



## IMPACT OF JOB SATISFACTION IN PRIVATE ORGANIZATIONS - A CASE STUDY OF PANIPAT DISTRICT

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### **Abstract**

In the present competitive era, It is not feasible for any organization to survive without efficient and enthusiastic employees. Although some researches enthralled on job satisfaction and employee performance, empirical work on the determinants of job satisfaction and its effect on performance especially in private companies is meager. This research attempts to fill the gap by using Private company in the Panipat District as a case study. The study reviewed literature on the concepts of job Satisfaction, its determinants and performance. The study employed quantitative and qualitative methodology. Data was assorted through the questionnaire and an in-depth interview.

**Key Words:** Job Satisfaction, Private Organizations

### **Introduction**

#### **Job satisfaction**

Job satisfaction is a feeling of fulfillment or enjoyment that a person derives from their job . Employees satisfaction happens when an employee feels he or she is having job stability, career growth, and a comfortable work life balance. It is a positive attitude or feeling of employee towards their job. Money is not always the main cause of job satisfaction. Some of these are engaging them in challenging projects, offering incentives, creating a friendly and respectful environment. Job satisfaction is an internal feeling of an employee which he gets from his work. It varies from person to person. Various factors contributes towards the satisfaction of the employees like personal factors, organizational factors, Environmental factors etc. A satisfied employee can contribute or work enthusiastically towards the attainment of the organizational goals than an unsatisfied employee.

#### **Private Organizations**

Private organization is owned by either a small number of shareholders, company members, or a non-governmental organization, and it does not offer its shares for sale to the general public. Instead, its stock is offered, owned, or exchanged privately among a small number of shareholders or even held by a single individual. Private companies are also referred to as privately-held companies, limited companies, limited liability companies, or private corporations, depending on the country they're incorporated and how they are structured.

#### **Panipat**

Panipat is a hub of textile and carpets. It is the fulcrum of “ Shaddy Yarn” in the world. Panipat is one of the 21 District of Haryana state in the northern India. Various export houses are situated in Panipat.

#### **Literature review**



**Prabheen Kaur(2019)** found the human resource as the most valuable asset for the organization and it should be utilized to the maximum possible extent. influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. A comparison between public and private sector is also done in this study. The study concluded that the employees of the private sector company were significantly more satisfied with the policies of HRD, Monetary and non monetary incentives. Various suggestions are also given to avoid the causes of dissatisfaction.

**Arora et. al, (May 2014)** Found that the public sector employees are more satisfied than private sector. As the production is directed linked with the job satisfaction, the organizations can find out the causes of dissatisfaction The main purpose of the study is to elaborate the relationships between job satisfaction and the potential variables of pay, promotion, positive affective/encouragement, job involvement, potential of rest-day/off-day, relations with co-workers, health amenities, association with supervisor, training and development facilities, autonomy, physical facilities, reconciliation, role of supervisor, procedural justice, tangible aids, office equipment, role clarity, involvement in decision making.

**Dr. Sharma ( 2019)** study of factor affecting job satisfaction level of employees concluded that there is a direct relation between productivity and job satisfaction. Employees of ICICI Bank Rajasthan are included in this study. In this study it was found that the employees works in any organization to satisfy their economical as well as psychological needs. Management must focus on employees expectation and their actual return. Any disturbance in this synchronization can cause a great failure in the attainment of the organization goals.

**Saeed, R. et al.(2013)** The study in this paper emphasis on job satisfaction, Job dissatisfaction of the employees. Main focus of the study is factors influencing job satisfaction. A case study has been done on telecom sector of the Pakistan. Telecom industry has its vital role in the growth of the economy. A sample of 200 employees from all telecom companies have been studied. Physiological, security and self esteem needs have been emphasized in this study. This paper included the segments Problem statement, Theoretical framework, working environment and job satisfaction, Pay and Promotion and Job Satisfaction, Job security and job satisfaction, relationship with co-workers and job satisfaction, relationship with supervisors and job satisfaction, level of fairness and job satisfaction. Both primary and secondary data has been used in this study. The sample of 200 employees is of PTCL. The study concluded that healthy environment motivate employees to work enthusiastically.

**Bhardwaj, A. et al.(2021)** The study pervades the facets influencing job satisfaction. The study comprises commercial, public and private banks of Rajasthan. The study identifies the relation of job satisfaction and remuneration. Study concluded that the employees are satisfied in context to culture and other factors but remuneration and timings will always remain an important aspect for them.

