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A Study on Employees Job Satisfaction in Team Detailing Solutions (P) Ltd., Chennai

DR.K.VIMALA, MS.K.PREETHI,
ASSISTANT PROFESSOR', STUDENT',
DEPARTMENT OF MANAGEMENT STUDIES, KARPAGAM COLLEGE OF ENGINEERING, COIMBATORE-641032

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ABSTRACT

Job satisfaction of an Individual is a general attitude towards his or her job. Job satisfaction is a major determinant of an employee's organizational citizenship behavior (OCB). The term "job satisfaction" refers to an employee's general attitude towards his job. Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. Job-satisfaction is related to productivity, turnover and absenteeism. Where there is satisfaction, there is commitment to the organization and will decrease turnover rate. Highly satisfied employees have better mental and physical health and learn job related tasks more quickly. The objective of the study is to analyze the employees job satisfaction in Team Detailing Solutions (P) Ltd., Chennai. The sample of the study is 100. Descriptive research design and random sampling method is used. Questionnaire is used as a primary data. Percentage analysis, chi-square analysis and correlation statistical tools have been applied. It suggests that the company can also add fringe benefits to its workers to improve their status in the work area and there must be proper communication between superiors and subordinates.Suitable suggestions are provided to further improvement in employees job satisfaction at various level.

KEYWORD: Job satisfaction, employee's,productivity,statistical tools.

I. INTRODUCTION:

Job satisfaction of an Individual is a general attitude towards his or her job. Job satisfaction is a major determinant of an employee's organizational citizenship behavior (OCB). Satisfied employees would seem more likely to talk positively about the organization, help others and go beyond the normal expectations in their job.

In the practice of management, Peter F. Drucker Observes, "The Sources Capable of enlargement can only be human resources. Other resources can be utilized or worse utilized. However, they can never have an output greater than the sum of inputs. More alone of all the resources available can grow and develop". Thus the importance of human factor in any enterprise cannot be exaggerated.

Employee satisfaction is typically measured using an employee satisfaction survey. Factors that influence employee satisfaction addressed in these surveys might include compensation, workload, perceptions of management, flexibility, teamwork, resources, etc. These things are all important to companies who want to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution. In fact, for some organizations, satisfied employees are people the organization might be better off without. Satisfaction doesn't mean high performance or engagement. HR ideas and strategies focused on how to improve employee satisfaction oftentimes have results that demoralize high performers.

DEFINITION OF JOB SATISFACTION

The term "job satisfaction" refers to an employee's general attitude towards his job. Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.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.- -P.ROBBINS "Job satisfaction is the favorable or unfavourable with which employees view their work" – **KEITH DAVIS.**

CREATING JOB SATISFACTION

So, how is job satisfaction created? What are the elements of a job that create job satisfaction?

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organizations can help to create job satisfaction by putting systems in place that will ensure that workers are challenged aplace that will ensure that workers are challenged and then rewarded or being successful. Organization need to incorporate the following:

- ✓ Flexible work arrangements, possibly including telecommuting
- ✓ Training and other professional growth opportunities
- ✓ Interesting work that offers variety and challenge and allows the worker
- ✓ Opportunities to "put his or her signature" on the finished product
- ✓ Opportunities to use one's talents and to be creative
- ✓ Opportunities to take responsibility and direct one's own work
- ✓ A stable, secure work environment that includes job security/continuity
- ✓ An environment in which workers are supported by an accessible.

MEASURING JOB SATISFACTION

Since job satisfaction is an attitude, it cannot be directly observed and therefore must rely on the employee self reports.

There are number of ways of measuring job satisfaction:

- ✓ Rating scales
- ✓ Critical incidents
- ✓ Interviews
- ✓ Action tendencies.

Rating scale:

The most common approach for measuring job satisfaction is the use of rating scales. One of the most popular is the Minnesota Satisfaction Questionnaire (MSQ). This instrument provides a detailed picture of the specific satisfactions and dissatisfactions of employees. Another popular rating scale is the job Descriptive index (JDI). Rating scales offer a number of important advantages in measuring job satisfaction. One is that they are usually short and can be filled out quickly and easily.

