

## A STUDY ON LEVEL OF JOB SATISFACTION OF EMPLOYEES WORKING IN BPO COMPANIES

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DOI: <https://www.doi.org/10.58257/IJPREMS34976>

### ABSTRACT

Job satisfaction or employee satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive, affective, and behavioural components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job or cognitions about the job.

Job satisfaction is defined as the extent to which an employee feels self-motivated, content & satisfied with his/her job. Job satisfaction happens when an employee feels he or she is having job stability, career growth and a comfortable worklife balance.

Job satisfaction describes how much extent an individual is pleased, comfortable or satisfied with his or her job. It is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.

**Keywords:** Job satisfaction, self-motivation, emotional state

### 1. INTRODUCTION

Job satisfaction is one of the important factors which have drawn attention of managers in the organization as well as academicians. Various studies have been conducted to find out the factors which determine job satisfaction and the way it influences productivity in the organisation. Though there is no conclusive evidence that job satisfaction affects productivity directly because productivity depends on so many variables, it is still a prime concern for managers. Job satisfaction is the mental feeling of favourableness which an individual has about his job.

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Satisfaction does mean the simple feeling state accompanying the attainment by an impulse of its objective. Research workers differently described the factors contributing the job satisfaction and the job dissatisfaction.

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It is assessed at both the global level (whether the individual is satisfied with the job overall), or at the facet level (whether the individual is satisfied with different aspects of the job). Spectra (1997) lists 14 common facets: appreciation, communication, co-workers, fringe benefits, Job conditions, nature of the work, organization, personal growth, policies and procedures, promotion opportunities, recognition, security, and supervision.

Thus, high job satisfaction will increase the productivity of an organization, in turn increasing the overall organizational performance.

Compensation plays an important role in determining an employee's level of job satisfaction. Reward practices linked to job satisfaction have been applied differently by public and private enterprises. Compensation is a useful instrument in the hand of the management to contribute to the organisational effectiveness and can impact positively on the behaviour and productivity of employees.

## 2. REVIEW OF LITERATURE

### ARTICLE: 1

**Title:** Employees' Job Satisfaction And Their Work Performance As Elements Influencing Work Safety

**Author:** Szymon T. Dziuba<sup>1</sup>, Manuela Ingaldi<sup>2</sup>, Marina Zhuravskaya

**Source:** CzOTO 2020, volume 2, issue 1, pp. 18-25

Job satisfaction has a big impact on how an employee performs his job. Both elements have an impact on job safety and employee perception of it. A satisfied employee devotes himself to work, performs orders better, cares for others and for him. He feels safe in the enterprise. The aim of the paper was to assess employees' job satisfaction and their work performance with use of simply survey. In order to achieve this aim, a survey was conducted among employees of a chosen metallurgical enterprise who were asked to assess level of their job satisfaction. The employees defined their job satisfaction by referring to 20 statements describing this satisfaction and evaluating three factors that were used to compute the satisfaction index. The survey allowed for indication the general level of employee satisfaction. Keywords: job satisfaction, work performance, work safety.

### ARTICLE: 2

**Title:** A Study on Employee Satisfaction And Organizational Commitment

**Author:** Maruti Sriram and Remya Lathabhavan

**Source:** MukT Shabd Journal

Employee satisfaction is a factor in motivation, retention and goal achievement in the place of work and commitment is a factor that includes no excess work load, treating employee with respect, provide recognition & rewards, fringe benefits and positive management. The purpose of this topic is to study the employee satisfaction and organizational commitment and to examine the satisfaction level of staff and its impact on Commitment. This is descriptive and empirical in nature and purposive sampling technique is used. The study is based on primary data, which has been collected through structural questionnaire, filled by member stake 50 respondents of has been selected on random sampling basis percentage method is used for data analysis. According to findings of this data the employee satisfaction effects commitment of management and staff. Factors affecting employee satisfaction and commitment are rewards, stress, leave, benefits and compensation given to the staff by the management which are important to improve the motivation level and employee satisfaction.

