

An Evaluation of Job Satisfaction of Employees in Ntpc Limited

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Abstract

Job satisfaction is a combination of psychological, and environmental circumstances that cause a person to say, "I am satisfied with my job". Such a description indicates the variety of variables that influence the satisfaction of the individual but tell us nothing about the nature of job satisfaction. Job Satisfaction is the essential component for employee motivation and encouragement towards better performance. Job satisfaction is the just the feelings of happiness and positive attitudes that every individual has towards their work they are doing. We saw that most of the persons like their jobs very much and others cannot stand with their jobs. Job satisfaction explains the degree to which individual persons enjoy their job. Actually, Job satisfaction is measured a change in an organization, such as a shift in the management model and to evaluate how the change affects among employees. It would also be routine exercise to measure job satisfaction by an organization to measure one of many factors expected to affect the company's performance. Job satisfaction is assessing by using questionnaires. Sometimes a single question might be asked in a direct way to which employees respond using different rating scale. Job satisfaction is very important for every person because they spent spend a major portion of their life at their working place. Job satisfaction put impact on the life of the employees also, because a satisfied employee is a complete and happy human being. If an employee highly satisfied with physical and mental than he could be a good well-being. It also evaluated the welfare and financial factors, which motivate the employees in the organization. In this research paper we evaluated Job Satisfaction of NTPC employees.

Keywords: Job Satisfaction, Work Behaviour, Motivation.

Introduction

Job satisfaction is very important factor for every employee. It drawn attention of directors in the organization as well as academicians. Most of the good companies have been conducted various studies to find out the factors which determine job satisfaction among the employees. The term job satisfaction was brought to limelight by Hoppock (1935). He reviewed 32 studies on job satisfaction conducted prior to 1933. Perhaps, one way to define job satisfaction may be to say that it is the end state of feeling. Notice the use of the word end. It emphasizes the fact that the feeling is experienced after a task is accomplished or an activity has taken place whether it is highly individualistic effort of writing a book or a collective Endeavour of constructing a dam. These tasks/activities could be very minute or large. They may be easily observable or could just be experienced. But in all cases, they satisfy a certain need. The feeling could be positive or negative depending upon whether need is satisfied or not and could be a function of the efforts of the individual on one hand and on the other the situational opportunities available to him. Job satisfaction is the mental feeling of favorableness which an individual has about his job. It is often said that "A happy employee is a productive employee."

Objectives Of The Study

1. To understand Job Satisfaction and work behaviour;
2. To understand Job Satisfaction and Personal Characteristics;
3. To Evaluate Job Satisfaction in NTPC Limited.

Review of Literature

A study on the impact of employee satisfaction on quality and profitability of organizations. Employees Satisfaction is directly related with profitability. In this research paper they studied the impact of employee

Satisfaction on quality and profitability on organizations (DSwaroopaa and Prof. B. Sudhir, 2018). Job Satisfaction has a great influence on employee performance. Satisfied employees are valuable to their organizations because they perform better and they contribute to the overall goals and success of an organization, unlike dissatisfied employees who considered as a burden for any organization (Shmailan, 2016).

Indermun and Bayat agreed that there is an undeniable correlation between job satisfaction and employee performance. They suggest that psychological and physical rewards have significant impact on job satisfaction. They believed that employees should be rewarded and motivated to achieve job satisfaction, which will eventually lead to a significant, positive impact on the efficiency and effectiveness of employees and thus, better overall performance. (Indermun & Bayat, 2013)

Employee empowerment and work place environment have significant positive relationship to job satisfaction. Therefore, when an employee is given autonomy in business decisions and when he is given favorable and clean environment then his satisfaction level will rise. Accordingly, his performance level will rise too (Javed, Balouch, & Hassan, 2014).

Job satisfaction can be defined also as the extent to which a worker is content with the rewards he or she gets out of his or her job, particularly in terms of intrinsic motivation (Statt, 2004).

