
A STUDY ON JOB SATISFACTION AT TSNPDCL, WARANGAL

Dr. SHAIK. MAHABOOB SYED

**ASSISTANT PROFESSOR, DEPARTMENT OF MANAGEMENT STUDIES
VAGDEVI COLLEGE OF ENGINEERING, WARANGAL- 506005(TS)**

Dr. Y. BHASKAR RAO

**PROFESSOR & HEAD, DEPARTMENT OF MANAGEMENT STUDIES
VAGDEVI COLLEGE OF ENGINEERING, WARANGAL- 506005(TS)**

ABSTRACT

The purpose of this study is to know the satisfaction level of the employees towards their job environment. The study entitled “A STUDY ON JOB SATISFACTION AT TSNPDCL, WARANGAL”. Job satisfaction plays an important role in every employee’s work life to make them productive.

In this study the researchers took the sample size of 102 and applied Simple percentage and Chi square test as an analytical tool with the hypothesis “ H_0 : Providing welfare facilities leads to job satisfaction.” Researchers have found that, TSNPDCL has majority of employees who are satisfied with their job and they need more improvements in transportation and welfare facilities. Job satisfaction represents one of the most complex areas facing today’s managers when it comes to managing their employees.

The study concludes with the acceptance of hypothesis, that is providing welfare facilities and giving employee’s motivation to work in TSNPDCL leads to job satisfaction. Majority of employees are satisfied with their jobs, but there is still scope to make more improvements in transportation and welfare facilities. So that the employees become productive with good working facilities at TSNPDCL, Warangal.

KEYWORDS: Job Satisfaction, Workload, Welfare Facilities, Job Environment and TSNPDCL.

INTRODUCTION

The Northern Power Distribution Company of Telangana Ltd (TSNPDCL) has been incorporated under companies Act 1956 and commenced its operations from 2 June 2014 with Warangal as its headquarters. It is successor to APNPDCL which in turn APSEB

Job satisfaction: "It is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences." Job satisfaction or employee satisfaction has been defined in many different ways. Some believe it is simply how content an individual is with his or her job, in other words, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Others believe it is not so simplistic as this definition suggests and instead that multidimensional psychological responses to one's job are involved.

Factors Affecting Job Satisfaction

Working Conditions	Opportunity for Advancement	Workload and Stress Level
Respect from Co-Workers	Relationship with Supervisors	Financial Rewards

- ❖ Working conditions refers to the working environment and all existing circumstances affecting labor in the workplace, including job hours, physical aspects, legal rights and responsibilities.
- ❖ Career advancement is one of the most important elements for employee satisfaction and retention at a company. According to Victor Lipman of Forbes, clear opportunities for career advancement are an "especially powerful" employee motivator.
- ❖ "Workplace stress" then is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands.
- ❖ Relationship: Human beings are naturally social creatures – we crave friendship and positive interactions, just as we do food and water. So it makes sense that the better our relationships are at work, the happier and more productive we're going to be.
- ❖ Good working relationships give us several other benefits: our work is more enjoyable when we have good relationships with those around us. Also, people are more likely to go along with changes that we want to implement, and we're more innovative and creative.

- ❖ Financial and non-financial benefits: By using positive reinforcement to motivate employees, a manager may build a good relationship with his employee that fosters a sense of trust. In a good manager-subordinate relationship, employees may feel respected and comfortable in their working environment. Providing rewards, both tangible and in the form of praise, can make employees happier. Happier employees often perform better at work.

REVIEW OF LITERATURE

Harter (2002), selected 7,939 business units in 36 organizations for the sample of the study on job satisfaction sentiments and employee engagement. The study examined aggregated employee job satisfaction sentiments and employee engagement.

Niranjana and Pattanayak (2005) tried to explore the dynamics of organizational citizenship behaviour, learned optimism, and organizational ethos represented by OCTAPACE in service and manufacturing organizations in India. The manufacturing sector was found to have a better work culture whereas service sector had high organizational citizenship behaviour and learned optimism.

Singh (2009) revealed a significant difference between high and low work culture groups which are related to their satisfaction with management. The possible reason for it being the obligation towards others produced a sense of responsibility within individuals which made them more satisfied in comparison to low scorers on this dimension.

