

EMPLOYEE JOB SATISFACTION WITH REFERENCE TO MATRIX BUSINESS SERVICES INDIA PVT LTD ,CHENNAI.

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ABSTRACT:

This review article contains literature review of the various research articles, related research paper, theses, or organizational reports. The author had reviewed almost 16 research articles, research papers, theses, or organizational reports with a view to understand the job satisfaction of the academicians and Industrial employees from previous studies all over the world. The study reveals that the employee job satisfaction and contentment is very crucial aspects for organizational development, employee productivity, employee commitment, quality of work and many more aspects. It is observed that a significant amount of research work has been carried out on the area of job satisfaction with several dimensions of it including varied types of issues.

This is to analyze the job satisfaction of the matrix laboratories ltd the aim of the study is to find out the job satisfaction at matrix laboratories ltd is up to the mark and whether the numbers of employees satisfied are catering to the needs of management in production

Job satisfaction relates to the total relationship between an individual and the employer for which he is paid. satisfaction means the simple feeling of attainment of any goal or objective. job dissatisfaction brings an absence of motivation at work. research workers differently describe the factors contributing to job satisfaction and job dissatisfaction. hoppock describes job satisfaction as, “any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say i am satisfied with my job.”

Key words: job satisfaction,employee welfare,employee benefits .

REVIEW OF LITERATURE:

Despite its wide usage in scientific research,as well as in everyday life,there is still no general agreement regarding what job satisfaction is. In fact there is no final definition on what job represents. Therefore before a definition on job satisfaction can be given , the nature and importance of work as a universal human activity must be considered. Different authors have different approaches towards defining job satisfaction. Some of the most commonly cited definitions on job satisfaction are analysed in the text that follows. Hoppock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I

am satisfied with my job (Hoppock, 1935). According to this approach although job satisfaction is under the influence of many external factors, it remains something internal that has to do with the way how the employee feels. That is job satisfaction presents a set of factors that cause a feeling of satisfaction. Vroom in his definition on job satisfaction focuses on the role of the employee in the workplace. Thus he defines job satisfaction as affective orientations on the part of individuals toward work roles which they are presently occupying (Vroom, 1964). One of the most often cited definitions on job satisfaction is the one given by Spector according to whom job satisfaction has to do with the way how people feel about their job and its various aspects. It has to do with Aziri B. JOB SATISFACTION: A LITERATURE REVIEW MANAGEMENT RESEARCH AND PRACTICE VOL. 3 ISSUE 4 (2011) PP: 77-86 78 Management Research and Practice Volume 3, Issue 4 / December 2011 ISSN 2067- 2462 mrp.ase.ro the extent to which people like or dislike their job. That's why job satisfaction and job dissatisfaction can appear in any given work situation. Job satisfaction represents a combination of positive or negative feelings that workers have towards their work. Meanwhile, when a worker employed in a business organization, brings with it the needs, desires and experiences which determine expectations that he has dismissed. Job satisfaction represents the extent to which expectations are and match the real awards. Job satisfaction is closely linked to that individual's behaviour in the work place (Davis et al., 1985). Job satisfaction is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. Job satisfaction is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment (Kaliski, 2007). Job satisfaction can be defined also as the extent to which a worker is content with the rewards he or she gets out of his or her job, particularly in terms of intrinsic motivation (Statt, 2004). The term job satisfaction refers to the attitudes and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006). Job satisfaction is the collection of feelings and beliefs that people have about their current job. People's levels of degrees of job satisfaction can range from extreme satisfaction to extreme dissatisfaction. In addition to having attitudes about their jobs as a whole. People also can have attitudes about various aspects of their jobs such as the kind of work they do, their coworkers, supervisors or subordinates and their pay (George et al., 2008). Job satisfaction is a complex and multifaceted concept which can mean different things to different people. Job satisfaction is usually linked with motivation, but the nature of this relationship is not clear. Satisfaction is not the same as motivation. Job satisfaction is more of an attitude, an internal state. It could, for example, be associated with a personal feeling of achievement, either quantitative or qualitative (Mullins, 2005). We consider that job satisfaction represents a feeling that appears as a result of the perception that the job enables the material and psychological needs (Aziri, 2008). Job satisfaction can be considered as one of the main factors when it comes to efficiency and effectiveness of business organizations. In fact the new managerial paradigm which insists that employees should be treated and considered primarily as human beings that have their own wants, needs, personal desires is a very good

Methodology of study:

The study and findings are based on data collected from two important sources. these sources are

PRIMARY SOURCES:

It includes data ascertained from employees including the questionnaire & human resources department functionaries.

SECONDARY SOURCES:

They basically comprise company's manuals, records, and brochure, internet etc. in the matter of selection of sample, random stratified sampling method was applied, each stratum representing a class of employees. after the field work as aforesaid, the data collected from the primary and secondary sources were consolidated, tabulated, analyzed, interpreted and presented in thereport.