Job satisfaction is a complex and multifaceted concept which can mean different things to different people. Job satisfaction is usually linked with motivation, but the nature of this relationship is not clear. Satisfaction is not the same as motivation. Job satisfaction is more of an attitude, an internal state. It could, for example, be associated with a personal feeling of achievement, either quantitative or qualitative (Mullins, 2005).

The term job satisfactions refer to the attitudes and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006).

Job satisfaction is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. Job satisfaction is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment (Kaliski, 2007).

Job satisfaction is the collection of feeling and beliefs that people have about their current job. People's levels of degrees of job satisfaction can range from extreme satisfaction to extreme dissatisfaction. In addition to having attitudes about their jobs as a whole. People also can have attitudes about various aspects of their jobs such as the kind of

work they do, their coworkers, supervisors or subordinates and their pay (George et al., 2008).

Research Methodology

In this research paper I have used both primary and secondary data. For primary data I have visited to NTPC, Dadri and filled up questionnaire by employees and for Secondary data I consulted various books, journals, internet and various research papers.

Limitation of the Study

1. Due to the busy work schedule of the employee chances are there that response to the Questionnaires may be with lack of full concentration.
2. Insufficient time lead to inadequate focus in all sections.

Definitions of Job Satisfaction

In simple words, job satisfaction can be defined as the extent of positive feelings or attitudes that individuals have towards their jobs. When a person says that he has high job satisfaction, it means that he really likes his job. feels good about it and values his job highly.

1. According to Andrew Brin, "Job satisfaction is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job satisfaction. If you dislike your job intensely, you will experience job-dissatisfaction."
2. According to E.A. Locke, "Job satisfaction is a pleasurable or positive emotional state resulting from the app appraisal of one's job or job experience."
3. According to Fieldman and Arnold, "job satisfaction will be defined as the amount of overall positive affect or that individual have towards their jobs."
4. According to Keith Davis and Newtronx, "Job satisfaction is the set of favorable or unfavorable feelings with which employees view their work."

We can say that job satisfaction is a result of employees' perception of how well their job provides those things which are viewed as important. In the field of organizational field, job satisfaction is considered the most important and frequently studied attitude.

Job Satisfaction and Work Behaviour

Generally, the level of job satisfaction seems to have some relation with various aspects of work behaviour like absenteeism, adjustment, accidents, productivity and union affiliation. Although several studies have shown varying degrees of relationship between them and job satisfaction, it is not quite clear whether these relationships are correlative or casual. In other words, is job satisfaction or dissatisfaction a cause of these aspects of work behaviour or whether work behavior causes satisfaction or dissatisfaction. Most studies have used a correlative design to examine the relationship between them and have found the nature of relationship varying depending upon the nature of the aspect of job behaviour. There are few studies that have used a casual design in which they have first identified the high-low groups on

work behaviour and then have taken the job satisfaction data.

Job Satisfaction and Personal Characteristics

When a person comes to work, brings with him his total personality, his attitudes likes and dislikes, his personal characteristics and these, in turn, influence the satisfaction he derives from his work. As work is one of the necessary aspects of the total life experiences of an individual, it becomes important to examine how his personal characteristics influence his job, Personal characteristics here refer to such bio-social variables as age, marital status, education. Length of service, and income, etc. in the west, a number of studies have been carried out on the relationship between job satisfaction and Personnel characteristics (e.g. Herzberg et.al, 1957 Ronan 1970). In India, such studies have mostly concerned themselves with the workers population. Most Indian studies have used a correlative design where the degree of association between such variables as age, education, experience, etc. and job satisfaction have been calculated. The other set of studies are those where groups have been identified to be low and high on satisfaction and then a backward analysis has been done to see if these groups vary on such variables as age, education and experience, etc.

Job Satisfaction and Organisational Objectives

Much of job satisfaction research has centered around the correlative studies examining the association of personality or job factors with job satisfaction. In these studies, the respondents have evaluated their understanding of how satisfied/dissatisfied they felt with various aspects of

jobs and whether this had anything to do with such factors as age, sex, years of experience, income etc. In other set of studies, the respondents have been divided into groups based on their biographic variables and the effect of such variables has been studied on satisfaction/dissatisfaction. Alternatively, based on satisfaction score they have been divided into groups of high, low and moderate, and backward analysis is done to see how they differ on biographic or other job variables.