Critical incidents:

The critical incidents approach to the measurement of job satisfaction was popularized by Frederick Hertzberg. One of the major benefits of the critical incidents approach is that it allows the respondents to say whatever thy want. The individuals are not restricted by predetermined categories or events as on a structured questionnaire.

Interviews:

Another method of assessing job satisfaction is through the use of personal interviews. This approach allows for an in-depth exploration of job attitudes. A second problem is the possibility of interviewer bias. Finally, there is the cost factor. Interviews are a relatively time consuming and thus expensive way of gathering information.

Action tendencies:

Action tendencies are the inclinations people have to approach or to avoid certain things. By gathering information about how they feel like acting with respect to their jobs, the job satisfaction can be measured.

CONSQUENCES OF JOB SATISFACTION

- ✓ It may increase the rate of labor – turnover.
- ✓ It may lead to poor job performance.
- ✓ There may be an increase in complaints and grievances.
- ✓ Conflicts in the workplace may also increase.
- ✓ It may give scope for strikes and lock-outs.
- ✓ It may disturb stability.

DISSATISFACTION OF JOB SATISFACTION

Job Dissatisfaction

Employees may have positive or negative attitude towards their jobs. Though job dissatisfaction can be expressed in a number of ways on an overall basis, dissatisfaction reflects the employees' negative or unfavorable feelings towards their jobs.

Responses To Dissatisfaction

Quit

The culmination of the employees job dissatisfaction to a certain level pressures them to quit the job or organization and search for a new one.

Voice

Dissatisfied employees start raising their voices to improve the conditions that cause dissatisfaction to them.

They wait for the conditions to improve.

Neglect

In case the conditions seem not likely to improve, they allow conditions to worse in the form of increasing shirking of responsibilities, absenteeism, lateness, mistakes, errors, etc.,While the two attitudes, viz., voice and loyalty reflect employees' constructive and active attitudes towards their jobs, the other two quit and neglect represent the destructive and passive ones.

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INDUSTRY PROFILE

Structural Steel Detailing Industry

Steel Detailing is the production of shop drawings for a steel fabricator. A steel fabricator is a company who provides, and sometimes installs, the steel framework for a construction project. A steel detailer's duty is to generate the drawings that the fabricator will use to cut and weld all the necessary members together.Structural Steel Detailing is the production of detailed drawings for steel fabricators and steel erectors to use in the construction of buildings, bridges and other structures.

Primary objective

✓ To study the Employees job satisfaction in Team Detailing Solutions (P) Ltd., Chennai.

Secondary objective

✓ To identify the factors which determine the job satisfaction.
✓ To study the job satisfaction with work environment and nature of work in the company.
✓ To assess the job satisfaction of employees in relationship with supervisors and colleagues.
✓ To identify and study the employees satisfaction level in welfare facilities.
✓ To analyses the satisfaction level of the employee with communication.
✓ To give the suitable suggestion to satisfy the employees.

II. REVIEW OF LITERATURE

Kerry Fairbrother James Warn, (2015) emphasized aspects of the workplace, contributing to depression and lack of job satisfaction. Stress is normally caused by a lack of power over the intended effects. At the workplace, tension is felt because of a lack of authority, job conflicts, and uncertainty, contributing to frustration. The principle of checkability brings a solution to lower pressures and contributes to job fulfillment in which a person has an attitude of desires and needs that depends on the aspirations of the individual and governs multiple facets of the working situation. A supportive working atmosphere, such as a positive environment for studying or no abuse at work or anxiety in the workplace, helps minimize depression and achieve job satisfaction.

Annabel Droussiotis Jill Austin, (2016) The major reasons for managers' work satisfaction in Cyprus are "self-
fulfillment," "independence," and "job environment." Fair salaries, well-educated subordinates, the prospects for self-realization are development opportunities. Employers can reflect on the three aspects of community independence of their work setting to ensure the framework's flow contributes to job satisfaction, i.e., age, sex, number of years in the company, public and private sector, number of workers oversaw. Employee happiness and its impact on results were highlighted. The behavior of workers represents the company's morality. The satisfied staff has a significant role in customer care and sales because they communicate regularly with the customer. The office is the gateway to employee fulfillment. Good labor practices and good working conditions also improve workers' efficiency, profitability, satisfaction, and retention.