**Singh et al. (2013)** refers to job satisfaction in terms of deviance, Employee performance, employees satisfaction and its impact on their performance. the study focuses on the emotional response of the employees towards their job. Various variables are analyzed in this study which leads maximum satisfaction of the employees. This study emphasize the importance of employee satisfaction for various stakeholders which includes organization and employees. Factors influencing employee job satisfaction are categorized like Policies of compensation and benefits, job security, working conditions, relationship with superior authority, promotion and career development, leadership styles and work group, personal variables and other factors. Impact of job satisfaction on employees are found during this study. Suggestions are given to



improve employees satisfaction. in the area of customer service and sales, employees satisfaction is of utmost important as he or she represents the company to the public.

According to the study conducted by **Kaya et al.(2014)** the impact of career development programme on job satisfaction of employees are analyzed. this study discovered that career development programme in organizations do not affect the job satisfaction level of the employees to a great extent, on the contrary organizational commitment have a direct and positive impact on the job satisfaction of the employee. various suggestions are provided to the managers for the improvement of policies which leads to the job satisfaction.

### **Objectives**

1. To analyze the job satisfaction level of employees in private sector companies in relation to job security.
2. To measure the satisfaction level of employees of private sector companies in relation to working conditions.
3. To study the satisfaction level of employees in private sector companies in relation to financial and non-financial benefits.
4. To analyze the impact of job satisfaction of employees on the magnification of the organization.
5. To analyze the policies for the improvement of the level of job satisfaction.

### **Research Methodology**

The study has been conducted to access the job satisfaction level of employees working in private companies in Panipat district. In this study both quantitative and qualitative approaches are adopted to collect required data.

### **Data Collection**

This study is based on both primary and secondary data.

**Primary data** – In this study a sample of 121 employees has been taken from Gaba Homtex Pvt. Ltd., a private company in Panipat district. The questionnaire has two parts one is related to the demographic information of the respondents and second part is based on the 5 point Likert scale in which the respondent will get 1 point if he is highly dissatisfied with the factors and he will score 5 point if he highly satisfied. The questionnaire was disseminated randomly among 121 employees of different levels working in Gaba Homtex Pvt. Ltd. 1 Manager 2.Accountant 3. Supervisor 4. Clerical staff 5. Other Employees. The questionnaire was filled by them which encompass of various factors that influence the job satisfaction level of employees.To determine employee job satisfaction a survey was conducted with a set a questions which asked them to rate job satisfaction factors: Remuneration and working hours, superior & Colleagues relationship, career advancement opportunities, Future prospect (promotion and job security), performance appraisal, Job content and interest, Prestige on the scale of 1-5, the respondent will get 1 point if he is highly dissatisfied with the factor and he will score 5 point if he highly satisfied. Then a question was asked for which employees had to rate their own job satisfaction on the scale of 1-5. 5- Highly satisfied 4- somewhat satisfied, things can be improved 3-Neither satisfied nor dissatisfied 2- somewhat dissatisfied 1-Highly dissatisfied definitely need a change in job.

### **Secondary Data** –

Various books on Human Resource Management, websites, Articles, Magazines

### **Demographic Presentation of the employees**



As various private companies are situated in Haryana state But the sample for this study has been taken from a private company Gaba Hometex Pvt. Ltd., of Panipat. Panipat is a hub of textile industries. A Sample of 121 employees from Gaba Hometex Pvt. Ltd. Has been taken. The data has been classified in groups of Age, gender, and job position. The level of job satisfaction among different employees of Gaba Hoetex Pvt. Ltd. On the basis of various factors is measured. It helps us to identify the employees who are satisfied and dissatisfied with their jobs in Gaba Hometex pvt. Ltd. In Panipat District. After recognizing the dissatisfied employees it will be easy to recommend suitable measures to persuade the employees. An interrelation between sundry variables have been find out by using various statistical tools.

### 1. Age Groups

Sr. No.	Age	No. of Employees	Percentage(%)
1	21-30	12	9.91
2	31-40	73	60.33
3	41-50	30	24.79
4	51-60	06	4.96
	Total	121	100

