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Employee Satisfaction at Shree Mothers Plastic Private Limited Industry

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Abstract

Employee satisfaction has become one of the critical issues in total quality management. Numerous studies investigate the antecedences and consequences of the construct. It has been found that employee satisfaction drives productivity and customer satisfaction. In order to better understand the drivers of employee satisfaction, I have investigated to understand the problems in the working conditions and to know how employees opinion about work place, pay and benefits in shree mothers plastic private limited. This research is based on a quantitative research and sample size were from the Shree mother industry and data was collected

by asking questionnaires between 100 employees and the research tools were percentage, weighted and chi square methods. Next, they discuss whether and how it applies to employee satisfaction. Then report the findings of an empirical study in a pharmaceutical company. Using a chi square analysis with dummy variables, it has been find an asymmetric relationship between the satisfaction with different factors and overall employee satisfaction. In the final section of the paper, the theoretical and managerial implications of these findings are discussed.

Keywords: Employee Satisfaction, Plastic Private Limited, Organization

Introduction

It is an obvious statement but 'high employee satisfaction levels can reduce employee turnover'. Dissatisfied employees tend to perform below their capabilities, result in high turnover of employee and leave their jobs relatively quickly and are not very likely to recommend your company as an employer.

Employee satisfaction research give employees 'a voice' and also allow the pinpointing of problematic areas leading to the raising of staff satisfaction levels, developing and reviewing of employee management and optimizing corporate communications.

Measuring and Improving Employee Satisfaction and Commitment

Employee satisfaction measurement has grown from simply recording employees' opinions on various topics to accurately and robustly measuring employee commitment. The American Customer Satisfaction Index has demonstrated the relationship between customer satisfaction and profits. Now research shows that satisfied, motivated employees will create higher customer satisfaction. Successful organizations realize that involved employees are key to improving organizational performance and that motivated employees are the first link in a causal chain that leads to greater customer loyalty and profits. This course will demonstrate how to implement world-class techniques for measuring the satisfaction and engagement of employees and will provide participants with the best system for using the results to improve employee commitment and to retain high-performing employees.

Need for the study

1. The study is carried out to find the employees satisfaction levels in Shree mother plastic India private limited.
2. It helpful to the Management to find out a ways to increase the satisfaction levels and increase productivity.
3. To increase a good relationship between employers and employees.
4. The study helps to find out a way to avoid employee turnover.
5. This study provides me a practical exposure to upgrade my knowledge.

Objectives of the study

- To access the general attitude of the employees towards Shree mother plastic India private limited.

- To understand the problem of the employees in the working conditions.
- To know how employees opinion about work place, pay and benefits.
- To study and analyze the various factors affecting the job satisfaction level.

Scope of the study

This study aims to understand the employee satisfaction in Shree mother plastic India private limited which covers the various working schedules, remunerations, developing overtime allowance, work freedom, job position etc. The scope is to understand the employee satisfaction. The study is conducted at shree mother plastic industry covering 100 employees and data collected based on the questionnaire prepared.

Limitation of the study

- This is subjected to the basis and prejudices of the respondents, hence 100% of accuracy cannot be assured
- The research was carried out in a short span of time, where in the research could not widen the study.
- The period of study was too short, so it was not possible to collect the relevant information with in that period.
- The finding are based on the answer given by the employees so any error or bias may be affect the validity of the finding.

Research review

Shanmugapriya. S (2016), in his study, the employees of public sector banking opined that the state banks had a sea turn in their success in analyzing determinants of job satisfaction. Moreover, the economic and financial market reforms have begun. Various factors have made India one of the world's fastest-growing economies, including opening the global markets, reforming the banking system, rising investment levels, the proactive regulatory landscape, and its demographic profile. There is no question, for a functioning financial environment, a safe banking sector is important. Indian banks have good human capital and operating technologies oriented, being the largest and most profitable domestic and global scenarios.

Neeraj Kumari (2017) 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.

Malo (2018) concluded that an optimistic view for the employees on the organization's community, successful

relationships with co-workers, supervisors' encouragement. Participants are fairly pleased with job prospects, and the wages were not satisfactory. Finally, the connection between the atmosphere of the company and satisfaction at the job is important.

Wolter, J. S., Bock, D., Mackey, J., Xu, P., & Smith, J. S. (2019). Have analysed the employee satisfaction trajectories influence customer repatronage intentions for frequent customers, but not for infrequent customers. These effects are robust to controlling for previous customer evaluations and recent employee evaluations. Overall, these findings extend the dominant view of examining static, employee satisfaction levels and offer important implications for the management of the organizational frontline.

Ali, B. J., & Anwar, G. (2020). An empirical study of employees' motivation and its influence job satisfaction. analyze the level of employee satisfaction and work motivation. It also deals with the effect the culture has on employee satisfaction. The theoretical framework of this thesis includes such concepts as, job satisfaction, motivation, and rewards differences. One of the biggest strength of the organization is the relationship and communication between the employees and the managers.