Chaudhary, N.S., & Bhaskar, P. (2016)study opined that when employee's satisfaction on their job increases, it enhances the value and benefits for both company and employees. Generally, TM is considered to be one of the significant determinants of job satisfaction, which will in turn enable the employee to be committed to their organizations. In other words, the use of TM as a tool would place the right and qualified employee in the right position with the aim of achieving the organization's goals, as well as creation of job satisfaction and their commitment to the organization.

Neeraj Kumari (2016)pursued observational research on behavior and criteria in the service sector against job satisfaction. The research is done with a certain framework and observations into the life insurance scheme. Throughout the analysis, it is found that life insurance employees are usually satisfied. The researcher stresses the facets of incentives and financial advantages, and personal recognition, which has a dominant function to play, factors such as the company's goals, the reputation and credibility of the company, sustainability with the role, and the personality of the employee. The researcher further suggested that managers take care of recruiting and personnel decisions to make a constructive contribution to the human resource to effectively aware of the organization's future needs.

III. RESEARCH METHODOLOGY

Research Methodology is a way to systematically solve the research problems. It may be understand as a science of studying how research is done scientifically. It includes the overall research design the sampling procedure, data collection method and analysis procedure.

Research design

Research design refers to the researchers over plan for obtaining answers to the research questions and the strategies that the researchers adapt to develop information that is adequate, accurate,

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objective and interpretable. Research design is blue print design study that maximizes the control over factors that could interpret with the study-desired outcome.

The researches use descriptive research design in this study. It involves survey and a fact finding enquires of different kinds. The major purposes of descriptive research are the state of affairs as it exists at present.

SOURCES OF DATA

Data refers to information or facts. It includes numerical figures, qualitative and quantitative information. There are two types of data collection method. They are Primary data and Secondary data. Both primary and secondary data were collected for the study.

Primary data

A primary data is a data which is collected for the first time for a particular interest to collect more information. Primary data refers to the first hand data gathered by the researcher himself. Secondary data means data collected by someone else earlier. In this study the primary data was collected through questionnaire.

Secondary data

Secondary data consists of information that already exists somewhere have been collected for some other purpose. In this study secondary data was collected from company website, magazines, journals and books.

Highly satisfied	1
Satisfied	2
Neutral	3
Dissatisfied	4
Highly dissatisfied	5

SAMPLING DESIGN

Types of research	Descriptive research
Sampling method	Simple random sampling
Sampling technique	Convenient sampling
Sampling size	100
Sampling area	Team Detailing Solutions (P) Ltd., Chennai.
Date collection instrument	Questionnaire
Method of analysis	Excel
Data analysis technique	Correlation,Chi-square test,Were used to analysis the technique

DATA INTERPRETATION

PERCENTAGE ANALYSIS:

Percentage is used to describe relationship among the number of respondents and percentage can also be used to compare the relative terms, the distribution of two or more series of data.

$$\text{Percentage analysis} = \frac{\text{No. of respondents}}{\text{Total of respondents}} \times 100$$

Chi-square test

The Chi-square test is an important test amongst the several tests of significance developed by statisticians. Chi-square is a statistical measure used in the context of sampling analysis for comparing a variance to a theoretical variance.

$\chi^2 = \Sigma(O-E)^2/E$

Where O = Observed frequency and E = Expected frequency.

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CHI-SQUARE ANALYSIS
HYPOTHESIS TESTING
Null hypothesis (Ho):

There is no significant relationship between the experience of the respondents and work environment and nature of work.

Alternative hypothesis (H1):

There is some significant relationship between the experience of the respondents and work environment and nature of work.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
EXPERIENCE OF THE RESPONDENTS * WORK ENVIRONMENT AND NATURE OF WORK	100	100.0%	0	.0%	100	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	125.593[a]	36	.000
Likelihood Ratio	133.472	36	.000
Linear-by-Linear Association	13.630	1	.000
N of Valid Cases	100		

a. 48 cells (92.3%) have expected count less than 5. The minimum expected count is .12.

