



“A STUDY ON JOB SATISFACTION OF EMPLOYEES IN SELECTED CHEMICAL INDUSTRIES OF VAPI”

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Dadra and Nagar Haveli, Daman and Diu.

Abstract

Job satisfaction is the feeling of fulfilment or enjoyment that a person derives from their job. Job satisfaction is one of the significant factors which have drawn attention of managers in the organization as well as academicians. The study aims to evaluate the level of job satisfaction of the employees in selected chemical industries of Vapi. The main objectives of this study are to analyse the employee's satisfaction level with regard to their job, promotional opportunities, training, empowerment, performance appraisal system, colleagues' behavior, career development, job support, job security, promotion system significantly influence job satisfaction of employees and its impact on the general life of the employees because a satisfied employee is a contented and happy human being. A highly satisfied worker has better physical and mental well-being. The sample design consists of convenience sampling and primary data collection for this study by questionnaire method.

The result is interpreted and presented in tabular form. This study clearly shows that employees in selected chemical industries of Vapi are more or less satisfied with their job and will also help the management to know the level of satisfaction and their needs. The chemical industries should consider the salary, promotional opportunities, career development, work load, relationship of employees within the organisation, provide more opportunities to the employees and the working life in the organisation of employees.

The study assesses how far welfare and financial factors motivate the employees and indicates a positive sign regarding overall job satisfaction of employees in selected chemical industries of Vapi.

Key words: Job Satisfaction, Empowerment, Job Support, Job Security and Promotion System, employees working life in the organisation.

Introduction

In the recent scenario, success of any organization depends on its human resource. Chemical industries are no exception; employees are valuable assets and essential component in the process of achieving the mission and vision of the organisation. If they are highly satisfied, they perform to their optimum potential which is profitable for the organisation.

Employees should meet the performance criteria set by the organisation to ensure the quality of their work and to meet the standards of organization, employees need a working environment that allows them to work freely without any problems so that they can perform at the fullest level of potential.

Therefore, it is necessary to understand employees' perspective toward their job and to evaluate their satisfaction level with various aspects of job satisfaction. Efficient human resource management and maintaining higher job satisfaction level in the organisation determine not only the performance of the organisation but also affect the growth and performance of the entire economy. So, for the success of chemical industries it is of utmost importance to manage human resource effectively.

Furthermore, Job satisfaction is an integral part of organisational health and plays a vital element in maintaining relations. The level of job satisfaction seems to have relation with various aspects of work behaviour such as accident, abstention, turnover and productivity.

Definition

Job satisfaction will be defined as “the amount of overall positive effect or feelings that individuals have towards their jobs” - **Fieldman and Arnold**.

“Job satisfaction focuses on affective Orientation on the part of individuals towards work load which they are occupying at their job” – **Vroom**.

Factors Determining Job Satisfaction

• Opportunity for Advancement

Employees are more satisfied with their current job if they see a path available to move up the ranks in the company and be given more responsibility and along with it higher compensation.

• Workload and Stress Level

Dealing with a workload that is far too heavy and deadlines that are impossible to reach can cause job satisfaction to erode for even the most dedicated employee.

• Working conditions

Because employees spend so much time in their work environment each week, it's important for companies to try to optimize working conditions. Such things as providing spacious work areas rather than cramped ones, adequate lighting and comfortable work stations contribute to favorable work conditions.

• Relationship with Supervisors

Effective managers know their employees need recognition and praise for their efforts and accomplishments.

• Respect from Co-Workers

Employees seek to be treated with respect by those they work with. A hostile work environment — with rude or unpleasant co-workers — is one that usually has lower job satisfaction.

• Financial Rewards

Job satisfaction is impacted by an employee's views about the fairness of the company wage scale as well as the current compensation she may be receiving.

Importance of employee's satisfaction to deliver their best work.

- Job satisfaction helps to create a better working environment
- Employee satisfaction can lead to customer satisfaction

- Employee satisfaction can cause reduction in conflicts and complaints
- Punctuality (reduced lateness)
- Satisfied employees have better working morale
- Satisfied employees unquestionably adjust more and handle pressure better facilitating to create a positive working environment.

Objective of the study

- To evaluate how human resource factors affect the employee's satisfaction level.
- To study the job satisfaction of employees in relation to working conditions.
- To assess how far welfare and financial factors motivate the employees
- To analyze the job satisfaction of employees in relation to promotion.
- To identify and suggest some measures for improving the employee's satisfaction level.

Scope

The scope of the study is that by analysing the job satisfaction of the bank employees, then bank organisation further improves themselves with more benefits and facilities to overcome the drawback and improve the performance level of employees.

- To identify the employees' satisfaction level upon that job.
- This study is helpful to those organisations for conducting further research.
- It is helpful to identify the employer's level of satisfaction towards welfare measure.
- This study is helpful to the organisation for identifying the area of dissatisfaction of job of the employees.
- This study helps to make a managerial decision to the company.