Factors Influencing Job Satisfaction

Job stress affects job satisfaction. Job stress, or job strain, is caused by specific stressors in an occupation. These were coming from Job dissatisfaction. There are several factors influencing Job Satisfaction. Some of those factors are: -

1. Job Security,
2. Family Security,
3. Training & Development;
4. Inter Department Relationship;
5. Promotion Policies;
6. Career Growth & Opportunities;
7. Participation in Decision Making.

We hadevaluate Job satisfaction in NTPC limited, Dadri by taking above point.

Evaluation of Job Satisfaction in Ntpc, Dadri.

For evaluation of job satisfaction, I have visited NTPC, Dadri and fill up my questioner by 100 employees there. My main focus area was Job Security, Family Security, Training and Development, Inter Departmental Relationship, Promotion Policies, Career Growth Opportunities, Participation in Decision Making. My Data Presentation is as follows:

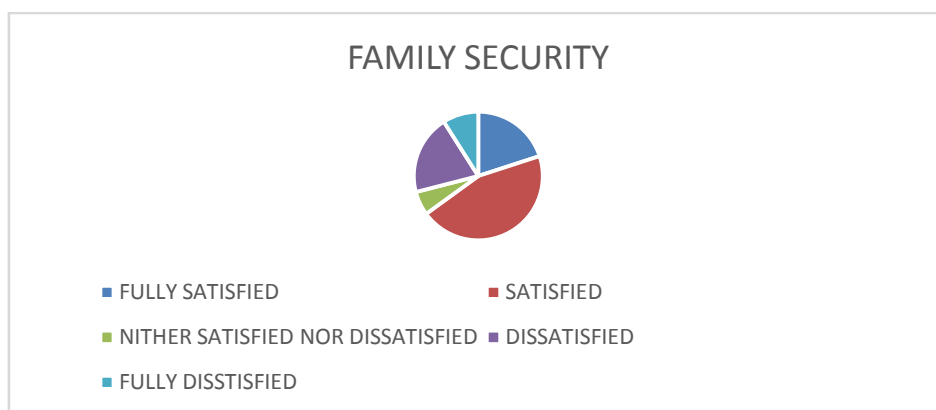
Job Security

| S.No. | | No. Of Employees |
|-------|-----------------------------------|------------------|
| 1 | FULLY SATISFIED | 70 |
| 2 | SATISFIED | 10 |
| 3 | NITHER SATISFIED NOR DISSATISFIED | 0 |
| 4 | DISSATISFIED | 20 |
| 5 | FULLY DISSATISFIED | 0 |
| | TOTAL | 100 |



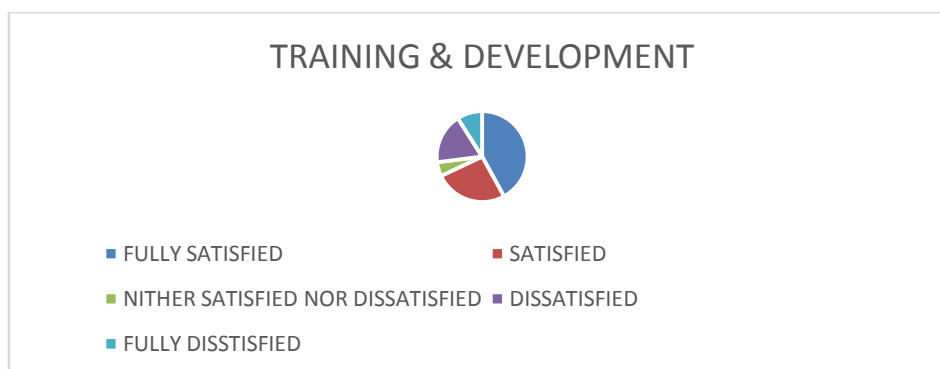
Family Security

| S.No. | Family Security | No. Of Employees |
|-------|-----------------------------------|------------------|
| 1 | FULLY SATISFIED | 20 |
| 2 | SATISFIED | 45 |
| 3 | NITHER SATISFIED NOR DISSATISFIED | 6 |
| 4 | DISSATISFIED | 20 |
| 5 | FULLY DISSATISFIED | 9 |
| | TOTAL | 100 |