### ARTICLE: 3

**Title:** A Study on Factors Affecting Employee Job Satisfaction

**Author:** Gnaneshwar Koorella<sup>1</sup> & Dr.R.Perumal<sup>2</sup>

**Source:** IJRAR- International Journal of Research and Analytical Reviews

Employee satisfaction and Loyalty represents one of the most key challenges faced by the managers today when it comes to managing their employees. Employees are the most valuable resource for all organizations; the longer an employee works for a company the more valuable it becomes. Many researchers have been conducted in various sectors to demonstrate the impact of Job satisfaction on employee loyalty. Employee satisfaction is all about employees being satisfied in the organization with a strong belief that working with that particular organization is their best option. The aim of the study was to find the impact of job satisfaction of an employee. This study also finds out various factors underlying employee satisfaction. To achieve the aim of the study questionnaire survey was used. The results show that there is direct impact of all the factors in the organization. Job satisfaction is related to different Socioeconomic and personal factors, such as: Age, Sex, Incentives, Working Environment, Education, duration of work etc. The present paper will highlight different factors affecting job satisfaction in pharmaceutical company in Hyderabad, India.

### RESEARCH GAP:

The present study is carried out with the help of a suitable research instrument. 50 customers were selected and with the help of their responses, analysis is made followed by few suggestions.

### OBJECTIVES:

- To find out the pay and benefits offered to the employee.
- To know the promotion opportunities that the employee has in the organization
- To know about the level of job security of the employee.

### 3. RESEARCH METHODOLOGY

#### Need For The Study

Job satisfaction is one of the most important areas of study as it influences the behaviour of human being in the organization and intern the behaviour affects the productivity of human resources Job satisfactions study is useful for several decisions relating to improve the work culture and environment of. the organization. It is useful for organizational as well as individual development.

#### Scope Of The Study:

An attempt has been made to critically discuss about various facts affecting the human resources in the wake of liberalization and free trade operations.

Also, an attempt has been made in this dissertation to discuss about the strengths of human resources, manpower planning, philosophies of labour welfare.

The scope of the study is that by analysing the job satisfaction of the employees, then organization further improve themselves with more benefits and facilities to overcome the drawback and improve the performance level of employees

#### Methodology

**Sampling Techniques & Sample Size Determination:** Simple Random Sampling & 110.

#### Methods of Data Analysis:

- Semi-Tabular Form
- Graphical Method (pie-chart)
- Mean
- Standard Deviation

Methodology is scientific and systematic exploration for pertinent information on specific topic. The reliability of management decisions depends upon the quality of data. Basically, we have two types of data:

- Primary data.
- Secondary data.

#### PRIMARY DATA:

Primary data should be collected either through experience or through survey. Those which are collected a fresh and for the first time can happen to be unique in character that is called primary data.

Primary data can be collected in the following ways:

- By observation.
- Through telephone interviews.
- By mailing of questionnaires.
- Through schedules

#### SECONDARY DATA

Secondary data means the data which already available and they refer to the data which have already been collected and analysed by someone else and which have been already passed by the statistical process is called secondary data.

Secondary data for this study was collected from enterprise journals, public reports, enterprise records and project reports.

#### Tools applied:

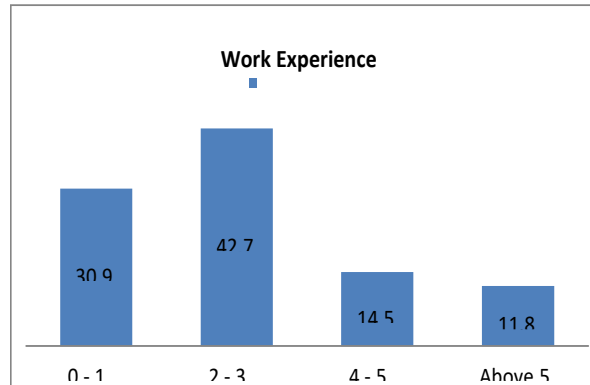
Questionnaire was the tool applied by me to collect the data required for my study. My sample size is 110.