Review of literature

Paul E. Spector (1997) summarizes the findings concerning how people feel towards work, including: cultural and gender differences in job satisfaction and personal and organizational causes; and potential consequences of job satisfaction and dissatisfaction. He provides with a pithy overview of the application, assessment, causes and consequences of job satisfaction.

Catillo & Cano (2004) on the job satisfaction level among faculty members of colleges showed that if proper attention is given towards interpersonal relationships, recognition and supervision, the level of job satisfaction would rise.

Sophie Rowan (2008) reveals how to create a happier work life, without changing career. She provides practical and realistic guidance on how one can achieve optimal job satisfaction and overcome the obstacles that make so many of us unhappy at work.

Patricia Buhler, Jason Scott (2009) presents an academic argument for building an employee-centered culture. They also examined a real-world case study of a company that has experienced the economic benefits of this practice, making it abundantly clear that modern businesses can't afford not to make employee satisfaction a top priority.

Bakotic & Babic (2013) found that for the workers who work under difficult working conditions, working condition is an important factor for job satisfaction, so workers under difficult working conditions are dissatisfied through this factor. To improve satisfaction of employees working under difficult working conditions, it is

necessary for the management to improve the working conditions. This will make them equally satisfied with those who work under normal working condition and in return overall performance will increase.

Dr. M. G. Varshney and Sangeeta Malpani (Feb2014) have been suggested the levels of job satisfaction of SBI employees in Udaipur and Rajsamand districts and the factors contributing to job satisfaction. Finally, the research concluded that dimensions and degree of job satisfaction of bank employees of Udaipur and Rajsamand are not uniform and there is no single dimension.

Ankita Sharma et al., (Aug. 2014) investigated the level of job satisfaction of public sector bank employees in district Hamirpur. The research concluded that increase in level of salary of employees, performance appraisal system, promotional strategies, training and development program improves overall satisfaction of employees.

Vrinda N.N. and Nisha Ann Jacob (Feb. 2015) studied the impact of job satisfaction on job performance. This study investigated the most satisfying event of an employee in the job, why employees stay and leave the organization and also the determination of job satisfaction. The study concluded that job satisfaction and performance was found to be even higher for professional jobs than for less complex jobs.

Methodology.

Type and Source of Data: In this study both primary and secondary data were used.

- i. Primary Data: Employees were interviewed with help of questionnaires.
- ii. Secondary Data: Various information's collected from company records.

Tools and Techniques: Tools and techniques involve various techniques interview and questionnaire method and statistical tools like percentages and ratios

Data collection period: One month

Sample size: 131

Sampling method: Convenience sampling

Study area: Selected chemical industries of Vapi.

Limitations

- The data have been collected from the present employees only. So, it may vary in the future.
- The duration of the study is limited to one month. So, it may not be able to cover the entire scope. The researcher was carried out in a short span of time.
- The study was restricted to selected chemical industries of Vapi and sample size was 131 and due to the busy work schedule of the employees, the responses may not be sincere and hence invalid.

Data analysis and interpretation

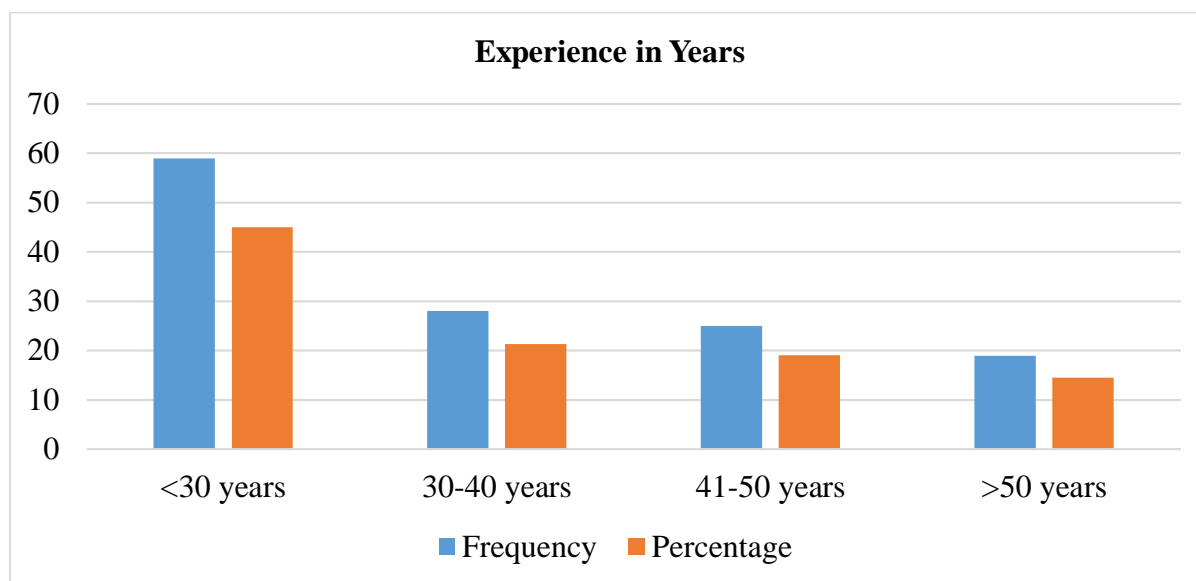
1. Demographic analysis

The respondent's profile with respect to Age, Gender and Marital Status is analysed below.