Son, J. H., Kim, J. H., & Kim, G. J. (2021). employee satisfaction was correlated with customer perceived value, which, in turn, was correlated with customer satisfaction. The findings suggest that a good work environment and service-related training can create a positive service climate for employees, which can subsequently improve customer satisfaction. This study is unique in its application of the service profit chain model on the coffee shop industry in Korea.

Goretzki, L., Reuter, M., Sandberg, J., & Thulin, G. (2022). Making sense of employee satisfaction measurement—A technological frames of reference perspective. *The British Accounting Review*, 54(1), 101032. his study has primarily been based on interviews, with data collected through the employee satisfaction measurement system and documents used as a secondary source. As highlighted by Orlikowski and Gash, interviews suit the sensemaking perspective as they stimulate discussion surrounding meanings and expectations of technology. In this study, a total of 24 interviews with 22 interviewees were conducted.

Conceptual and theoretical review

The quality of work life experienced by workers in organizations has been an area of great interest for practitioners and researchers. The concept of employees satisfaction has been one of significant concepts related to the quality of work life. As employee satisfaction has been assumed to be a factor leading organizational commitment, overall organizational success and development, growth, effectiveness and efficiency of the organization and low worker's intention to leave the organization.

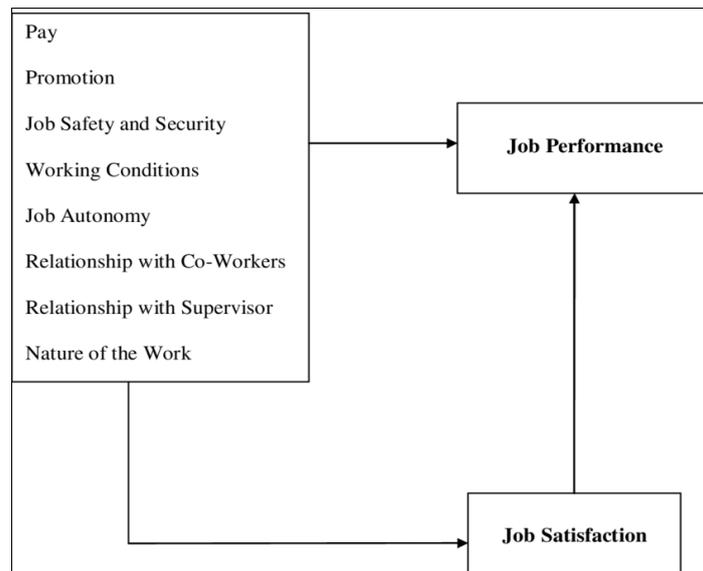


Fig 1

Research gap

It is observed from the review of literature that there are no such researches done by any researcher by taking Job Content and Job Context Factors perspective in finding out the Job Satisfaction of Employees. Also, no researcher study has been done to find out the attitude of employees, Employee Satisfaction and level of Job Satisfaction of Employees. In this regard the outcome of the research is expected to produce a different dimension to the level of employee Satisfaction and aimed at providing suitable suggestions to the Organizations to overcome the issues faced in Retaining Talents.

Statement of the problem

In general, quality of work force is main key behind the success of any organizations. The employee satisfaction will play an important role in the effective functioning of any organizations. Due to improper communication system, many organizations are unable to exchange information essential to their daily operations. There are several reasons for poor communication in an organization. Poor communication can lead to mistakes and causes delay for the effective functioning of organization. The main reason for poor communication in an organization is co-workers alienation and misunderstandings between employees. Usually subordinates get their work instructions by formal and informal way from their supervisors only. When communication fails, employees begin to blame each other for their poor communication. The lack of communication satisfaction in workplace results in low productivity and high turnover. It affects workplace relationships and causes low workplace morale. Moreover, low workplace morale results with job dissatisfaction.

Significance of the study

Employee satisfaction is an important aspect as far as an organization is considered. Employee are the back bone of every organization. So, it is responsibility of the management to keep the employees to contribute more. It is said that satisfied employee are more productive. So, every organization is giving high priority to keep their employees satisfied by providing several facilities which improves satisfaction and reduce dissatisfaction.

I want to know whether the employees in Shree mother plastic India private limited are satisfied or not.

Research design

A Research design is plan that specifies the objectives of the study, method to be adopted in the collection of the data, tools in analysis of data and helpful to frame hypothesis. "A research design is the arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure".

Research design is needed because it facilitates the smooth sailing of the various project operations, thereby making the project as efficient as possible yielding maximal information with minimal expenditure of effort time and money. Also, it minimizes bias and maximizes the reliability of the data collected.

Nature and source of data

Primary data

The data which are collected afresh for the first time and thus happen to be original in character is called primary data. The primary data was collected from the employees of Shree mother plastic India private limited international private limited through a direct structured questionnaire. Respondent has filled the questionnaire.

Secondary data

The data which have already been collected and analyzed by someone else is called secondary data. The secondary data was used mainly to support primary data. Company profiles, websites, magazines, articles were used widely.