Vagh (2010) highlighted that most of the employees of Municipal Corporation of Saurashtra Region were not satisfied. Employees of the Municipal Corporations have many questions and there is a strong need to give the attention on solution of employee's questions as and when it arises.

Adeniji (2011) in his study on Organizational Climate and Job Satisfaction among Academic Staff in Some Selected Private Universities in Southwest Nigeria. The study was based on the responses received from 293 respondents of five private Universities in the South-West Zone of Nigeria. The results showed a positive relationship between organizational climate and job satisfaction.

Herzbergs Two-Factor theory was used as a framework for this study **Dev (2012)** in his study on Public and Private Sector Banks found that clients of private sector banks are more satisfied than those of public sector banks in most of the dimensions except Interest rates and other Charges and Accessibility whereas the clients of public sector banks are more satisfied than the clients of private sector. One area where both types of Banks are lacking the most is Customer orientation. Performance norms have also suffered in all types of banks. It was also observed that banks in India, especially the public sector banks need to equip themselves with the latest technology.

Gurusamy & Mahendran (2013), in their study found that Salary occupy the First Rank for determining job satisfaction compared with other major determinants. The study was conducted on 300 respondents and was limited to the automobile industries of India.

Rashid Saeed (2014), in his study found promotion, pay, fairness and working condition to be the key factors that contribute to employee job satisfaction. The study was conducted on 200 telecom sector employees of Pakistan. It was concluded that money and compensation play an important role in the job satisfaction of the telecom employees of Pakistan.

NEED OF THE STUDY

Knowing the employees level of satisfaction on their jobs, and which key factors motivate them the most in giving their best performance and the best practices and programs followed at TSNPDCL, Warangal.

OBJECTIVES OF THE STUDY

- To measure the employee job satisfaction in TSNPDCL
- To study the employee perception towards organisation.
- To study the attitude of the employees towards their work.
- To identify the factors that motivates the employees.

RESEARCH METHODOLOGY

PRIMARY AND SECONDARY DATA

The data has been collected from two sources. Primary data has been collected through questionnaires and personal discussion; whereas the secondary data has been collected through company's old records and company websites.

SAMPLING DESIGN

- Population: 300 appx.
- Sample size : 102
- Sampling technique: Disproportionate Stratified random sampling method.
- Collected questionnaires from different departments in TSNPDCL, Warangal
- Questionnaire on Job Satisfaction
- No. of questions : 25
- **Scale:** 5 point scale (Strongly agreed, Agree, Neutral, Disagree, Strongly disagree).
- **Key factors included:** work environment, career development, compensation & benefits, relationship with management, promotion etc...

- **Departments** : Corporate planning , Finance, Costing ,Revenue, Internal Audit, Projects ,RAC (Regulatory Affairs Cell),HRD (Human Resource Development),DPE (Department of Pilferage Energy),P&MM (Purchase & Material Management),Assessment ,Energy Audit etc...

ANALYSIS

1. HOW IS YOUR WORKING ENVIRONMENT?

OPINION	RESPONDANTS	PERCENTAGE
PARTICIPATIVE	50	49
AUTONOMY	0	0
WHIMSICAL	2	2
RED TAPISM	10	10
INTERESTING	40	39
TOTAL	102	100

2. EMPLOYEES ARE SATISFIED WITH THE TOP MANAGEMENT.

OPINION	NO. OF RESPONDANTS	PERCENTAGE
STRONGLY AGREE	4	4
AGREE	66	65
NEUTRAL	30	29
DISAGREE	2	2
STRONGLY DISAGREE	0	0
TOTAL	102	100

3. WORKING HOURS AT YOUR COMPANY IS SATISFACTORY.

OPINION	NO. OF RESPONDANTS	PERCENTAGE
STRONGLY AGREE	10	10
AGREE	72	71
NEUTRAL	20	19
DISAGREE	0	0
STRONGLY DISAGREE	0	0
TOTAL	102	100

