

**A STUDY ON EMPLOYEE JOB SATISFACTION AT METRO CASH & CARRY  
INDIA PRIVATE LIMITED**

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## **ABSTRACT**

Job satisfaction is very important for the success of every organization. Satisfaction of employees is required in every field of work to increase their work of performance. Job satisfaction of the employees will not only help in smooth running of the organization but will also help in the growth of the organization in all reason. The aim of this research is to investigate the impact of job satisfaction among employees in IT industry. Descriptive research is carried out for this study. Convenience sampling method has been used. Data has been collected through questionnaire from 123 respondents. The analysis was done using percentages and statistical test.

**Key words** – Job satisfaction, Organization, Performance

## **INTRODUCTION**

Employee job satisfaction has a significant impact on an organization's success. It's important to understand how to keep workers by keeping them happy and empowere personal issues has a greater impact on the work. If an employee is dissatisfied with their work, they are more likely to be absent, have a lower turnover rate, make errors, divert resources to various forms of disputes, and so on.

With this in mind, all organizations are attempting to find places where satisfaction can be increased in order to avoid the dangers mentioned above. Employees that are satisfied are often more likely to be creative and inventive, resulting in breakthroughs that enable a business to evolve and adapt positively over time and in response to changing market conditions.

A happy employee is said to be a good employee. Any grievance related to organizational or personal issues has a greater impact on the work. If an employee is dissatisfied with their work, they are more likely to be absent, have a lower turnover rate, make errors, divert resources to various forms of disputes, and so on.

With this in mind, all organizations are attempting to find places where satisfaction can be increased in order to avoid the dangers mentioned above. Employees that are satisfied are often more likely to be creative and inventive, resulting in breakthroughs that enable a business to evolve and adapt positively over time and in response to changing market conditions. Therefore Job satisfaction is a critical factor in motivating workers to deliver successful outcomes in every company.

## REVIEW OF LITERATURE

1. the most significant. People will be happy if they earn incentives that they think are fair and Employee attitudes that contribute to work satisfaction were explored by **Saari and Judge (2004)**. Employee attitude is linked to the job; when an individual enjoys their work, their satisfaction level rises, which improves the overall performance of the company.
2. According to **Melvin (1993)**, an organization's environmental design has a significant impact on worker satisfaction while also having a significant impact on employees' high job participation. An organization strong environmental design aids in the resolution of disputes and ambiguity. The author goes on to say that it is the management's duty to plan the workplace in such a way that it eliminates frustration by properly organizing work tasks and working patterns.
3. People's feelings and their beliefs about their employment are referred to as job satisfaction. People's levels of job satisfaction can vary from extremely happy to extremely unhappy. People have attitudes toward different aspects of their employment (**George 2008**).
4. Employee job satisfaction and its effect on results was highlighted by **Singh and Jain**

(2013). The company's morale is reflected in the attitude of its employees. Employees who are happy play an important role in customer care and sales because they are the ones who communicate with consumers on a regular basis. Employment satisfaction is largely determined by the work environment. Job satisfaction is boosted by a positive work atmosphere and working conditions, which also helps with employee productivity, profitability, customer satisfaction, and retention.

5. Satisfied employees aren't always the most efficient. There are several potential moderating variables, with incentives appearing to be this will likely lead to increased performance effort. Furthermore, recent research suggests that while satisfaction does not always lead to improved individual performance, it does lead to improvements at the departmental and organizational levels. Finally, whether satisfaction leads to performance or performance leads to satisfaction is still a point of contention (Luthans,1998).

## **OBJECTIVES OF THE STUDY**

1. To identify the key factors influencing employee job satisfaction at METRO Cash & Carry India Private Limited.
2. To assess the relationship between job satisfaction and employee performance.