Age: The Age of respondents is tabulated in table 1.

Table 1: Age distribution of Respondents

Experience in Years	Frequency	Percentage
<30 years	59	45.04
30-40 years	28	21.38
41-50 years	25	19.08
>50 years	19	14.50
Total	131	100

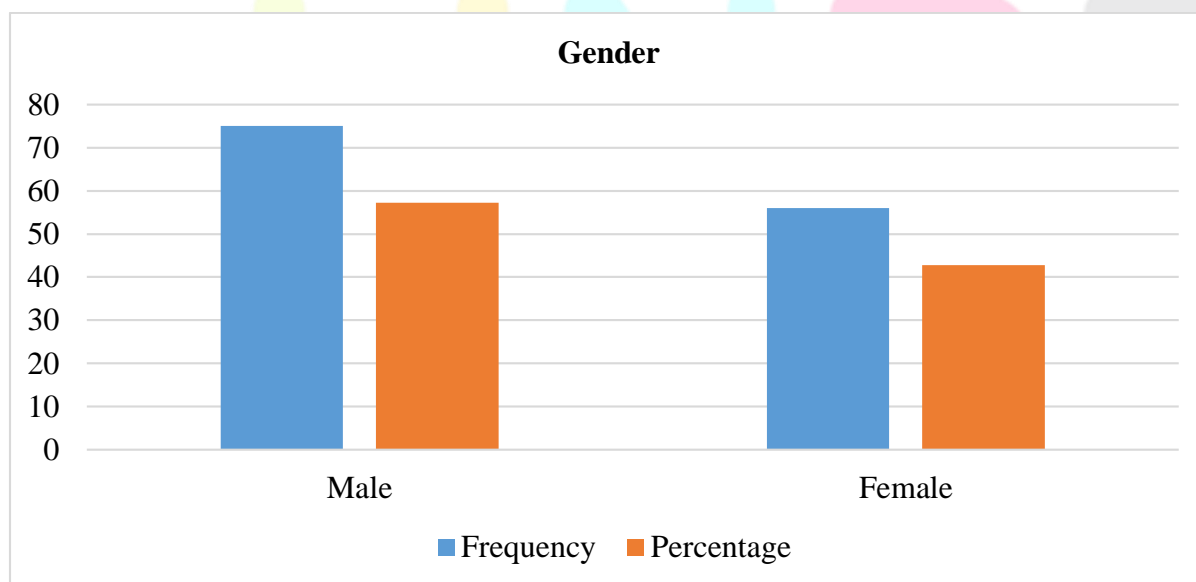


From the above table 1 it is interpreted that, majority (45.04%) of respondents are in above 30 years age group. The lowest percentage of respondents (14.50%) is above 50 years old.

Gender: The gender of respondents is analysed and presented in table 2:

Table 2: Gender distribution of Respondents

Gender	Frequency	Percentage
Male	75	57.25
Female	56	42.75
Total	131	100

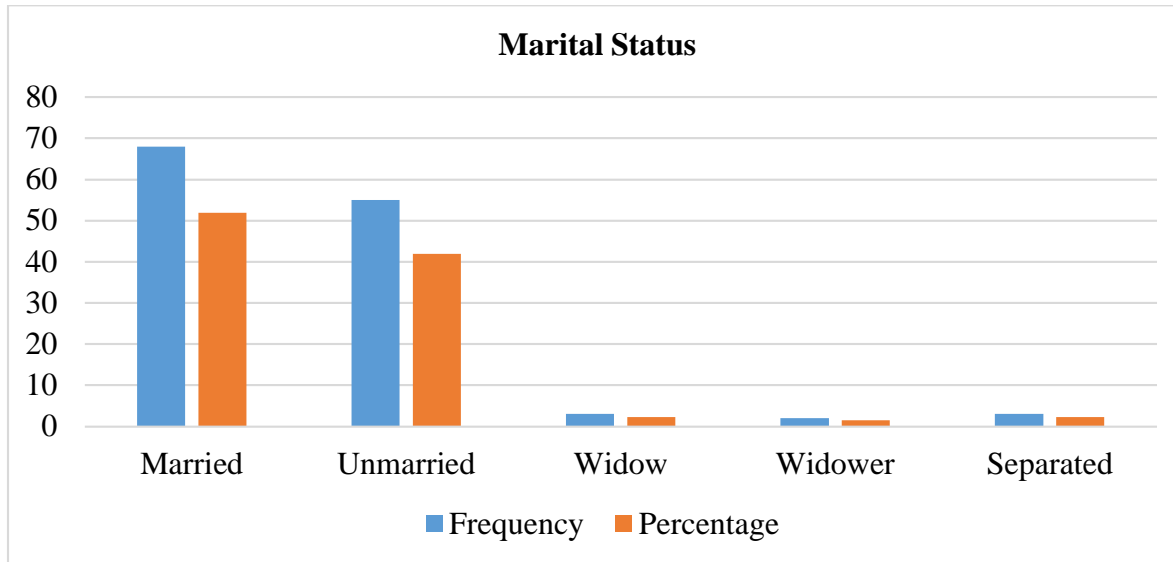


From the above table 2 it is interpreted that, 57.25% of respondents are male, 42.75% of respondents are female.