Table No.-1.1  
Source: Field survey

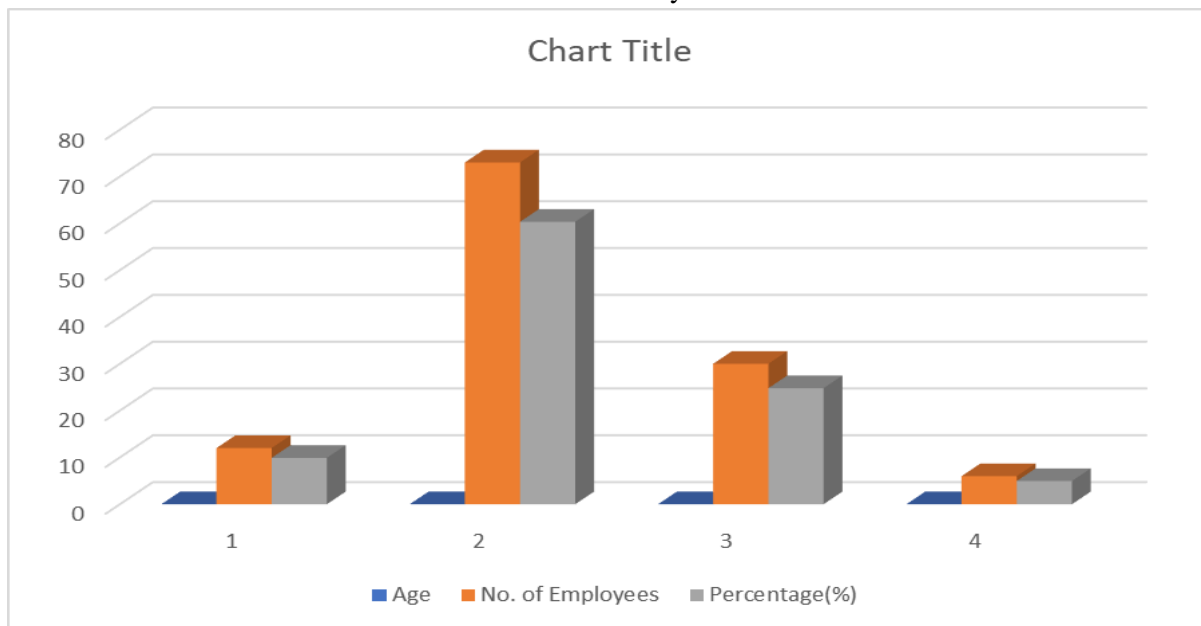


Figure-1

In the above table and graph it has been cleared that the employees working in the age group 31-40 is more than the other age groups. The table shows that 73 employees of total sample belongs to this age group which is 60.33% of the total sample size.

### 2.



### 3. Gender

Gender	No. of Employees	Percentage (%)
Male	85	70.25
Female	36	29.75
Total	121	100

Table 2.1  
Source: Field survey

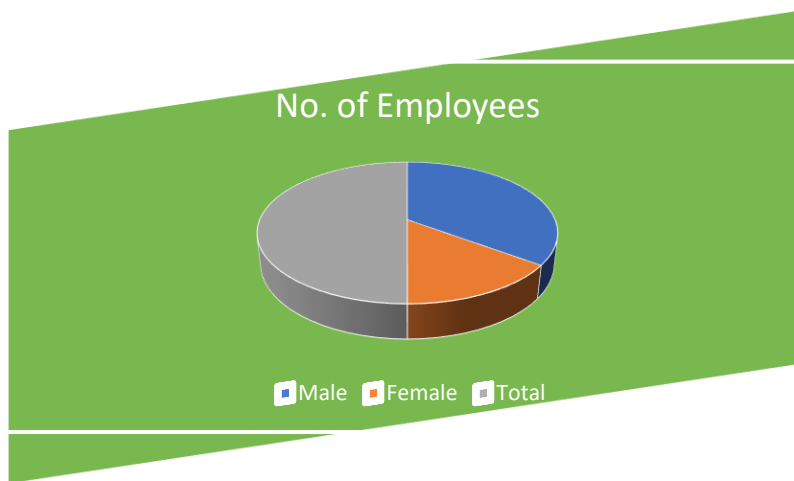


Figure-2

From the above table and diagram it has been cleared that 85 employees are male i.e. 70.25% of the total sample size of 121 employees and only 36 employees are female which is 29.75% of the total sample size of 121 employees. Male employees are more than the female employee there is huge gap.

### 4. Job Position

Sr. no.	Job Position	No. of Employees	Percentage
1	Manager	08	6.61
2	Accountant	03	2.48
3	Supervisor	12	9.92
4	Clerical Staff	04	3.31
5	Other Employees	94	77.68
	Total	121	100