4. PHYSICAL WORKING CONDITION IN THE COMPANY IS SATISFACTORY.

OPINION	NO. OF RESPONDANTS	PERCENTAGE
STRONGLY AGREE	2	2
AGREE	80	78
NEUTRAL	20	20
DISAGREE	0	0
STRONGLY DISAGREE	0	0
TOTAL	102	100

5. WELFARE FACILITIES PROVIDED TO THE EMPLOYEES BY THE ORGANISATION ARE SATISFACTORY.

OPINION	NO. OF RESPONDANTS	PERCENTAGE
STRONGLY AGREE	4	4
AGREE	64	63
NEUTRAL	34	33
DISAGREE	0	0
STRONGLY DISAGREE	0	0
TOTAL	102	100

6. WHICH OF THE FOLLOWING FACTORS MOTIVATES YOU THE MOST?

OPINION	NO. OF RESPONDANTS	PERCENTAGE
SALARY INCREASE	40	39
PROMOTION	28	28
LEAVE	4	4
MOTIVATIONAL TALKS	12	12
RECOGNITION	18	17
TOTAL	102	100

7. OPPORTUNITY TO USE NEW TECHNOLOGY AND METHODS IN YOUR COMPANY.

OPINION	NO. OF RESPONDANTS	PERCENTAGE
STRONGLY AGREE	4	3
AGREE	78	77
NEUTRAL	20	20
DISAGREE	0	0
STRONGLY DISAGREE	0	0
TOTAL	102	100

8. YOUR RELATIONSHIP WITH YOUR TOP LEVEL MANAGEMENT.

OPINION	NO OF RESPONDANTS	PERCENTAGE
STRONGLY AGREE	8	8
AGREE	76	75
NEUTRAL	16	15
DISAGREE	2	2
STRONGLY DISAGREE	0	0
TOTAL	102	100

9. RATE YOUR OVERALL SATISFACTION WITH YOUR JOB.

OPINION	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	10	10
AGREE	74	73
NEUTRAL	18	18
DISAGREE	0	0
STRONGLY DISAGREE	0	0
TOTAL	102	100

CHISQUARE DISTRIBUTION

HYPOTHESIS FORMATION:

H₀: Null Hypothesis: PROVIDING WELFARE FACILITIES LEADS TO OVERALL JOB SATISFACTION

TABLE REPRESENTATION OF OBSERVATIONS

Overall Job Satisfaction/Welfare Activities	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Row Total
Strongly agree	2	2	0	0	0	4
Agree	6	48	12	0	0	66
Neutral	0	24	8	0	0	32
Disagree	0	0	0	0	0	0
Strongly disagree	0	0	0	0	0	0
Column Total	8	74	20	0	0	102

CALCULATION OF CHISQUARE DISTRIBUTION:

O_i (OBSERVATIONS)	E_i (EXPECTED VALUES)	$O_i - E_i$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E_i$
2	0.314	1.686	2.843	9.054
2	2.902	(0.902)	0.814	0.280
0	0.784	(0.784)	0.615	0.784
0	0	0	0	0
0	0	0	0	0
6	5.176	0.824	0.679	0.131
48	47.88	0.118	0.014	0
12	12.941	(0.941)	0.885	0.068
0	0	0	0	0
0	0	0	0	0
0	2.510	(2.510)	6.300	2.510
24	23.216	0.784	0.615	0.026
8	6.275	1.725	2.976	0.474
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
Total Calculated Value				13.327

Calculated Value = 13.327

Level Of Significance (LOS) = 5% = 0.05

CALCULATION OF TABLE VALUE

$$\begin{aligned} \text{Degrees Of Freedom} &= (\text{No. of columns}-1) (\text{No. of rows}-1) \\ &= (5-1) (5-1) \\ &= (4) (4)=16 \end{aligned}$$

Therefore the table value at 5% of LOS and 16 DOF is : 26.296

$$CV < TV$$

$$13.327 < 26.296$$

DECISION RULE

Since the calculated value is less than table value i.e.; $13.327 < 26.296$, the null hypothesis is accepted.

RESULT

“PROVIDING WELFARE FACILITIES LEADS TO OVERALL JOB SATISFACTION.”