Marital status: The Marital status of respondents is analysed and presented in table 3:

Table 3: Marital Status distribution of Respondents

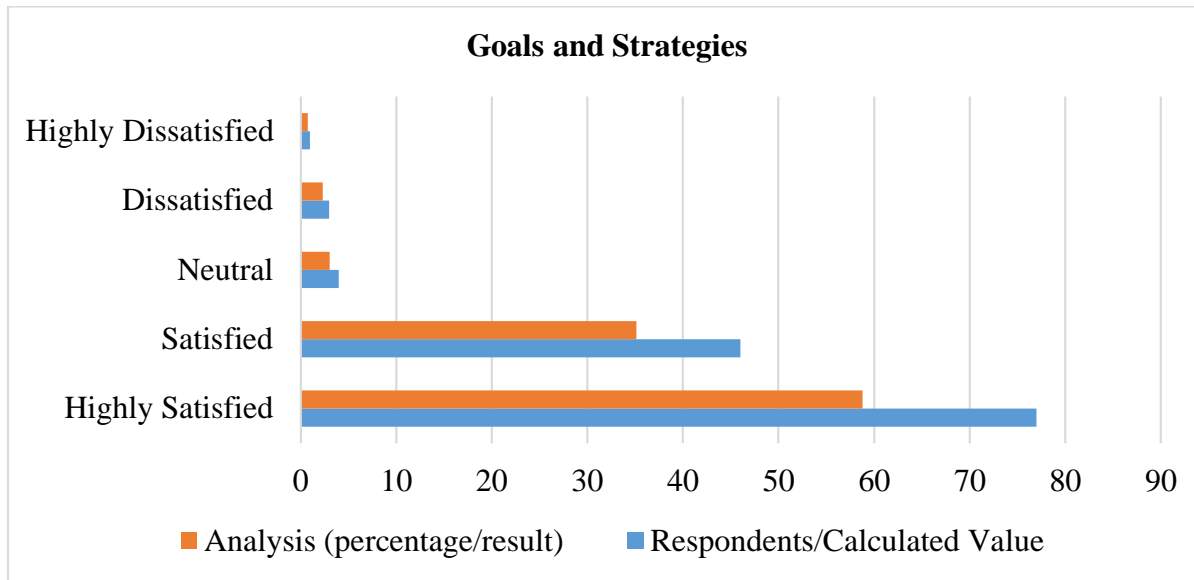
Marital Status	Frequency	Percentage
Married	68	51.91
Unmarried	55	41.98
Widow	3	2.29
Widower	2	1.53
Separated	3	2.29
Total	131	100



From the above table 3 it is interpreted that, 51.91% of respondents are married, 41.98% of respondents are unmarried, 2.29% of respondents are widow and separated, 1.53% of respondents are widower.

2. Goals and strategies: The goals and strategies of organisation is communicated to the employees.

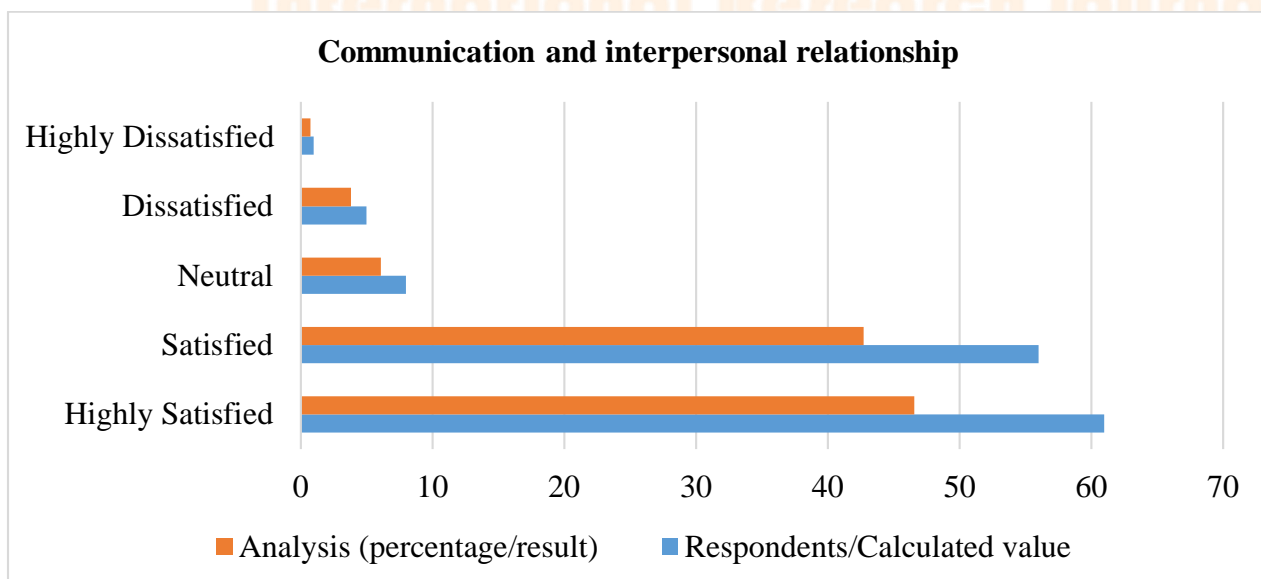
Sr. No.	Items	Respondents/Calculated Value	Analysis (percentage/result)
1	Highly Satisfied	77	58.78
2	Satisfied	46	35.12
3	Neutral	4	3.05
4	Dissatisfied	3	2.29
5	Highly Dissatisfied	1	0.76
Total		131	100