Table 3.1  
Source: Field survey

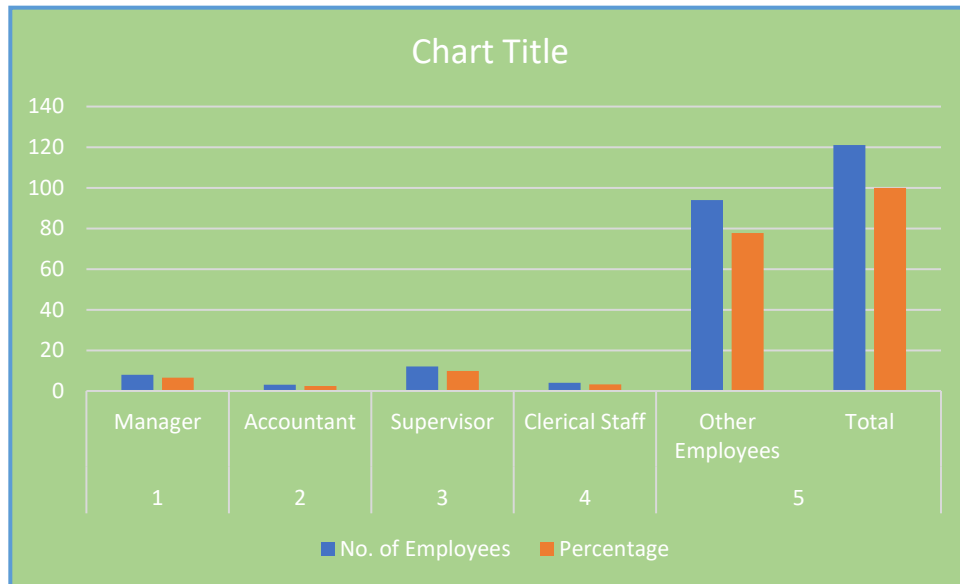


Figure-3

In this table and graph it has been clearly depicted that the no of other employees is more than the other employees, 94 employees belongs to other employees category which is 77.68%percent of total sample size. Percentage of supervisor is 9.92%.

### 5. Working condition and its aftermath on job satisfaction:

Sr. No	Level of Satisfaction	Manager (No. of respondent)	Accountant (No. of respondent)	Supervisor (No. of respondent)	Clerical Staff (No. of respondent)	Other Employees (No. of respondent)
1	Highly Satisfied	1	0	2	0	10
2	Somewhat Satisfied	2	1	1	1	15
3	Neither Satisfied nor Dissatisfied	3	1	4	2	30
4	Somewhat Dissatisfied	1	1	3	1	25
5	Dissatisfied	1	0	1	0	5

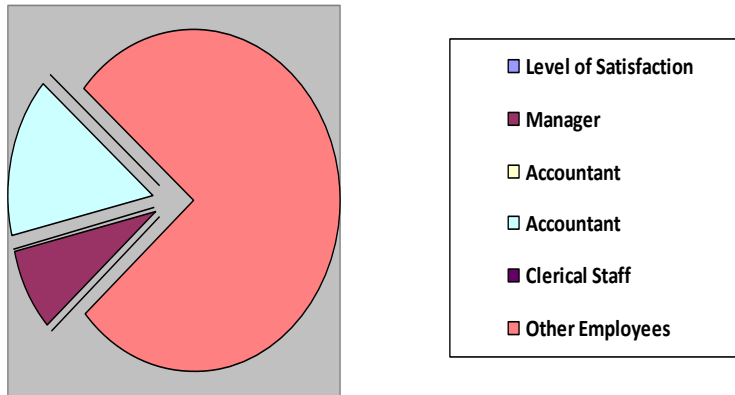


Figure-4

The above table and chart elaborates that the employees working in private companies of Panipat are neither satisfied nor dissatisfied.

## Findings

### Impact of job satisfaction of employees on the magnification of the organization.

Employees satisfaction leads to Intensify employee retention as the employees enjoy their job and gets appropriate benefits and perks for their work done. It further decrease in recruitment, training and development cost for the organization. Efficient and enthusiastic employees contributes in the optimum utilization of resources and curtailment of wastage of resources. Best quality product and services are produced by the employees due to recognition of their performance by the management. Organization tends to grow with the help of its intellectual asset i.e. the highly satisfied employees. Employees of different departments work with a great coordination for the achievement of organizational objectives.

### Conclusion

The main focus or objective of the study was to find out the job satisfaction level of the employees in relation to working conditions. For this purpose a sample of employees was taken from a private company. The study has been done on the employees of various cadre like managers, accountants, supervisors, clerical staff and other employees. The outcome of the study indicates that the employees of private companies are neither satisfied nor dissatisfied. But various policies can be formed to improve the level of satisfaction of the employees. As the employees are the valuable assets for every organization. Magnification of the organization can be assured if the employees work with dedication.

### Policies to improve the level of job satisfaction



In order to persuade the employees and increase the level of job satisfaction fair remuneration must be given to the employees for the work done by them. They must have the feeling that their job is secure as the job security is one of the major point for any employee. The performance appraisal of the employee must be done and rewarded accordingly. Trained employees can do their work efficiently hence the training and development programme which actually improve employee performance should be organized by the organization. Healthy working condition and environment is also necessary for employee job satisfaction. The most important point to be considered is career development opportunity for the employees. The management should involve the employees in decision making process as the actual work on the policies is done by the employees. It leads a great level of satisfaction to the employees. The continuous and consistent communication make clear all the ambiguities of the objectives policies and strategies for employees.

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