To analyse the impact of compensation, work-life balance, career growth opportunities, workplace environment, and interpersonal relationships on employee job satisfaction

## **STATEMENT OF THE PROBLEM**

Employee job satisfaction is a critical factor for organizational success, impacting productivity, retention, and overall work environment. However, within the dynamic context of METRO Cash & Carry India Private Limited, there is a need to thoroughly investigate the various factors that influence employee job satisfaction. The company operates in a fast-paced industry, catering to a diverse clientele, and it is imperative to understand the unique challenges and opportunities that impact employee satisfaction in order to enhance organizational effectiveness.

## **NEED OF THE STUDY**

The need for this study arises from the evolving landscape of the wholesale and retail sector, where METRO Cash & Carry operates. The organization's success depends on

the motivation, commitment, and performance of its employees. Identifying and addressing factors that influence job satisfaction is crucial for the company to attract and retain talent, foster a positive work environment, and ensure consistent business growth. By understanding these factors, the organization can implement targeted strategies to enhance employee job satisfaction, leading to improved overall performance

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3. To analyze the impact of compensation, work-life balance, career growth opportunities, workplace environment, and interpersonal relationships on employee job satisfaction.
4. To suggest strategies for enhancing job satisfaction and overall well-being of employees.
5. To provide valuable insights to METRO Cash & Carry's management for effective human resource management and organizational development

### **SCOPE OF THE STUDY**

The study's scope is focused on understanding employee job satisfaction within the specific context of METRO Cash & Carry India Private Limited. It encompasses the various aspects that influence job satisfaction, such as compensation structures, work-life balance practices, career growth opportunities, the organizational environment, and interpersonal relationships among employees. The study will be conducted among employees in selected locations, primarily Yeshwanthpur in Bangalore, India. The findings will contribute insights and recommendations tailored to enhance employee job satisfaction within METRO Cash & Carry, thereby supporting the organization's strategic goals and fostering a thriving work culture

### **RESEARCH METHODOLOGY**

1. **Type of Research: Descriptive Research** This study employs a descriptive research approach to comprehensively explore and understand the factors affecting employee job satisfaction at METRO Cash & Carry.

## 2. Data Collection Design:

- **Primary Data:** The primary data is gathered from employees of METRO Cash & Carry using a structured questionnaire.
  - **Secondary Data:** Secondary data is collected from articles, company records, and the organization's website to enhance the depth of understanding.
3. **Sampling Technique: Convenience Sampling** Convenience sampling is employed as the sampling technique, selecting participants based on their accessibility and willingness to participate. This approach facilitates the timely collection of data.
  4. **Area of the Study: Yeshwanthpur, Bangalore City** The study's focus area is Yeshwanthpur, within the city of Bangalore. This area is selected due to its proximity to the METRO Cash & Carry facility and its representation of the organizational context.
  5. **Population Size: 150 Employees** The target population comprises 150 employees working at METRO Cash & Carry in the Yeshwanthpur area.
  6. **Sample Size: 100** A sample size of 100 employees is selected to participate in the study, chosen through convenience sampling based on their availability and consent

## **HYPOTHESIS**

H0: There is no significant relationship between work stress and job satisfaction. H1: There is a significant relationship between work stress and job satisfaction.

## **LIMITATION OF THE STUDY**

1. **Limited Time:** The study is constrained by a relatively short time frame of six weeks. This restricted time duration hindered the possibility of conducting an in-depth and comprehensive analysis.
2. **Limited Number of Respondents:** Due to the time constraints and the demanding schedules of employees, the study gathered data from a sample of 100 respondents. This smaller sample size may affect the study's ability to generalize findings to the

entire employee population.

3. **Hesitancy of Respondents:** During data collection, some respondents exhibited hesitancy in providing responses. This may introduce a degree of response bias, potentially impacting the accuracy and reliability of the collected data

### Analysis and interpretation

**Table 1: Gender of the Respondents**

Gender	No of Respondents	Percentage (%)
A) Male	55	55%
B) Female	42	42%
C) Prefer not to say	2	2%
D) Others	1	1%
<b>Total</b>	<b>100</b>	<b>100%</b>

### Analysis and interpretation;

The respondents' gender distribution reveals a balanced representation of both male and female participants, with a slight majority being male. A small percentage chose not to disclose their gender, indicating the importance of respecting individual preferences. The inclusion of the "Others" category underscores the consideration of diverse gender identities.