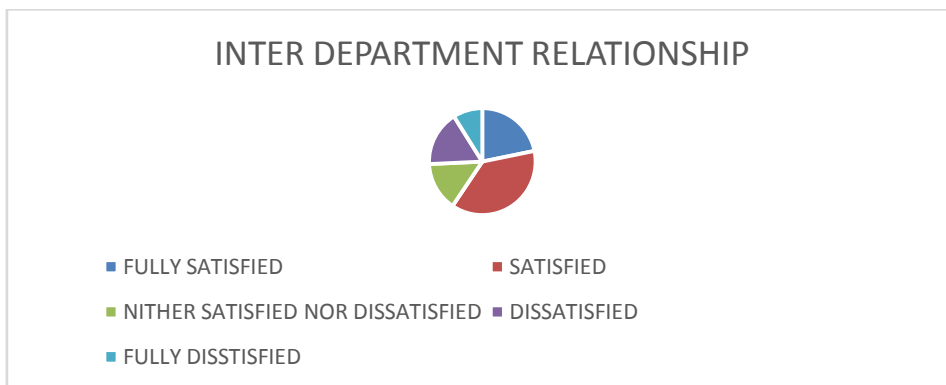
Training & Development

| S.No. | | No. Of Employees |
|-------|-----------------------------------|------------------|
| 1 | FULLY SATISFIED | 42 |
| 2 | SATISFIED | 26 |
| 3 | NITHER SATISFIED NOR DISSATISFIED | 5 |
| 4 | DISSATISFIED | 18 |
| 5 | FULLY DISSATISFIED | 9 |
| | TOTAL | 100 |



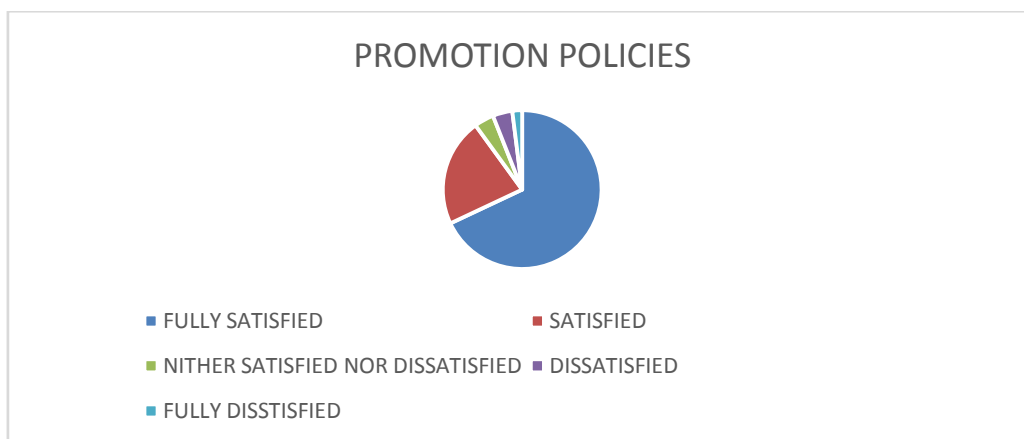
Inter Department Relationship

| S.No. | | No. Of Employees |
|-------|-----------------------------------|------------------|
| 1 | FULLY SATISFIED | 22 |
| 2 | SATISFIED | 38 |
| 3 | NITHER SATISFIED NOR DISSATISFIED | 15 |
| 4 | DISSATISFIED | 17 |
| 5 | FULLY DISSATISFIED | 8 |
| | TOTAL | 100 |



