

Job Satisfaction among the Employees of MSN Laboratories Hyderabad

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ABSTRACT

Job satisfaction refers to a person's feeling of satisfaction on the job which acts as a motivation to work. The main objective of the present study is to focus on employee satisfaction in MSN Laboratories, Hyderabad. The major findings emanated from the study are, it is a healthy sign that 378 respondents equalling to 99.5 per cent are interested in continuing the present job. On the other hand it is observed from the data that a whopping majority of 97.4 per cent of the total sample respondents' educational qualification are suitable for the present job. Respondents' satisfaction is divided into high, to some extent and not at all. It may be concluded that a majority of the selected sample respondents have given their opinion to some extent of job satisfaction.

Kruskal Wallis test results show that the respondents' opinion on overall job satisfaction in relation to departments and education are found to be significant. Respondents' opinion on overall job satisfaction with respect to cadre and age are found to be insignificant. According to Mann-Whitney U-Test results the opinion of the respondents on overall job satisfaction in relation to gender and marital status are found to be insignificant there by suggesting no significant mean difference in their opinion score. Female respondents gave optimistic opinion for the above said dimension and their are happier then male respondents regarding overall job satisfaction. It may be concluded that effective

working conditions and cordial relation of management can improve job satisfaction levels of the employees.

KEY WORDS: *job satisfaction, employee, departments, cadre, education, gender, marital status*

INTRODUCTION

Job satisfaction is a set of favourable or unfavourable feelings with which employees view their work¹. It expresses the amount of agreement between one's expectations of the job and the rewards that the job provides. Job satisfaction is part of life satisfaction². The nature of one's environment of the job does affect one's feeling on the job. Similarly, since a job is an important part of life, job satisfaction influences one's general life satisfaction³.

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 supervision⁴. Others believe it is not so simplistic as this definition suggests and instead that multidimensional psychological responses to one's job are involved⁵. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction)⁶. Or cognitions about the job (cognitive job satisfaction)⁷.

OBJECTIVE

- To enquiry about the employees job satisfaction in MSN Laboratories.

HYPOTHESES

I. Kruskal Wallis Test

There is no significant difference in the opinion among the respondents of the different departments, cadres, age and education related to overall job satisfaction.

II. Manna Whitney U-Test

There is no significant association in the opinion between male and female and marital status of the respondents on the dimension overall job satisfaction.

METHODOLOGY AND SAMPLING

To conduct the study primary data were collected through structured questionnaire. The questionnaire was designed to collect information about the opinion of the respondents to continue the present job, present job is suitable to their educational qualification and level of job satisfaction. Multiple items were used to establish appropriate measurement properties (reliability and validity) of selected constructs. The scale was found reliable as the Cronbach's alpha was evidenced as 0.712, suggesting that the items have relatively internal consistency. To validate the research question depth interview was conducted with employees of the organization. The questionnaire was pre tested to ensure that the wordings, format, length and sequencing of questions were appropriate. The sample size comprised of 380 employees for the present study. Stratified sampling, proportionate sampling and simple random techniques were used to determine the elements of the sample. MSN Laboratories consists of different departments which are categorized into seven departments and sample was drawn from each department proportionate to the population, approximately 11 per cent was taken as per the convince. Further the researchers used random sampling technique to select the employees in each department. The primary data have been interpreted with the help of simple statistical tools such as simple

percentages, Kruskal Wallis statistical test and Manna Whitney U- Statistic test. Secondary data was collected from various published books, journals, bulletins, internet etc.

RESULTS AND INTERPRETATION

JOB SATISFACTION

Job satisfaction significantly contributes in increasing marginal productivity of employees and morale. An industrial organization can be substantially benefits if it cares to develop general individual attitudes to job satisfaction.

1. Opinion to continue the present job

Table No.1: Respondents' opinion to continue the present job

Opinion	Frequency	Per cent
Yes	319	83.9
No	61	16.1
Total	380	100.0

Table no.1 reveals the interest of the respondents to continue the present job. It is found that 83.9 per cent of them have interest to continue the present job. About 16.1 per cent of the respondents have no interest to continue the present job.

It is a healthy sign that 319 respondents out of 380 total sample respondents are interested in continuing the present job.

2. PRESENT JOB IS SUITABLE TO THEIR EDUCATIONAL QUALIFICATIONS

Table No.2: Respondents present job is suitable to their educational qualifications

Opinion	Frequency	Per cent
Yes	370	97.4
No	10	2.6
Total	380	100.0

Respondents are further asked regarding present job is suitable to their qualification or not and the data are furnished in table no.2. It is observed from the table that a whopping majority of 97.4 per cent of the total sample respondents' educational qualifications are suitable to the present job. The balance 2.6 per cent of them revealed that their educational qualifications are not suitable to the present job.

LEVEL OF JOB SATISFACTION

There are many factors which determined the respondents' level of job satisfaction, such as wage rate, fringe benefits, working conditions, job security, and relation with the employees, relation with the employer, work itself and overall satisfaction.