Sampling size and technique

Type of universe

The first step in developing any sample is clearly defining the set of objectives, technically called the universe, to be studied. Here the universe is the employees of Shree mother plastic India private limited international private limited.

Size of sample

It refers to the number of items to be selected from the universe to constitute a sample. Here 100 employees of

Shree mother plastic India limited were selected as size of sample.

Questionnaire construction

In constructing questionnaire, care was taken to investigate the difficulties that the respondent may face while answering them. It was prepared keeping in view the objective of the study. During the constructing care was taken to avoid questions, which may lead to misinterpretation. The question thus constructed was a structured one so as to collect all the relevant information. The questions were arranged in a logical order/sensible sequence.

The Questionnaire consists of a variety of questions presented to the employees for their response. Dichotomous questions and multiple-choice questions were used in constructing the questionnaire.

Statistical tools used

To arrange and interpret the collected data the following statistical tools were used.

1. Percentage Method.
2. Weighted Average Method.
3. Chi – square Analysis.

Table 1

Weighted Average method: Job Satisfied, Respect Regardless of Their Job, Fairly, Job Security, Promotion, Pay Matches and Resources.

Table 1: Weighted Average method: Job Satisfied, Respect Regardless of Their Job, Fairly, Job Security, Promotion, Pay Matches and Resources

Attributes	1	2	3	4	5	Total
Job Satisfied	33	54	7	6	0	100
Respect Regardless of their job	14	58	20	8	0	100
Fairly	17	56	12	10	5	100
Job Security	24	43	4	24	5	100
Promotion	33	36	16	15	0	100
Pay Matches	24	46	4	23	3	100
Resources	30	61	3	5	1	100

Table 2

Weighted Average: Weighted Average to rank the job-related activities in the organization.

$$\text{Formula} = \frac{WX}{W}$$

W - Number of respondents

X - Rating given by the respondents

Table 2: Weighted Average

x	w	Job Satisfied		Respect		Fairly		Job Security		Promotion		Pay Matches		Resoures	
		X1	Wx1	X2	Wx2	X3	Wx3	X4	Wx4	X5	Wx5	X6	Wx6	X7	Wx7
1	5	33	165	14	70	17	85	24	120	33	165	24	120	30	150
2	4	54	216	58	232	56	224	43	172	36	144	46	184	61	244
3	3	7	21	20	60	12	36	4	12	16	48	4	12	3	9
4	2	6	12	8	16	10	20	24	48	15	30	23	46	5	10
5	1	0	0	0	0	5	5	5	5	0	0	3	3	1	1
Total		100	414	100	378	100	370	100	357	100	387	100	365	100	414
CW		4.14		3.78		3.70		3.57		3.87		3.65		4.14	
RANKS		I		III		IV		VI		II		V		I	

Inference

From the above table it is understood that 100 respondents give 1st ranks to Resources and Job Satisfied, 2nd rank to Promotion, 3rd rank to Respect regardless of their jobs, and 4th rank to fairly treat, 5th rank to pay matches, 6th rank to Job Security.

Chi-Square Test

Null Hypothesis Ho

To find out there is no significant links between Gender and Working Condition in the organization.

Alternative Hypothesis H1

To find out there is a significant links between Gender and Working Condition in the organization.

Table 3: Chi-Square Test

Particulars	Strongly agree	Agree	Somewhat	Disagree	Strongly agree	Total
Male	21	15	12	7	5	60
Female	7	15	5	8	5	40
	28	30	17	15	10	100

Table 4: Observed frequency

O	E	(O-E)2	(O-E)2/E
21	16.8	17.64	1.05
15	18	9	0.5
12	10.22	3.24	0.32
7	9	4	0.44
5	6	1	0.17
7	11.2	17.64	1.58
15	12	9	0.75
5	6.8	3.24	0.48
8	6	4	0.67
5	4	1	0.25
Total			6.21

Calculated value of Chi-square

$$\begin{aligned} \text{Degree of freedom} &= (c-1) (r-1) \\ &= (5-1) (2-1) \\ &= 4 \end{aligned}$$

The table value of chi-square for four degree of freedom at 5 percent level of significance is 9.488.

Interpretation

The calculated value of chi-square is much less than the table value. The result, thus, support the hypothesis and its can be concluded that the significant links between Gender and Working condition.

Conclusion

Now a days employees plays a vital role in every organization without employee production is zero.

The study conducted at Shree Mothers Plastic India private limited. Deal with the employee satisfaction of the organization.

Employee Satisfaction Research give employees “ a Voice” and also allow the pinpointing of problematic areas leading to the raising of employee satisfaction levels, developing and optimizing corporate communications.

The study concluded that majority of employees are very much satisfied in the organization. But few facilities don't in the organization like canteen, transport. But most of employees are needed canteen facilities and it is very useful for all of me. So, the organization mainly takes a necessary step to arrange a canteen facility for employees and fulfill his/her needs.

“Employee satisfaction is determining the growth of the organization.”

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