect to income level.
- H0 2: There is no significant difference in the opinion of the respondents regarding individual general attitude with respect to individual cognitive relationship.
- H1 2: There is a significant difference in the opinion of the respondents regarding individual general attitude with respect to individual cognitive relationship.
- H0 3: There is no significant difference in the opinion of the respondents regarding highly responsible to my job with respect to highly interesting.
- H1 3: There is a significant difference in the opinion of the respondents regarding highly responsible to my job with respect to highly responsible to my job.
- H0 4: There is no significant difference in the opinion of the respondents regarding payments are based on job performance with respect to working hours are comfortable.
- H1 4: There is a significant difference in the opinion of the respondents regarding payments are based on job performance with the respect to working hours are comfortable given to them in the organization.

7. Limitations of the study

The study was conducted only for the employees in Tezpur University. Due to the busy shift timings the sample size is taken to be 100. Time was a major constraint in collecting the data. Some of the respondents hesitated to express their views.

8. Findings

Most of the respondents are agree with the attitude makes job more satisfactory. Majority of the respondents strongly agree with individual cognitive relationship. The respondents are strongly agreed with the job responsibility. Respondents have high responsibility towards their job interest. Majority of the respondents are agreed with to make job satisfaction is pleasurable. Some of the respondents are disagree with the rewards system. Majority of the respondents are strongly agreed with the gaining knowledge from job satisfaction. Most of the respondents are strongly agree with the adequate skills required to perform the job. Maximum number of the respondents are disagreed with the labour turnover are reduced due to job satisfaction. Some of the respondents are strongly agree with

due to when job satisfaction improves. Most of the respondents are agree with job satisfaction promotes attitude. Job satisfaction promotes positive attitudes to the respondents. Most of the respondents are neutral with the coworkers supportive. Supervision becomes legible due to job satisfaction. Most of the respondents are strongly agree with the view of our work as highly competitive. Regarding the respondents are agreed with the job satisfaction results in multidimensional attitude. The respondents are strongly agreed with the payment are based on job performance. Ventilation facilities are not up to the mark of employee's expectation.

9. Suggestions

As the satisfaction levels of the employees are very low in the following factors, the management has to improve upon these factors. Nearly most of the respondents are not satisfied with the ventilation facilities, the organization should concentrate on providing better ventilation facilities. The satisfaction level in hygienic environment is very low; the organization should concentrate on providing better hygienic environment facilities. As the satisfaction level is low in salary system, so increment in salary will raise the satisfaction level of employees. As the satisfaction level is very low in bonus, necessary steps should be taken to increase their satisfaction level as the satisfaction level is low in training program, so good training can be provide to make employees feel comfort in their work. The organization may reduce the workload of the workers.

10. Conclusion

The research made in an attempt to find out the job satisfaction level of the employees in Tezpur University. In the study certain parameters has been defined to measure. The parameters are set regarding factors related to work satisfaction, pay, promotions, personal attitude, working environment, etc. The satisfaction level for each parameter is identified individually from the employees. This study helps the organization to concentrate on those parameters, which lack the employee's satisfaction. An overall study of the research reveals good satisfaction level of the employees in their job, but at the same time the organization lacks on certain factors such as hygienic environment, ventilation facilities, rewards, and recognition and promotion policy. If these factors are given little more care, the Institution can maintain good workers with high level of satisfaction among the employees with organizational commitment and involvement.

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