Table No.3: Respondents' level of job satisfaction regarding the following factors

Factors	High	To some extent	Not at all
Wages	82(21.6%)	297(78.2%)	1(0.3%)
Fringe benefits	38(10%)	322(84.7%)	20(5.3%)
Working conditions	205(53.9%)	175(46.1%)	
Job security	215(56.6%)	165(43.4%)	
Relation with the employees	123(32.4%)	257(67.6%)	
Relation with the employer	123(32.4%)	257(67.6%)	
Work itself	115(30.2%)	264(69.5%)	1(0.3%)
Overall job satisfaction	102(26.8%)	278(73.2%)	

Job satisfaction level of the respondents is revealed in table no.3. Regarding job security 56.6 per cent of the respondents revealed high level of satisfaction and 43.4 per cent to some extent. About working conditions 53.9 per cent expressed high satisfaction and 46.1 per cent expressed to some extent. A equal per cent of 67.6 per cent to relation with the employees and relation with the employer opined the opinion to some extent and 32.4 per cent each expressed high level of satisfaction. Regarding wages 78.1 per cent revealed to some extent satisfaction, 21.6 per cent high and 0.3 per cent not at all. As far as fringe benefits are concerned 84.7 per cent of the respondents' job satisfaction level is to some extent, 10 per cent high and 5.3 per cent not at all. Regarding overall job satisfaction a majority of 73.2 per cent of the respondents expressed the level of job satisfaction to some extent and 26.8 per cent revealed high job satisfaction.

The above table concludes that a majority of the selected sample respondents have given their opinion to some extent of job satisfaction. On the other hand some of the respondents gave high satisfaction to some

of the variables. Management should try to provide sufficient wages and fringe benefits. It is also essential for the management to maintain better relations with employees for smooth running of the organization. Effective working conditions and cordial relation with management can improve job satisfaction levels of the employees.

KRUSKAL WALLIS TEST

Table no.4: Respondents' opinion on overall job satisfaction Vs departments

Dimension	Department	n	Mean Rank	H-Statistic	P-Value	Decision
Overall Job Satisfaction	Production	102	251.61	81.658	0.000	Significant
	QA	65	135.16			
	QC	53	234.61			
	R&D Department	44	143.67			
	HR & IT	31	248.95			
	Finance & Business Development	39	131.28			
	Others	46	159.57			

Respondents' opinion on overall job satisfaction Vs departments is depicted in table no.4. The overall job satisfaction for the departments, production (251.61) and HR&IT department (248.95) is more or less unanimous in nature and these mean values are significantly different for the remaining departments and the difference among them is statistically significant as per the significant P-value observed from the Kruskal-Wallis test.

Table no.5: Respondents' opinion on overall job satisfaction Vs cadre

Dimension	Cadre	n	Mean Rank	Chi-Square	P-Value	Decision
Overall Job Satisfaction	Executive	246	187.67	0.521	0.771	Not Significant
	Functional	30	199.08			
	Managerial	104	194.71			

Table no.5 illustrates the average opinion scores of the respondents belonging to the three cadres like executive, functional and managerial. The overall job satisfaction with regard to cadre is found to be insignificant at 5% level of significance. The functional respondents opined positive opinion with 199.08 mean rank, followed by managerial (194.71) and executive (187.67).

Table no.6: Respondents’ opinion on overall job satisfaction Vs age

Dimension	Age	n	Mean Rank	Chi-Square	P-Value	Decision
Overall Job Satisfaction	20 to 29 Yrs	157	196.00	0.864	0.649	Not Significant
	30 to 39Yrs	172	185.04			
	40 to 49Yrs	51	191.97			

From the above table no.6 it may be concluded that there is no significant mean difference in opinion scores between the age groups with respect to the dimension overall job satisfaction. Regarding overall job satisfaction, lowest age group of 20-29 years respondents gave positive opinion with 196.00 mean score and 30-39 years respondents gave lowest responses with 185.04 mean score. From the above results, it may be concluded that lower age group of 20-29 years respondents are happy with the overall job satisfaction when compared to other age groups.

Table no.7: Respondents’ opinion on overall job satisfaction Vs education

Dimension	Educational Background	n	Mean Rank	Chi-Square	P-Value	Decision
Overall Job Satisfaction	Degree	71	162.46	9.867	.007	Significant
	PG	275	192.68			
	Technical	34	231.40			

From the table no.7 it is observed that the opinion score of the respondents on the dimension overall job satisfaction at MSN laboratories are found to be significant at 0.05 level according to their educational background. It can be stated that the respondents’ opinion score exhibited significant difference with regard to the above mentioned dimension. For overall job satisfaction technical respondents gave optimistic response with 231.40 mean score followed by P.G respondents 192.68 and degree respondents 162.46 mean score respectively.

MANN-WHITNEY U-TEST

Table no.8: Respondents’ opinion on overall job satisfaction Vs gender

Dimension	Gender	n	Mean Rank	Sum of Ranks	Mann-Whitney U	P-Value	Decision
Overall Job Satisfaction	Male	335	190.13	63693.50	7413.5	0.855	Not Significant
	Female	45	193.26	8696.50			

Table no.8 illustrates the average opinion scores of the respondents between males and females on the dimension related to the overall job satisfaction are found to be insignificant at 5% level, there by suggesting no significant mean difference in opinion scores between male and female sample respondents. In other words, opinions of the male and female respondents are almost same. Female respondents gave optimistic opinion than male respondents for the above said dimension.

It may be concluded that female respondents are happier than male respondents regarding overall job satisfaction.

Table no.9: Respondents’ opinion on overall job satisfaction Vs marital status

Dimension	Marital Status	n	Mean Rank	Sum of Ranks	Mann-Whitney U	P-Value	Decision
Overall Job Satisfaction	Unmarried	123	203.22	24996.50	14240.500	0.110	Not Significant
	Married	257	184.41	47393.50			

The mean rank of married and unmarried respondents perceptions are comparable as per the significant P-values of the Mann-Whitney U-statistic for the dimension overall job satisfaction. Marital status has no impact on their opinion on the above said dimension. Further the mean rank of the unmarried respondents for the dimension overall job satisfaction is greater than the married respondents.

It may be concluded that unmarried respondents are happy with the overall job satisfaction. (table no.9)

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