### 4. DATA ANALYSIS & INTERPRETATION

#### Work Experience

Particulars	No. of Respondents	% of Respondents
0 - 1 years	34	30.90%
2 - 3 years	47	42.70%
4 - 5 years	16	14.50%

Above 5 years	13	11.80%
Total	110	100%

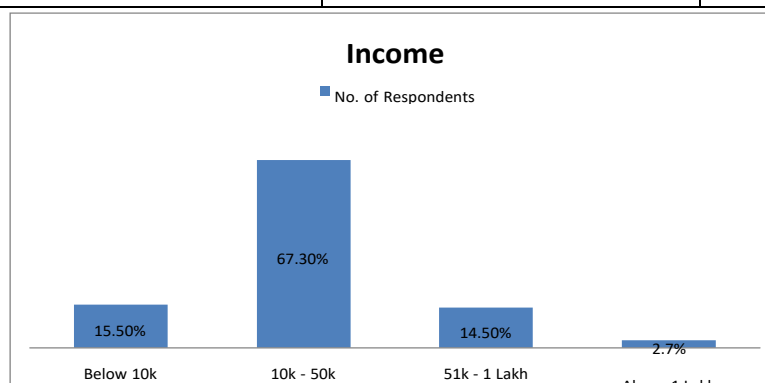


#### Interpretation:

The above table and graph clearly show that It is observed that 30.9% of the respondents have an experience of 0-1 years, 42.7% of respondents have an experience of 2-3 years, 14.5% of the respondents have an experience of 4-5 years and 11.8% of the respondents have more than 5 years.

#### INCOME

Participants	No. of respondents	% of Respondents
Below 10K	17	15.50%
10k – 50k	74	67.30%
51k – 1 lakh	16	14.50%
Above 1 Lakh	3	2.7%
Total	110	100%

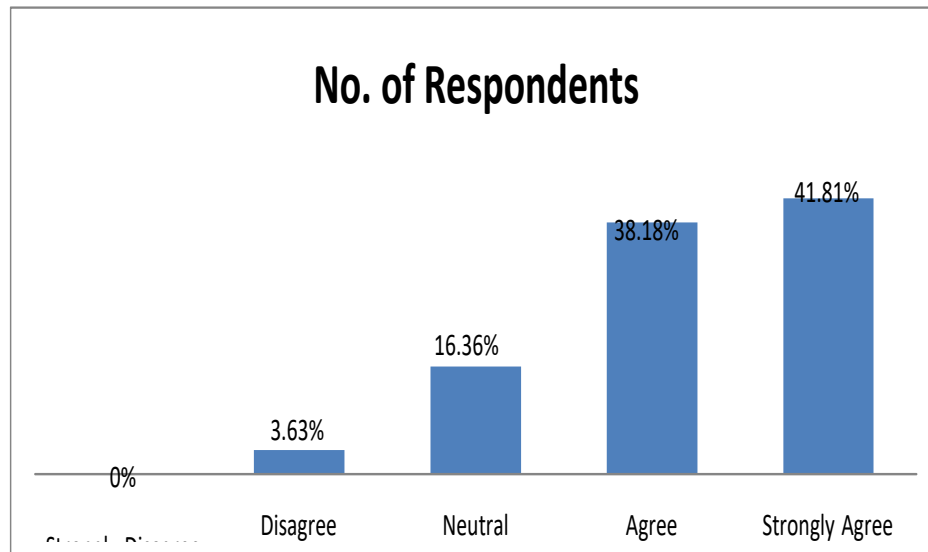


#### Interpretation:

The above table and graph clearly show that, it is observed that, 67.3% of the respondent's salary is 10k-50k, 15.5% of the respondent's salary is below 10k, 14.5% of respondent's salary is 51-1lakh, 2.7% of respondent's salary is above 1 lakh.