Objectives of study:

The objectives of the study are:

- To provide a safe and therapeutic environment for all patient, staff and visitors.
- To increase overall satisfaction rates of patients, employees and visiting medical officers
- To have an overview of matrix laboratories ltd.
- To study the departments of matrix laboratories ltd in detail.
- To know about all the products and services being offered by the matrix laboratories ltd.

ANALYSIS of AND INTERPRETATION:

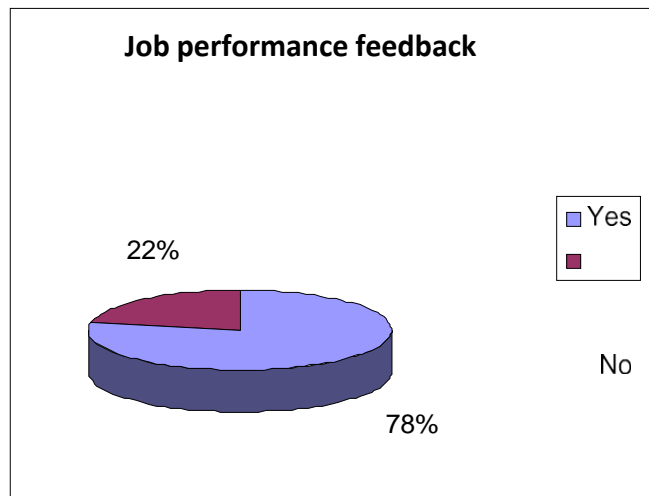
1. are you receiving regular job performance feed back?

a) Agree

b) Dis agree

job performance feed back

sl.no	options	responses	percentage
1	Yes	39	78%
2	No	11	22%
	Total	50	100%



interpretation:

according to the above data and graph the job performance of employee is identified based on their feed back.

table: 2 employee welfare program

s. no	option	Responses	%
1	highly gree	30	60%
2	Satisfied	10	20%
3	moderate	2	4%
4	Dissatisfied	5	10%
5	highly dissatisfied	3	6%
	Total	50	100%



interpretation:

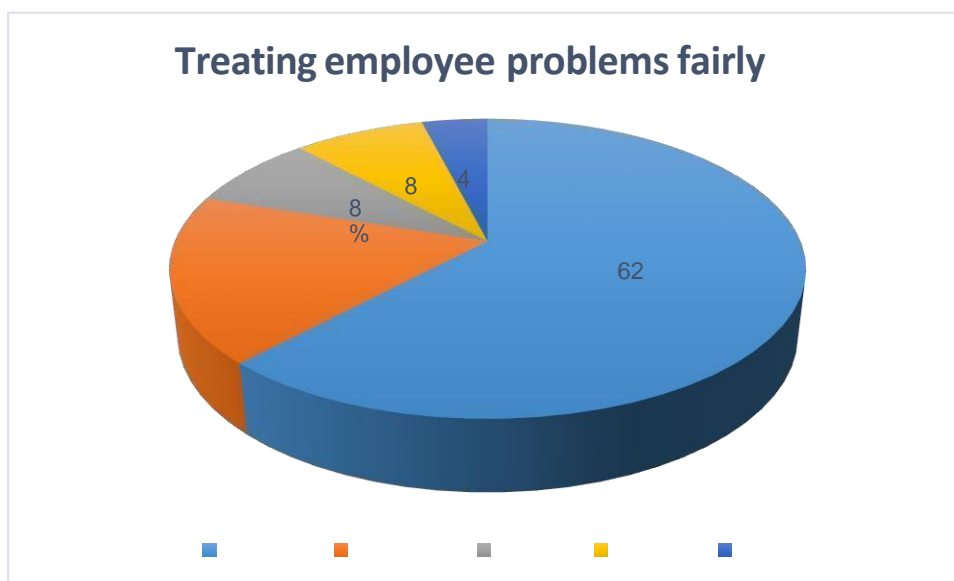
from the above data 60% of the employees are highly agree with the job welfare and 20% of the employees are satisfied, 4% moderate employees, 10% dissatisfied and 6% highly dissatisfied.

3. What is your rating on treating of employee problems

truly?A)best b) good c) moderated) better e)under better

table: 3

s .no	Options	responses	%
1	best	31	62
2	good	9	18
3	moderate	4	8
4	better	4	8
5	Under poor	2	4
	Total	50	100%



interpretation:

based on the above data most of the people are said its best to treated employee problems fairly.

