

A STUDY ON JOB SATISFACTION OF EMPLOYEES IN BHARAT PETROLEUM CORPORATE LIMITED AT NAMAKKAL DISTRICT

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ABSTRACT

Bharat petroleum corporate limited (BPCL). Embarked upon a major change initiative towards the end of 1996. It planned an enterprise-wide integration through Enterprise Resource Planning (ERP). The objectives were to remain competitive through improved customer service and customer satisfaction and to transform the company into a learning organization.

1. INTRODUCTION

Bharat Petroleum Corporation Limited (BPCL) is an Indian Multinational Public Sector undertaking under the ownership of the ministry of petroleum and natural gas government of India.

MAJOR THEORIES OF JOB SATISFACTION

1. Motivation – Hygiene theory
2. Need-Fulfilment theory
3. Equity theory
4. Discrepancy theory
5. Equity - Discrepancy theory

2. DIMENSIONS TO THE JOB SATISFACTION

- Job satisfaction is an emotional response to a job situation. As such, it cannot be seen, it can only be inferred. It relates to one's feeling towards one's job.
- Job satisfaction is often determined by how well outcomes meet the expectations or exceed the expectations.

OBJECTIVE OF THE STUDY

- To ensure effective administration of the subsidy schemes notified by the government.
- To monitor and analysis trends in prices of crude oil, petroleum products and natural gas and their impact and consumers, and prepare appropriate technical inputs for policy making.
- To monitor developments in the domestic market and analysis options for policy change in pricing transportation distribution of petroleum products.
- To collect developments in disseminate data on the domestic oil and gas sector in a continuous manner and maintain the data bank.
- To prepare periodic reports on various aspects of oil and gas sector.

SCOPE OF STUDY

- To evaluate how human resource factors (general factors) affect the satisfaction level of employees in BPCL. To assess how far welfare and financial factors motivate the employees in BPCL.
- To determine the various facilities provided by BPCL.
- To determine the opinion of employees towards the working life in BPCL.
- To conduct a brief study to analyse the various functions performed by these sections.

LIMITATIONS OF THE STUDY

- Due to the busy work schedule of the employee chances are there that response to the questionnaires may be with lack of full concentration.
- Insufficient time led to inadequate focus in all sections.

3. TYPES OF HUMAN RESOURCES

1. External Human Resources:

- These types of human resources stay outside the structure of the organization.
- They are of prime strength to the development activities including expansion of the operations of the undertaking.
- The examples for such human resources are customers, shareholders etc.

2. Internal Human resources

- The human beings at the disposal of the undertaking or otherwise it is the productive.
- Capacity of the human organisation of the firm.
- The human resources at the disposal of the organisation, i.e., the internal human resources can be broadly divided into three categories. They are:
 - (a) Lower-Level Workers
 - (b) Middle Management
 - (c) Top Management

4. METHODOLOGY

TYPE AND SOURCE OF DATA

- Both primary and secondary data are used for the study.
- The primary data are collected by using questionnaire method.
- Secondary data are collected from books, journals, company manuals, company website, company magazines and informal talk with the officers and the employees.

TOOLS AND TECHNIQUES

Tools and techniques involve various accounting techniques and statistical tools like percentages and ratios, which is used as a device to analyses and interpret the cost and value of human resources of the company as it is one of the most powerful tools of financial analysis. Graphs, tables, figures and bar diagrams are used, as it helps in presenting quantitative facts in simple, clear and effective pictures and are also attractive and create lasting impression.

VISSION & AND MISSION

Mission

- To develop core completion in exploration and products of oil and gas with focus on production.
- To maximize with creation for meeting expectation of shareholders.

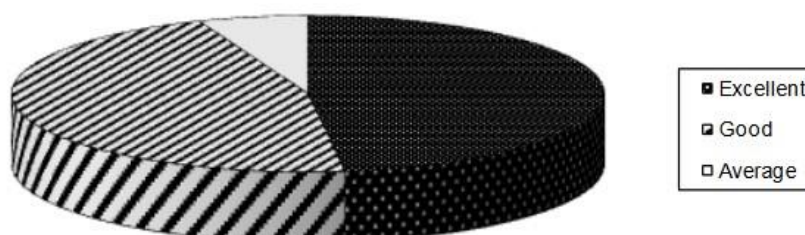
Vision:

- We are the first choice of customers, always.
- We are the role model for health safety, security and environment.

5. DATA ANALYSIS

Satisfaction	Frequency	Percentage
Excellent	24	48
Good	23	46
Average	3	6
Total	50	100

JOB SECURITY



6. FINDINGS

- The grievance handling system is favoured and unfavoured by the employees equally.
- Job rotation system should be improved with a view to develop multiple skills in employees and create greater job interest and career options.
- Career development in the company is limited only to ambitious and achievement-oriented employees for improving their skills.
- The employees do not have greater involvement in decision-making.
- The employees are highly satisfied with the medical benefits provided by the company.
- There job security to the employees which motivate them to do their work. The employees are free from various tensions regarding their family security and thus they devote more time for their work.
- There is emphasis on training and development programmes.
- Inter personal relationships among employees existing in the organisation needs more encouragement.
- There is free flow of communication between subordinates, superiors and peer groups.
- Inter departmental relationships in BPCL.

7. SUGGESTION

- Satisfaction among employees in BPCL.
- More and more opportunities should be provided to employees to promote inter personal relationships.
- Incentives may be provided to employees who successfully complete courses under company's education assistance scheme.
- The company should re-introduce the transportation facility to its officers.
- Job rotation is to be made atleast once in three years.
- The promotion policy should be time bound and uniform in order to keep the morale of the employees high.
- The grievance handling system should be made more efficient and the company should see that complaints are solve.
- The employees should be given an opportunity to participate in decision-making. So that the decisions can be smoothly implemented.

8. CONCLUSION

An employee's assessment of how satisfied or dissatisfied he or she is with his or her job is complex summation of a number of discrete job elements. This job satisfaction study was a procedure by which employees report their feelings towards their job and work environment. To a powerful diagnostic instrument for assessing employee problems. Improved communication is another benefit of the study. Particularly beneficial to the company is the upward communication when employees are encouraged to comment about what they really have in their minds. This job satisfaction study revealed that grievance handling system, promotion policy, job rotation, participation in decision making has to be improved.

9. REFERENCE

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