The organisation work on a systematic system. So, that the information is readily available throughout the different levels of the organisation, it creates an efficient system of information flow within the organisation. Hence, most of the employees are quite content with the communication and information flow.

3. Communication and interpersonal relationship: Are you satisfied with the communication and interpersonal relationship in your organisation.

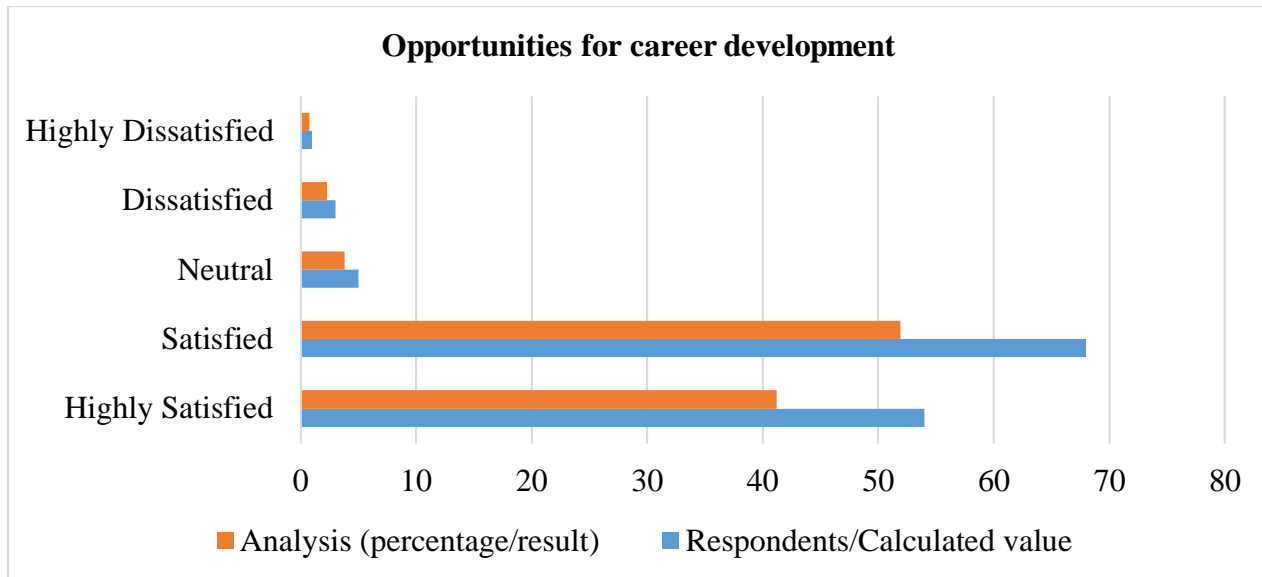
Sr. No.	Items	Respondents/Calculated value	Analysis (percentage/result)
1	Highly Satisfied	61	46.56
2	Satisfied	56	42.75
3	Neutral	8	6.11
4	Dissatisfied	5	3.82
5	Highly Dissatisfied	1	0.76
Total		131	100



Building a strong interpersonal relationship is very important to increase Job Satisfaction. The results from our survey show that more than 89.31% of the employees believe that a healthy working relationship exist in the organisation.