Promotion Policies

| S.No. | Satisfaction Level | No. Of Employees |
|-------|-----------------------------------|------------------|
| 1 | FULLY SATISFIED | 68 |
| 2 | SATISFIED | 22 |
| 3 | NITHER SATISFIED NOR DISSATISFIED | 4 |
| 4 | DISSATISFIED | 4 |
| 5 | FULLY DISSATISFIED | 2 |
| | TOTAL | 100 |



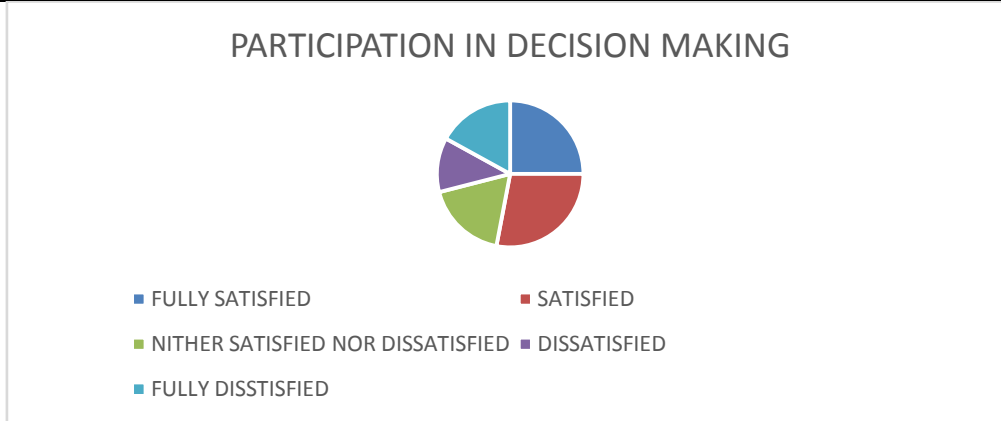
Career Growth Opportunities

| S.No. | Satisfaction Level | No. Of Employees |
|-------|-----------------------------------|------------------|
| 1 | FULLY SATISFIED | 41 |
| 2 | SATISFIED | 32 |
| 3 | NITHER SATISFIED NOR DISSATISFIED | 12 |
| 4 | DISSATISFIED | 8 |
| 5 | FULLY DISSATISFIED | 7 |
| | TOTAL | 100 |



Participation in Decision Making

| S.No. | | No. Of Employees |
|-------|-----------------------------------|------------------|
| 1 | FULLY SATISFIED | 25 |
| 2 | SATISFIED | 28 |
| 3 | NITHER SATISFIED NOR DISSATISFIED | 18 |
| 4 | DISSATISFIED | 12 |
| 5 | FULLY DISSATISFIED | 17 |
| | TOTAL | 100 |



Data Observation

In my observation I found that on average Employees are satisfied with their employment. While survey I have selected 7 points in my mind e.g. Job Security, Family Security, Training and Development, Inter Departmental Relationship, Promotion Policies, Career Growth Opportunities and Participation in Decision Making. You could see that in all 7 criteria more than 50 % employees either Fully satisfied or Satisfied. So, we can say that Employees are satisfied in NTPC Limited.

Conclusion

The NTPC Limited is one of the major industries for India’s economic development. The main resource of an organization’s are Employees. In the event that employees are satisfied with their employment, they would produce an extraordinary quality execution that enables an organization to develop and achieve the accomplishment with changing economic condition. Therefore, rival, more knowledgeable and well-satisfied workforce is a benefit for an organization. At the same time there is scope in NTPC, Dadri for Job Satisfaction. To perform optimally. Today’s business organization requires organizations to be more creative and innovative which cannot happen without having a committed and loyal employee base The success of every business depends upon many factors but the most important factor that affects the business is its employees. If the employees of a business are

motivated towards organizational objective, the business can achieve its goals very easily. The job of any manager

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