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## A STUDY ON JOB SATISFACTION WITH REFERENCE TO DELTA SUGARS LIMITED

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### Abstract

Employee surveys are an important and popular tool that organizations use to solicit employee feedback. Employee opinion surveys can be morale-boosting for those who may not have many other opportunities to confidentially express their views. Employee attitude surveys provide a way to improve levels of productivity and commitment by identifying the root causes of workplace attitudes. Employee satisfaction surveys allow for increased productivity, job satisfaction, and loyalty by identifying the root causes of employee satisfaction and targeting these areas. Employee engagement surveys measure the extent to which employees are passionate about their work and emotionally committed to their company and to their co-workers. Organizations may also benefit by conducting a more comprehensive organizational assessment survey. Listening to employees' insights and suggestions for improvement provides the organization with valuable information that can be acted upon to increase satisfaction in the workplace. Also, employees leaving the organization can provide valuable feedback through employee exit interviews. Communication flows horizontally, vertically, upward, downward as people plan the survey talk, discusses its results. Particularly beneficial to the company is the upward communication when employees are encouraged to comment about what they really have in their minds.

**Key words:** Employee satisfaction, organizational assessment, feedback, upward communication.

### INTRODUCTION

Human resources are one of the most important assets of the organization & assessing its current value is both important and difficult, but it must be done if this resource's utility is to be optimized, the performance of their resource will determine the overall effectiveness of the organization. One method of

evaluating their value is through the assessment of the climate of the organization. They are working in the research data shows that the job satisfaction does have an equates on the overall organization effectiveness.

Organization is made up of people there for if people do not change then the organization cannot change for obtaining the full co-operation &

enthusiastic support of the members in achieving the organizational objectives, the organization must satisfy their needs and insure their feelings.

Every organization is different and less a unique feelings and character beyond its structures characters these each org, deals with its members in a distinct way through its policies on allocation of resources, commune action pattern reward and penalty leadership and decision making style etc. the org policy and connection with regard to all these and a cluster of other related activities influence the feelings attitudes and behaviour of its members and results in the creation of a unique organizational climate. Hence job satisfaction is a product of leadership practices communication parthur, enduring the systemic characteristics of the working relationship among person and divisions of the organization.

## LITERATURE REVIEW

**Morge (1953)** in his study on the Job satisfaction of the employees of white collar jobs found that fifty five male teachers were satisfied with their job with oppose to thirty five percent female employees who were not satisfied with their job. This study highlighted the relationship between gender and job satisfaction and concluded that satisfaction is affected by gender.

**Gardon (1955)** in his research on the Job satisfaction of the workers of industrial concern and human needs industries found that if person,s individual needs are satisfied then their job satisfaction increases; thereby

reflecting a positive relation with the job satisfaction

**Bidwel and Charles (1956)** studied on the Job satisfaction and school management and concluded that effective education is necessary to develop good image of the school and that teachers,,Job satisfaction increased by perfect management

**Sinha and Singh (1961)** studied the relationship between job satisfaction and absenteeism. A random sample was selected from various departments of Tisco, Jamshedpur. The sample consisted of high and low absentee workers. Respondents consisted of 50 each from both the categories. Job satisfaction questionnaire consisted of items of four components of job satisfaction namely nature of work, wages and security, supervisors and supervision and company's overall personnel policy. It was found that low absentees were significantly more satisfied with their job than high absentees

**Sinha and Sharma (1962)**, conducted a research on attitude and job satisfaction with the help of randomly selected 100 workers which were from a light engineering factory around Culcutta. It was found that job satisfaction was inversely related to favorable attitude towards the union. This implies, greater the job satisfaction, the less favorable was the attitude towards the union

**Prasad (1964)** studied the personality and the relative elements of Job satisfaction namely age and experience. In his study he concluded that the age of professionals had no

effect on job satisfaction, while job satisfaction increase with the frequencies of experience thereby showing significant relation with the Job satisfaction.