4. Opportunities for career development: Do you receive enough opportunities your career development.

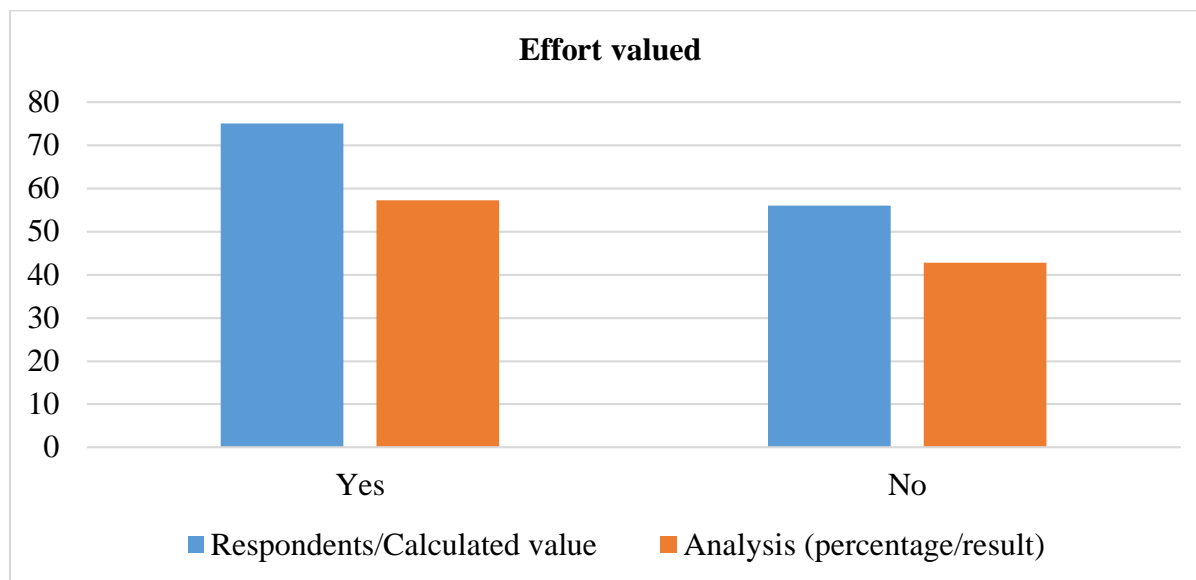
Sr. No.	Items	Respondents/Calculated value	Analysis (percentage/result)
1	Highly Satisfied	54	41.22
2	Satisfied	68	51.91
3	Neutral	5	3.82
4	Dissatisfied	3	2.29
5	Highly Dissatisfied	1	0.76
Total		131	100



The result shows that around 93.13% of the chemical industries employees of Vapi are given various opportunities to interact with one another by various ways like formal talk, group meetings, seminars, discussions over various issues which the employees face during their work and providing better opportunities for career development which is the most effective way of achieving goals.

5. Effort valued: Your efforts in achieving the goals are valued.

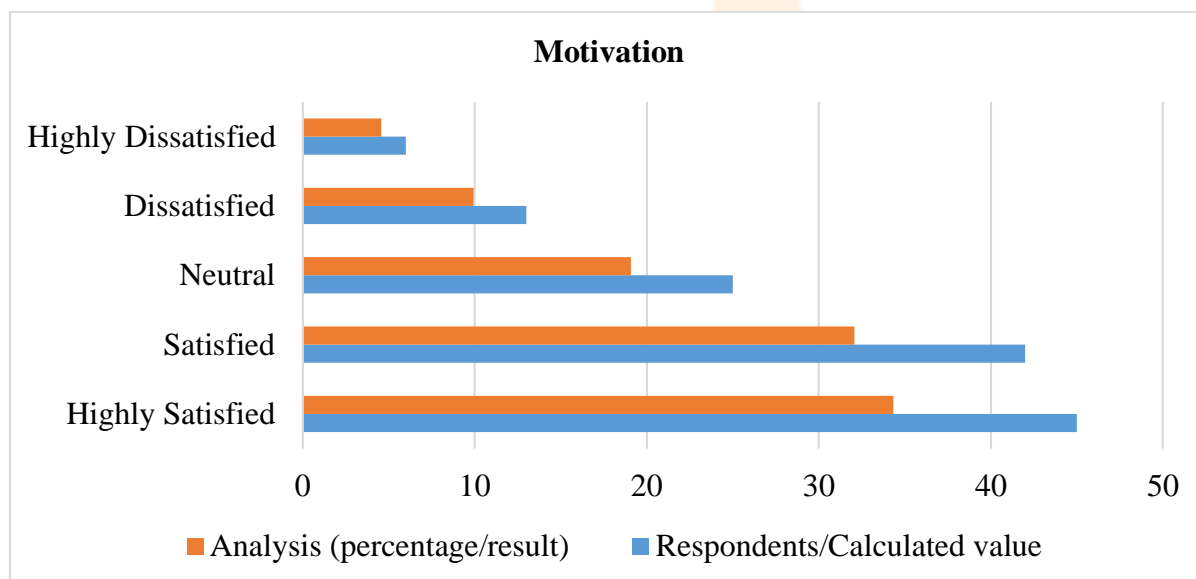
	Respondents/Calculated value	Analysis (percentage/result)
Yes	75	57.25
No	56	42.75
Total	131	100



The results from our survey show that more than 57.25% of the chemical industries employees believe that efforts in achieving the goals are valued.