FINDINGS

1. Out of 102 employees 45% of employees are have been working more than 10 years; 37% of employees are 7-10 years; 2% of employees are 5-7 years; 0% of employees are 3-5 years; 16% of employees are 0-3 years , in TSNPDCL, Warangal
2. Out of 102 employees 49% of employees feel that the working environment is participative; 39% of employees feel it is interesting; 10% feel it is more of red tapism; 2% feel it is whimsical and 0% feel its autonomy.
3. Out of 102 employees 59% of employees agree that their work is according to the qualifications and skills; 31% are not working according to their qualifications and skills; and only 10% of employees are strongly agree with the qualifications and skills and the work.
4. Out of 102 employees 65% of employees are satisfied with the relationship with top management; 29% feel neutral; 4% of employees strongly agree; 2% of employees disagree with the relationship with top management.

5. Out of 102 employees 71% of employees agree with the working hours in the company; 19% are neutral; 10% are strongly agree with the working hours.
6. Out of 102 employees 57% of employees agree that they have the necessary authority to perform their duties effectively; 33% of employees are neutral; 6% strongly agree; 4% disagree with the authority to perform duties in the organisation.
7. Out of 102 employees 49% of employees agree that TSNPDCL organises counselling programs regularly; 43% feel neutral about counselling programs; 8% disagree.
8. Out of 102 employees 70% of the employees agree that they share their experiences each other; 26% are under neutral; 2% strongly agree and 2% disagree with the statement.
9. Out of 102 employees 51% of employees agree to the given statement; 43% in neutral; 2% of employees strongly agree with the statement; 4% disagree with the statement.
10. Out of 102 employees 51% of employees agree to the given statement; 43% of employees are neutral; 2% strongly agree to the statement; 2% disagree to the statement and 2% strongly disagree to the "Company has good career prospect for its employees."
11. Out of 102 employees 78% of employees agree to the statement "Physical working condition in the company is satisfactory"; 20% are neutral; 2% are strongly agreeing to the statement.
12. Out of 102 employees 61% of employees are agreeing that top management involves them in the management decisions; 39% are in neutral.
13. Out of 102 employees 63% of employees are agree with the welfare facilities provided in the company; 33% are neutral; 4% strongly agree with the statement.
14. Out of 102 employees 39% of employees get motivated by the salary increase; 28% of employees get motivated by promotion; 17% of employees get motivated by recognition; 12% of employees get motivated by motivational talks and 4% of employees get motivated by leave.
15. Out of 102 employees 71% of employees feel that company recognizes and acknowledge their work; 29% of employees are neutral.
16. Out of 102 employees 71% of employees agree that company gives satisfactory salary; 13% are strongly agree; 12% are neutral; 2% disagree and 2% strongly disagree.
17. Out of 102 employees 77% of employees agree to the statement that they have opportunity to use new technology and methods; 20% of employees are neutral; 3% of employees strongly agree to the statement.
18. Out of 102 employees 77% of employees are agree that they have good relation with the members in TSNPDCL, 21% of employees are neutral; 2% of employees disagree with the statement.

19. Out of 102 employees 65% of employees are agreeing with the statement that they have good career development opportunities; 35% of employees feel neutral with the statement.
20. Out of 102 employees 69% of employees agree with the statement that they reach the company targets in time; 25% of employees are neutral; and 6% of employees strongly agree.
21. Out of 102 employees 65% of employees agree to the statement that there is connection between pay and performance; 27% of employees are neutral; 6% are strongly agreed with the statement; 2% of employees disagree.
22. Out of 102 employees 59% of employees agree that they get opportunity to work on interesting projects; 35% of employees feel neutral about the projects; 6% of employees disagree with the statement.
23. Out of 102 employees 59% of employees agree that there is no stress during working hours; 33% of employees feel neutral about the statement; 8% of employees strongly agreed with the statement.
24. Out of 102 employees 75% of employees agreed that they have good relationship with top level management; 15% of employees feeling neutral; 8% of employees strongly agree; 2% of employees disagree with the statement.
25. Out of 102 employees 73% of employees agree that they are satisfied with the job; 18% of employees feel neutral about the job satisfaction; 10% of employees strongly agree.

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