**Rajgopal (1965)** in his study explored the relationship between satisfaction and productivity of textile mills workers belonging to high and low productive mills. Six mills, three high and three low (Productivity was indexed in terms of operative hours per unit of Production four the past three years) were chosen for the study. 75 workers each from high Productive and low Productive mills were chosen for the study. They were asked to indicate their degree of satisfaction/dissatisfaction on a 5-point scale ranging from extreme satisfaction to extreme dissatisfaction on thirty items representing seven aspect of work (i.e., salary, job, management, working condition, welfare facilities, coworkers, and union management relations). The results highlighted that high productive mill workers were significantly more satisfied with five of the seven aspect excluding job and coworkers.

### NEED FOR THE STUDY:

Job satisfaction surveys essential to help employees, managers, workers more effectively and diagnose potential problems in organisation and to re-examine its policies. Through job satisfaction we can know the direct productivity problems, such as absenteeism, turnover.

Satisfaction surveys can be used fruitfully to help evaluate various policies and programs of the

organisation. Surveys stimulate better communications between management and workers and to discuss important issues with workers. When employees are encouraged to comment about what they really have in their minds, it is beneficial to the company.

### OBJECTIVES OF THE STUDY:

- To know about the Job satisfaction of employees at DELTA SUGAR LIMITED.
- To know about the facilities provided by the organization.
- To identify the working hours of the organization.
- To suggest some ideas for improvement of job satisfaction of employee in the organization.
- To find that they are satisfied with their job profile or not.
- To study the relationship between the personal factors of the employee (Income, Designation, Educational Qualification, Gender etc.)
- To check the degree of satisfaction of employee.
- To analyse the company's working environment.

### FINDINGS

- ❖ All the respondents are satisfied with the incentives provided by Delta Sugars.
- ❖ The organization provides excellent medical facilities for employees. So many employees satisfied with their medical facilities.
- ❖ The organization provides excellent welfare facilities for employees. 95% of employees



satisfied with their welfare facilities and 5% of employees are not satisfied with their welfare facilities.

- ❖ Most of the respondents are satisfied with the technology used by the Delta sugars limited.
- ❖ Delta Sugars Limited provides good working conditions and good working environment.
- ❖ 84% of employees are satisfied with the policies and procedures of the organization and 16% of employees are not satisfied with the policies and procedures.
- ❖ Most of respondents are satisfied with the superior's supervision in the organization.
- ❖ The respondents are satisfied with the environment and nature of work environment and nature of work as their mean value is quite good.
- ❖ The organization provides training facilities for employees for the improvement of their communication skills, moral values, etc.
- ❖ Most of the employees are partially satisfied with current shift system.

## SUGGESTIONS:

- ❖ Employees are not satisfied with the salary structure because their salary was not adequate to their performance. So it is suggested that the management may design appropriate salary structure suitable to their performance,

so it will give more job satisfaction for the employees.

- ❖ It is suggested that Management may design various fringe benefits to satisfy the needs of employees.
- ❖ The organization may develop proper infrastructural facilities at working environment.
- ❖ Most of the employees are dissatisfied with the existing working hours, because they are suffering with overtime regulations. So, the management must take a decision related to overtime regulations.
- ❖ Organization may use innovative technology to develop skills and performance so it will lead a career growth for employees. So they will become competitive sources in market.

## CONCLUSION

It was a wonderful experience for me to be a part of DELTA SUGARS LIMITED for around two month and working on a research project for the company was a tremendously excellent experience that made me learn various aspects of an organization, areas of concern for an organization, art of not just surviving but proving its potential and extra caliber at time to time in the Indian corporate sector. I hope the organization will be benefited from this survey and with the help of the suggestions given the organization can improve its working further more and the overall satisfaction level in the

organization might increase up to the excellent level.

The study on employee's job satisfaction at DELTA SUGARS LIMITED is carried out with full cooperation of the employees and management. The data collected are analyzed scientifically and the results obtained are free to nearly 80%. It is assured that the company may get high boosted moral in the organization provided some of the suggestions made in the report are carried out. The suggestion to set up a training department will definitely reduce the number of miss happenings.

Further from this survey I hope the organization will be benefited and with the help of the suggestions given the organization can improve its functioning and the overall satisfaction level in the organization and its performance will increase.

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