6. Motivation: Degree of motivation in working culture.

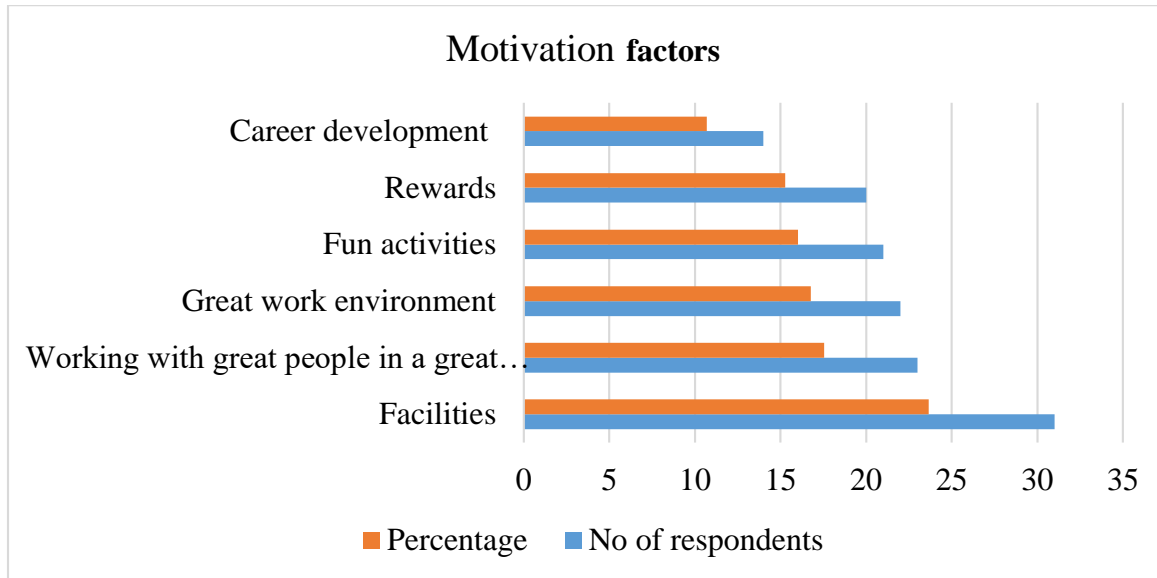
Sr. No.	Items	Respondents/Calculated value	Analysis (percentage/result)
1	Highly Satisfied	45	34.35
2	Satisfied	42	32.06
3	Neutral	25	19.08
4	Dissatisfied	13	9.93
5	Highly Dissatisfied	6	4.58
Total		131	100



The degree of motivation is achieved through interaction with others, personal growth and other factors by which employees feel motivated in the jobs they are performing at the workplace. The analysis of our survey shows that 33.59% of the employees are not happy in performing their tasks and only 66.41% showed that they enjoy their work.

7. Motivation factors: What motivates you to do best work and obtain job satisfaction?

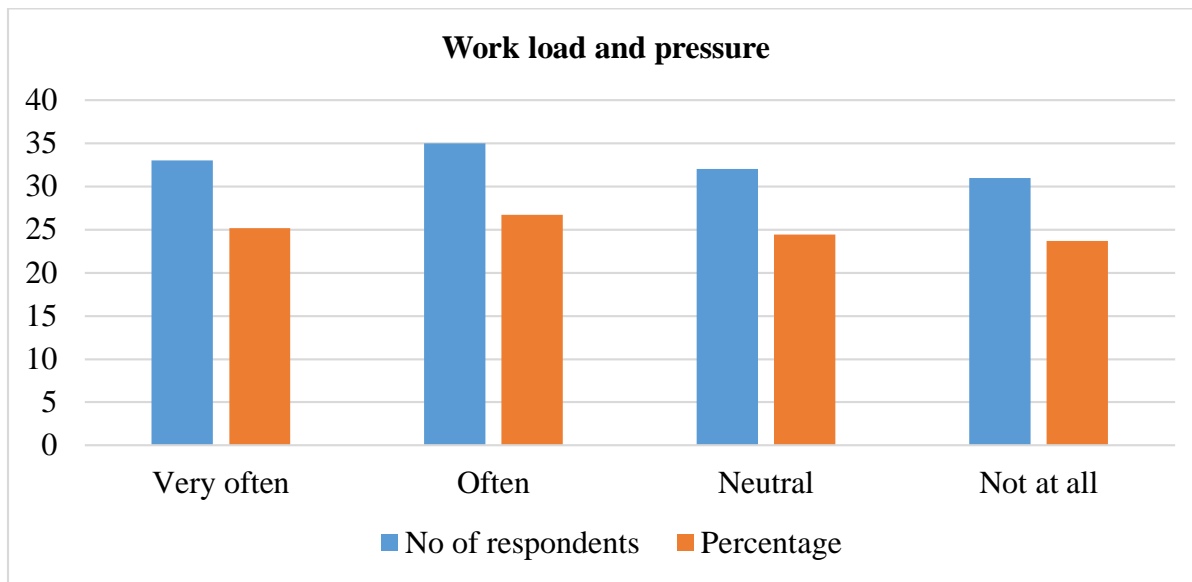
	No of respondents	Percentage
Facilities	31	23.66
Working with great people in a great culture	23	17.56
Great work environment	22	16.79
Fun activities	21	16.03
Rewards	20	15.27
Career development	14	10.69
Total	131	100



From the above analysis shows that not only fun activities but also other elements provided by the organisation delights the employees and make them feel content for their best work.