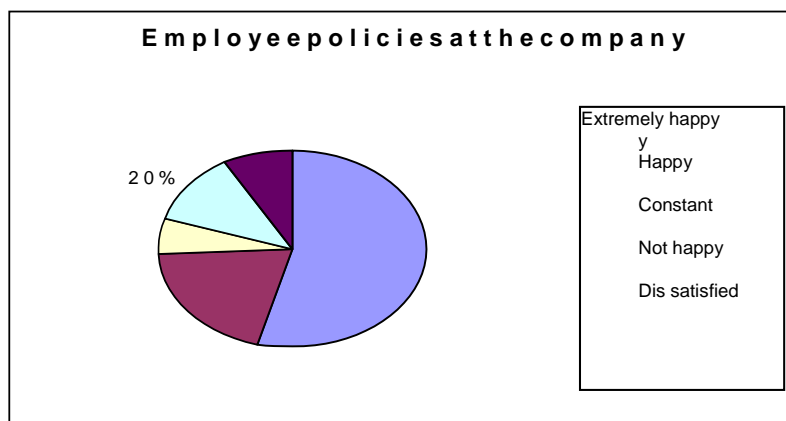
18%people said good,8% are said moderate,again 8% better the remainig people are said under poor.

4. In the company- do you satisfied with the policies?

a) extremely happy b) happy c) constant

d) not happy e) dissatisfied

s .no	alternatives	replies	%
1	Extremely happy	27	54%
2	happy	10	20%
3	constant	3	6%
4	Not happy	6	12%
5	dissatisfied	4	8%
	Total	50	100%



interpretation:

from the above all 54% of the employees are extremely happy 20% of the people are happy and 6% people are constant 12% people are not happy and 8% people are dissatisfied with the company policy.

5. What is your opinion with the salary structure of your company?

a) satisfied

b) good

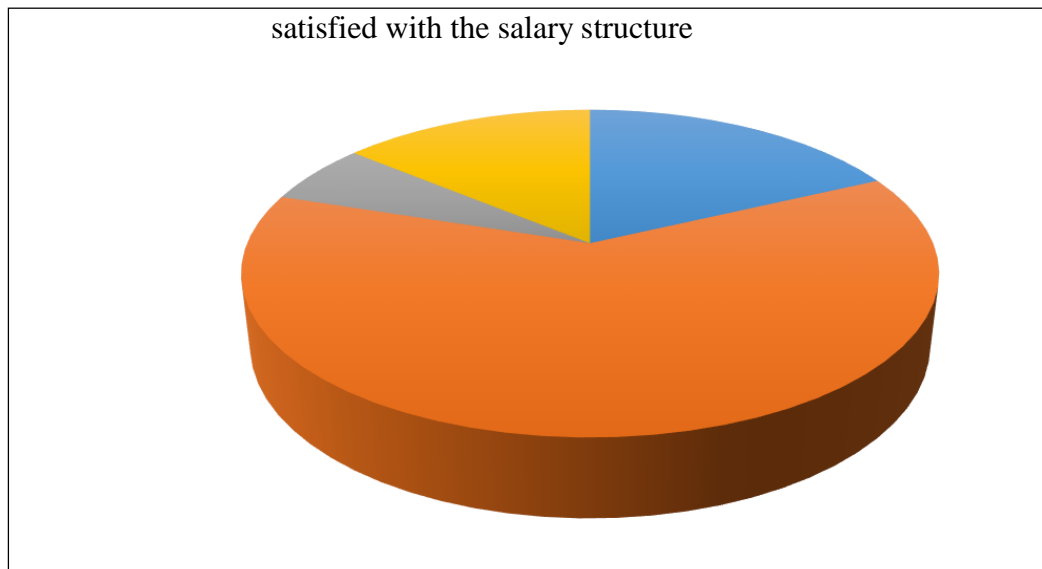
c) better

d) not happy

e) disappointed

table: 5

s. no	Options	reponses	percentage
1	satisfied	9	18%
2	good	31	62%
3	better	3	6%
4	Not happy	7	14%
5	disappointed	0	0%
	Total	50	100%



interpretation:

based on previous data 18% of the people are satisfied with the salary structure,62%of the employees are said good only,6% are said better and 14% not happy.

FINDINGS :

According to the all above data analyzing sample size of 50 respondents its taken by the questionnaire method is used to find out the employees opinion on their company in all aspects. From that 50%of the employees are satisfied with their job.85% of the people are concentrated that the duty timing schedule is comfortable. Majority of the employees are happy their salary structure and vision and mission of the organization. Some people are expressed satisfaction towards career plan and growth opportunities in the organization and most of the employees are agree that the environment is comfortable in risky situations also.

SUGGESTIONS

Company maximum try to concentrate the maintenance of same level of employees through better specialization recognition &award and reward system. Organization should try to made healthy environment between the employees in case of competition through the use of meetings awareness programs on jobs etc. The company is need to take the initiation at any kind of aspect in the organization like problems,risks,hazards etc.hr people are has to take the initiation to providing the training sessions through the case study methods etc. And the company is always active to providing the incentives, awards, rewards and benefits to the best employees and best performers in all levels. Finally company always

decentralize to take the decisions for the growth and improvement in all mentioned benefits to the employees who are working in the organization.

CONCLUSION

Finally this study is aimed to prepared in a written format of the job satisfaction for the employees of Krishna institute of medical sciences ltd. This study helps to understand and implemented the best techniques to the employee satisfaction in the organization. Every company should always try to satisfy the employees who make better contributinto production quality and productivity which makes helps them to work as team and make group accomplishments.

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