INTERPRETATION:

As per the above table, it is inferred that the P value is 0.000; it is significant to 5% (0.05) significant level. The minimum expected count is 0.12. Thus alternative hypothesis is accepted and it is finding that there is significant difference between the experience of the respondents and work environment and nature of work.

CORRELATION ANALYSIS

Correlation coefficients are used in statistics to measure how strong a relationship is between two variables. There are several types of correlation coefficient: Pearson's correlation (also called Pearson's R) is a correlation coefficient commonly used in linear regression. Correlation coefficient formulas are used to find how strong a relationship is between data.

$$r = \frac{\sum xy}{\sqrt{\sum x^2 * \sum y^2}}$$

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CORRELATION ANALYSIS

Correlations			
		AGE OF THE RESPONDENTS	WELFARE FACILITIES PROVIDED BY THE COMPANY
AGE OF THE RESPONDENTS	Pearson Correlation	1	.155
	Sig. (2-tailed)		.123
	N	100	100
WELFARE FACILITIES PROVIDED BY THE COMPANY	Pearson Correlation	.155	1
	Sig. (2-tailed)	.123	
	N	100	100

INFERENCE:
The above table depicts the relationship between the age of the respondents and welfare facilities provided by the company. These two variables have some degree of correlation i.e. 0.155. So there is a positive relationship between the age of the respondents and welfare facilities provided by the company.

IV. FINDINGS

✓ 54.0% of the respondents are in the age group of 41 - 50 years.
✓ 66.0% of the respondents are male.
✓ 32.0% of the respondents are UG category.
✓ 35.0% of the respondents have 6 years – 10 years experience.
✓ 47.0% of the respondents are in the income level of Rs.10,001 – Rs.20,000
✓ 34.0% of the respondents are neutral with the convenient working hours.
✓ 40.0% of the respondents are highly satisfied towards happy with workplace.
✓ 49.0% of the respondents are satisfied with lighting and other arrangements.
✓ 40.0% of the respondents are satisfied towards too much work to do.
✓ 62.0% of the respondents are highly satisfied towards safety measures.
✓ 40.0% of the respondents are satisfied towards relationship with supervisor.
✓ 36.0% of the respondents are neutral on supervisors are not partial.
✓ 47.0% of the respondents are satisfied towards supervisors considers ideas in decision making.
✓ 61.0% of the respondents are highly satisfied towards support from co-workers.
✓ 57.0% of the respondents are highly satisfied towards rest and lunch room

V. SUGGESTIONS

✓ Convenient working hours must be framed in order to protect female employees
✓ Company must create happy and peaceful work place and environment in order to satisfy them. This may lead to reduction in absenteeism
✓ Proper lighting and other necessity arrangements must be created since it is a basic one to all companies
✓ Employees must be provided reasonable work load. Excess work load dissatisfy the employees and which would not create retention of employees
✓ Safety measures must be provided properly where it is needed and instructed them to handle properly
✓ Maintain smooth relationship between superiors and employees create satisfaction and in turn the concern can get loyal employees
✓ The employee relationship may be increased through conducting various entertainment activities and increasing the social conducts.
✓ Supervisors must be unbiased with male and female employees

✓ Participation in decision making of employees would bring recognition of employees, which would satisfy them
✓ Team work and unity among employees is essential to improve satisfaction
✓ Refreshment facilities must be provided to employees

VI. Conclusion

Human resource is an important source of the organization. Without this we can't achieve the goals of the organization. If it is a manufacturing company, it has to produce quality products to satisfy the customer needs. To achieve quality and competitive, human resource must be effective. Finding out the needs of the employees and satisfying them is the very essential task of management. A Study employees Job satisfaction is the general attitude towards the job which vary between the individuals. From the findings and analysis, it is clear that the level of satisfaction of employees on the job in the organization is good. It shows that job satisfaction highly influences the productive efficiency of an organization and increases effectiveness by making the employees more participative with the immediate superiors. The study on employees job satisfaction revealed that employees were satisfied on majority of the factors such as work environment and nature of work, relationship with supervisors and colleagues, welfare facilities, pay and promotion, and communication and motivation. The analysis thus throws light on various factors. Suitable suggestions are provided to further improvement in employees job satisfaction at various level.

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