8. Work load and pressure: How often do you feel work loaded and pressurized in your bank?

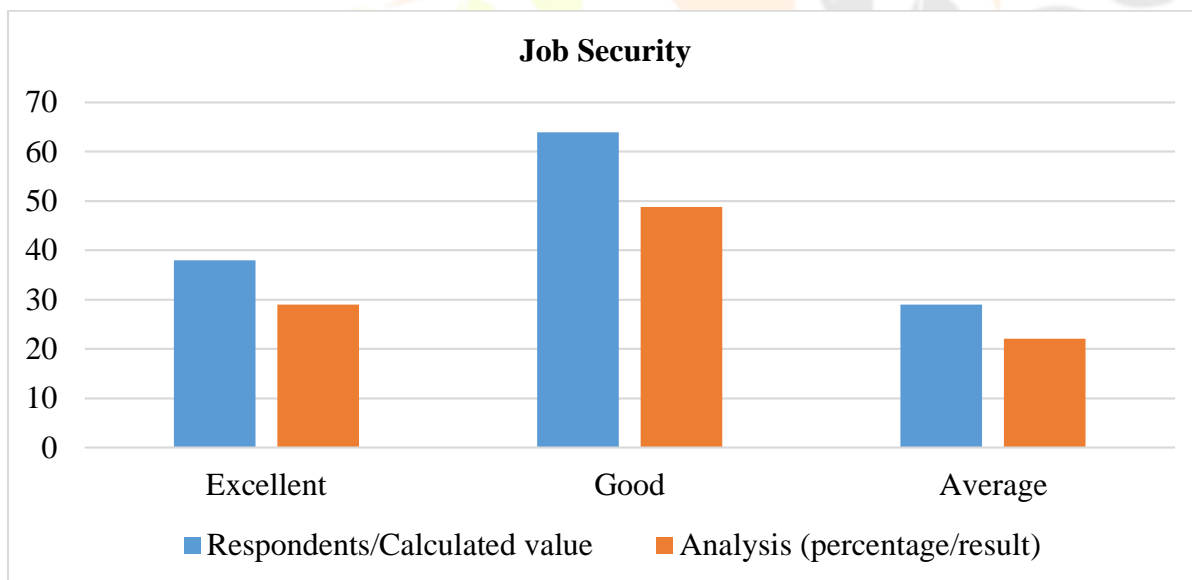
	No of respondents	Percentage
Very often	33	25.19
Often	35	26.72
Neutral	32	24.43
Not at all	31	23.66
Total	131	100



From the above we can see that employees are very often stressed this shows that organisation do not provide enough facilities and appraisals to the employees.

9. Job Security: Do you feel secured for your job?

Satisfaction	Respondents/Calculated value	Analysis (percentage/result)
Excellent	38	29.01
Good	64	48.85
Average	29	22.14
Total	131	100



The chart shows that 70.99% of the employees are satisfied. 29.01% have excellent opinion about job security. When adequate job security is provided to the employees it will motivate them to do their work and increase productivity.

Findings.

- Majority i.e., 45.04% of respondents are in above 30 years age group. 57.25% of respondents are male and 51.91% of respondents are married.
- 93.9% employees are satisfied with communication of goals and strategies of organisation.

- 89.31% satisfied with the communication and interpersonal relationship in organisation.
- 93.13% employees receive enough opportunities to develop your career.
- 57.25% of employees feel their efforts in achieving the goals are valued.
- 66.41% of employees are satisfied with the degree of motivation in working culture.
- The analysis shows that not only fun activities but also other elements provided by the organisation delights the employees and make them feel content for their best work.
- 51.91% of the employees feel work load and pressurized in organisation.
- Provide adequate job security to the employees which motivate them to do their work.

Conclusion

This study concentrated on Job Satisfaction of Employees in selected chemical industries of Vapi. It has analysed the Job satisfaction's according to various parameters like work condition, work environment, reward, promotion, job security etc. The analysis has brought out areas of improvement and has given a clear path to managers of chemical industries to improve Job Satisfaction among employees. The study has a broader appeal and can be extended to other organisation, banks and financial institutions to gain helpful insights into Job Satisfaction of the employees.

Suggestions.

- Employees should be allowed to share their opinion and ideas for creating better work environment.
- Chemical industries should provide enough facilities, appraisals, problem solving measures etc to the employees to remove work load stress.
- Training programmes has to be provided based on the job content.
- Provide opportunities for career growth and development.
- Use employee engagement programs that energizes and motivates their workforce.
- Provides adequate job security to the employees

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