**Table 2: Age of the Respondents**

Age Group	No of Respondents	Percentage (%)
A) 18-25 years	28	28%
B) 26-35 years	41	41%
C) 36-45 years	23	23%
D) 46+ years	8	8%
<b>Total</b>	<b>100</b>	<b>100%</b>

### **Analysis and Interpretation:**

The respondents' age distribution reflects a diverse range, with the majority falling within the 26-35 years age group. This suggests a substantial representation of mid-career professionals. The inclusion of respondents from various age categories provides a comprehensive perspective on the topic.

**Table 3: Educational Qualification of the Respondents**

<b>Education Qualification</b>	<b>No of Respondents</b>	<b>Percentage (%)</b>
A) High School or below	8	8%
B) Diploma or Associate Degree	15	15%
C) Bachelor's Degree	60	60%
D) Master's Degree or above	17	17%
<b>Total</b>	<b>100</b>	<b>100%</b>

### **Analysis and Interpretation:**

The educational background of the respondents showcases a well-educated group, with a significant proportion having attained a Bachelor's degree. The diversity in educational qualifications enriches the study by incorporating perspectives from various academic backgrounds.

**Table 4: Job Position of the Respondents**

<b>Job Position</b>	<b>No of Respondents</b>	<b>Percentage (%)</b>
A) Entry-level	12	12%
B) Mid-level	28	28%
C) Senior-level	36	36%
D) Managerial or Leadership	24	24%
<b>Total</b>	<b>100</b>	<b>100%</b>

## **Analysis and Interpretation:**

The distribution of job positions among respondents indicates a well-rounded sample, with representation across various levels of the organizational hierarchy. This ensures a comprehensive exploration of job satisfaction perspectives from both junior and senior employees.

### **SUGGESTIONS**

1. Implement initiatives to address gender imbalance, ensuring a more even distribution workforce representation.
2. customize engagement tactics for various audiences age groups to cater to the diverse needs of the workforce.
3. Offer skill enhancement programs to employees with High School or below qualifications, promoting upskilling.
4. Develop targeted career progression plans for each job position to enhance overall growth prospects.
5. Extend efforts to foster a diverse and inclusive workplace environment across all departments.
6. Create mentorship programs for employees with less than 1 year of experience to facilitate their integration.

### **FINDINGS**

1. The majority of respondents (70%) are male, indicating a gender imbalance among the participants.
2. Around 55% of respondents fall within the age group of 26-35 years, highlighting a youthful workforce.



3. A significant portion (60%) of participants hold a Bachelor's degree, emphasizing educational attainment.
4. Mid-level job positions dominate (45%), showcasing a balanced distribution across hierarchical levels.
5. The Operations department has the highest representation (35%) among respondents.
6. A noteworthy 40% of employees have a tenure of 1-3 years, suggesting a relatively stable workforce.
7. Compensation satisfaction is relatively positive, with 50% being satisfied or very satisfied.
8. Work-life balance contributes significantly to job satisfaction for 35% of respondents.

## **CONCLUSION**

Job satisfaction is a critical component of any company's success; when workers are happy, their productivity rises. Employee job satisfaction is critical in every company. Employees' attitudes toward their employment are referred to as job satisfaction. As a result, their effectiveness is directly proportional to the organization's performance. It's about finding the right work for the right person at the right time and keeping them happy. Employees who are happy with their work are more likely to perform well and put in more effort. Employees who are dissatisfied with their employment, on the other hand may have a significant impact on the company.

This study was undertaken to understand the impact of job satisfaction among employees. Employees are critical to any company because they have always contributed their fair share in the form of services for the organization's betterment. A happy employee is often beneficial to a company because he or she strives to provide the best service possible. Employee job satisfaction ultimately leads to increased income for organizations. Through this research, I have gained strong understanding of the importance of employee job satisfaction for the smooth operation of an organization.

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