

## JOB SATISFACTION AMONG EMPLOYEES WITH SPECIAL REFERENCE TO CHECKPOINT ALS INDIA PVT LTD

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### ABSTRACT

*This paper analyzes the level of job satisfaction among employees of Checkpoint ALS India Pvt Ltd along with the consideration of gender, age and experience differences. The modified Minnesota Satisfaction Questionnaire (MSQ) was used to gather data about the job satisfaction of respondents. The results indicate that the almost majority of employees are satisfied or highly satisfied with their jobs. Motivational factor is the most significant factor of job satisfaction to the employees of Checkpoint ALS India Pvt Ltd. Level of job satisfaction does not differ significantly between male and female employees. However, there are significant differences in the level of job satisfaction among various age groups of employees.*

**KEYWORDS:** Job Satisfaction, Motivation, Employee-Employer Relationship, Performance Management

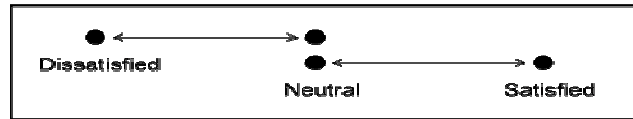
### INTRODUCTION

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. The factors of job satisfaction are the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description / requirements).

Hoppock describes job satisfaction as "any combination of psychological, physiological and environmental circumstances that cause and person truthfully to say I am satisfied with my job.

### Motivator-Hygiene Theory

Herzberg's motivator-hygiene theory suggests that job satisfaction and dissatisfaction are not two opposite ends of the same continuum, but instead are two separate and, at times, even unrelated concepts. 'Motivating' factors like pay and benefits, recognition and achievement need to be met in order for an employee to be satisfied with work. On the other hand, 'hygiene' factors (such as working conditions, company policies, and structure, job security, interaction with colleagues and quality of management) are associated with job dissatisfaction.



**Figure 1**

Because both the hygiene and motivational factors are viewed as independent, it is possible that employees are neither satisfied nor dissatisfied. This theory postulates that when hygiene factors are low the employee is dissatisfied, but when these factors are high it means the employee is not dissatisfied (or neutral), but not necessarily satisfied. Whether or not an employee is satisfied is dependent on the motivator factors. Moreover, it is thought that when motivators are met the employee is thought to be satisfied. This separation may aid in accounting for the complexity of an employee's feelings, as they might not feel both satisfied and dissatisfied at the same time; or neither satisfied nor dissatisfied.

Whilst the Motivator-Hygiene theory was crucial in first distinguishing job satisfaction from dissatisfaction, the theory itself has received little empirical support. Herzberg's original study has been criticized for having been conducted with a weak methodology. As a result, subsequent attempts to test this theory have obtained mixed results with some researchers supporting it and others not.

### **Need and Scope of the Study**

Job satisfaction is often much more important to the individual than to the employing organization. Individuals can change jobs, thereby obtaining more satisfying work.

The Study focuses on the appraisal of the Concept and Scope of job satisfaction. Job satisfaction is often through to be synonymous with job attitudes, but it is important to recognize that those with different theoretical orientations may use the term somewhat differently

## **OBJECTIVES OF THE STUDY**

### **Primary Objective**

To study the effectiveness of the job satisfaction among employees at Checkpoint ALS India Private Limited.

### **Secondary Objectives**

- To find out various factors that hinder job satisfaction.
- To analyses whether the working environment promotes job satisfaction.
- To find out the level of motivation for the employees.
- To study the relationship between the employees and their top management.
- To provide suggestions to improve job satisfaction level.

### **Limitations of the Study**

- A short duration of time to carry out the study.
- There may be errors due to the bias of the respondents.
- The study was confined only to Chennai; hundred percent accuracy may not be possible.

- The findings of the study can be applied only to that particular company where the study was conducted.
- Only 20 samples were covered. A sample size is less when compared to the population hence the result cannot be generalized.

## **RESEARCH METHODOLOGY**

Clair seltiz et al defines Research Design as “Research design is a catalogue of the phases and facts relating to the formulation of a research effort. It is the arrangement of collection and analysis of data in a manner that aims to combine relevant to the research purpose with economy in procedure”. Three important points about research design are:

- The design of the investigation should stem from the problem.
- Whether the designs are productive in a given problem setting depends on how imaginatively they are applied.
- The three basis designs are as follows
- Exploratory Research design
- Descriptive Research design
- Causal Research design

The Research design used in the study is descriptive research design.

### **Descriptive Research Design**

A descriptive research design is also called explanatory design. This is the one that simply describes something such as demographic characteristics of employees. The descriptive study is typically concerned with determining the frequency with which something occurs or how two variables vary together.

### **Area of the Study**

Area of study is Human Resource. ‘A study on Job Satisfaction among employees at Checkpoint ALS India Private Limited. The sample size is 20.

### **Data Sources**

After identifying and defining the research problem and determining specific information required solving the problem, the researcher’s task is to look at the type and source of data which may yield the desired results. Data sources are of two types through which data is collected. A data source may be classified as

- Primary data
- Secondary data

### **Primary Data**

Primary data is the original data collected by the research first hand. It is collected for the first time through field survey. These are those that are gathered specifically, for the problem at hand. The various sources for collecting primary data are the questionnaire, observation, interview, consumer panels etc. the primary source used for this study is the

questionnaire.

### **Secondary Data**

Secondary data is the information which is already available in published or unpublished form. When the needed information is collected from the census of population available in a library mean then it is a secondary data. It is also used for collecting historical data. The various sources of secondary data are the book, periodicals, journals, directories, magazines, statistical data sources etc. the secondary source used for this study is company profile, scope, need, review of the literature.

### **Research Instruments**

Research instrument is the instrument which is used for gathering or collecting information. The instruments used in the study are

- Direct questions
- Open-end questions
- Close end questions
- Dichotomous questions
- Multiple choice questions

### **Non-Probability Sampling**

In non-probability sampling, the chance of any particular unit in the population being selected is unknown. Since randomness is not involved in the selection process. But this does not mean that the findings obtained from non-probability sampling are of questionable value. If properly conducted their findings can be as accurate as those obtained from probability sampling. The three frequently used non-probability designs are:

- Judgment sampling
- Convenience sampling
- Quota sampling

### **Convenience Sampling**

A convenience sampling is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach. Consider the following example.

A pollster interviews shoppers at a local mall. In this method, the sample units are chosen primarily on the basis of the convenience to the investigator.

### **Findings of the Study**

- 55% of the employees agreed that they are satisfied with their job.
- 35% of the employee opined that salary increment is the motivational factor.

- 55% of the employees agreed that they are satisfied with the welfare facilities provided by the organization.
- 55% of the employees agreed that the organization has a good career prospect.
- 45% of the employee opined that their work environment in the organization is participative.
- 45% of the employee agreed that they are satisfied with the appreciation and rewards provided by the organization.
- 55% of the employees agreed that they are satisfied with the physical condition provided by the organization.
- 50% of the employees agreed that they are satisfied with the working hours.
- 50% of the employees agreed that they are satisfied with the top management.
- 55% of the employees agreed that they are recognized for their work in the organization.

## CONCLUSIONS

Employee satisfaction or job satisfaction is, quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured using an employee satisfaction survey. In this survey address topics such as perceptions of management, flexibility, teamwork, Resources, Career prospects, Rewards, and recognition etc.

These things are all important to companies who want to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution.

## Suggestions

- The organization has to involve and increase the employee engagement.
- The management has to improve their employee's performance related activities.
- The management can improve motivation with their organization through rewards and recognition.
- The training facilities can be improved and modern techniques can be used to improve the production.

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