#### I WORK IN AN ATMOSPHERE WHERE THERE IS RESPECT AND CO-OPERATION.

Particulars	No. of Respondents	% of Respondents
Strongly Disagree	0	0
Disagree	4	3.63
Neutral	18	16.36
Agree	42	38.18
Strongly Agree	46	41.81
Total	110	100

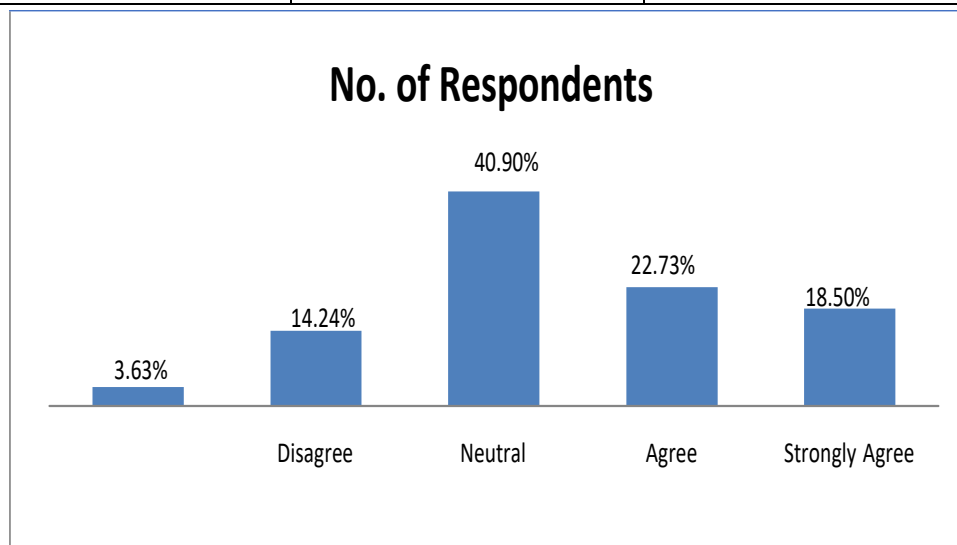


**Interpretation:**

The above table and graph clearly show that, 41.1% of the employees are strongly agreed that they are working in the atmosphere where there is a respect and cooperation, 38.18% the employees are agreed that they are working in the atmosphere where there is a respect and cooperation and 16.36% the employees are neither agree nor disagreed that they are working in the atmosphere where there is a respect and cooperation and 3% of the employees were disagree with the statement.

**SUPERVISORS ARE INVOLVED IN THE DAILY OPERATION OF MY DEPARTMENT.**

Particulars	No. of Respondents	% of Respondents
Strongly Disagree	4	3.63%
Disagree	16	14.24%
Neutral	45	40.9%
Agree	25	22.73%
Strongly Agree	20	18.5%
Total	110	100%



**Interpretation:**

The above table and graph clearly show that, 40.9% of the employees neither agree or nor disagree that supervisors are involved in the daily operation of department and 22.7% of employees agreed and 18.5% employees are strongly agreed that supervisors are involved in the daily operation of department and 14.2% of the employees disagreed that supervisors are involved in the daily operation of department.

## 5. ANALYSIS

Question	Mean	SD
1.If I put exertion into my work, someone will notice.	3.9	3.45
2.I work in an atmosphere where there is respect and co-operation.	4.18	3.74
3.Problems in the workplace are addressed promptly and effectively.	3.4	3.06
4.Supervisors are involved in the daily operation of my department.	3.37	3.01
5.Do you work in a team environment.	4.2	3.78
6.Does the work assignments are assigned fairly.	3.4	3.1
7.Do you work in a safe and comfortable environment.	4.15	3.71
8.Are you satisfied with the job.	3.9	3.5
9.Employees get appreciation and rewards if the desired work or targets are accomplished.	3.4	3.13
10.Are you satisfied with reward system provided by management?	3.8	3.43
11.Overall this organization is a good place to work.	4.0	3.6

## 6. CONCLUSION

Satisfaction is feeling of a worker towards particular objects of conditions in his working conditions. Satisfaction facets may include the work itself, pay and benefits, promotional opportunities, supervision, co-workers, the organization and its management, and working conditions. In my study I understood that in this organization there is good flow of communication and every employee is friendly with one another and the co-workers helps in performing the job well and also employees feel secured about their job.

In all other aspects average number of employees are satisfied regarding the organization, but to satisfy the remaining employees the organization should improve salary range and the problems in the workplace are need to be addressed promptly and effectively so that employees can feel satisfied and also improving the appreciation system and rewarding systems are also necessary to improve employee satisfaction.

## 7. REFERENCES

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