

## **A STUDY ON EMPLOYEE SATISFACTION IN TRAINING AND DEVELOPMENT INSTITUTE**

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### **ABSTRACT**

*Employee satisfaction survey provides a channel for employees to communicate their view on a wide range of issues in total confidence. Employee satisfaction is essential to the success of any business. A high rate of employee contentedness is directly related to a lower turnover rate. Thus, keeping employees' satisfied with their careers should be a major priority for every employer. While this is a well-known fact in management practices, economic downturns like the current one seem to cause employers to ignore it. The study is about employee satisfaction at training and development company situated at Coimbatore. The study was conducted for a sample size of 42 employees of the company. The aim of the study is to find out the areas of low satisfaction where corrective measures can be taken. The Employee Satisfaction Survey helps companies to determine how their employees think and to identify employees' needs and concerns so that improvements can be made and stronger teams can be formed.*

**KEYWORDS:** Employee Satisfaction, Management Practices,

### **1. INTRODUCTION**

The quality of an organization is reflective of the quality of its people, it follows that organizations compete for customers and employees. Currently, there is renewed interest in talent acquisition and retention, also known as the "talent war." A well-managed business organisation normally considers the average employees as the primary source of productivity gains. These organisations consider employees rather than capital as the core foundation of the business and contributors to firm development. To ensure the achievement of firm goals, the organisation creates an atmosphere of commitment and cooperation for its employees through policies that facilitate employee satisfaction. Satisfaction of human resource finds

close links to highly motivated employees. Motivated employees then develop loyalty or commitment to the firm resulting to greater productivity and lower turnover rates. One mechanism for identifying what employees want is in spotting and identifying relevant trends. These are studies or observations that typically take place outside an organization, done by researchers or journalists examining the motivational patterns of certain like classes of people.

Employee satisfaction surveys can cover as many or as few topics as are required by your organization. Some of these topics include:

- Job satisfaction
- The company as a place to work
- Organization direction, strategy and goals

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- Employee morale
- Organizational relationships
- Supervision
- Management
- Leadership
- Culture, values and behaviours
- Company image
- Benefits
- Compensation and rewards/incentives
- Recognition and promotion
- Training and development
- Career opportunities
- Quality products and services
- Internal/external communications
- Organizational change

### Employee satisfaction has two components

1. Hygiene issues
2. Motivation issues

The hygiene issues are:

**1. Company and Administration Policy:** They should be updated and accessible to all the employees so that the employees are aware of all policies of the organization.

**2. Supervision:** The supervisor should have the good leadership qualities and should give positive feedback at regular interval.

**3. Salary:** Employees want to be paid according to their competence and hard work.

**4. Interpersonal Relations:** It is the relation with the superior, peer and subordinate. The employees should be given time for socialization .i.e. during lunch, tea break, etc.

**5. Working conditions:** The working environment should be good so that the employees will have sense of pride in working for the organization and should be provided with the necessary facilities and adequate space to work efficiently.

#### The motivation issues are:

**1. Work:** The work should make employees believe that the work they are doing is important.

**2. Achievement:** All employees want to do a good job and make use of their talent.

**3. Recognition:** Employees should be rewarded for high performance by bonus or at least praising their efforts.

**4. Responsibility:** Employees should be given enough freedom or power to carry out their task

.They should have ownership of work and be given challenging work.

**5. Advancement:** Loyalty and performance should be rewarded by providing opportunities for career development.

The absence of hygiene issues is a source of dissatisfaction. While increase in the motivation factors, will increase in employee satisfaction .the hygiene issues should be dealt first and then the motivation issues should be given considerations .Bigger pay checks rarely equate with higher job satisfaction.

## 2. REVIEW OF LITERATURES

Kristen Gregory, the Importance of Employee Satisfaction (2012): Employee satisfaction is essential to the success of any business. A high rate of employee contentedness is directly related to a lower turnover rate. Thus, keeping employees' satisfied with their careers should be a major priority for every employer. Mosammadmahamudaparvin, factors affecting employee job satisfaction(2011): Job satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often predetermined by the occupation of that person's parent. Employee Job Satisfaction and Engagement (2011) by The Society for Human Resource Management (SHRM): Organizations understand that employee job satisfaction and engagement are important to their business sustainability. Nitin Vazirani Employee Engagement(2007) SIES College of Management Studies Working Paper Series Employee engagement is the level of commitment and involvement an employee has towards their organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization.

## 3. SIGNIFICANCE OF THE STUDY

Keeping the purpose of the study in mind which is to identify employee satisfaction level towards the employee inside organization. The survey is being done within the organization for the benefit of both the company and the employees for the future development. Training and Development institutes are playing the vital role in this present scenario because they help out the clients by

managing their people with the knowledge they are in need. For this the institutes employees must first be satisfied with the company to work with pleasure .

#### 4. OBJECTIVES OF THE STUDY

- To know the employee satisfaction level towards the organization regarding the infrastructure, working condition, compensation and other facilities.
- To identify the relationship between employee and management in the organization
- To determine the factors which influence and improves the job satisfaction of employees
- To find the difference between the employee’s experience in the company and the factors influencing employee satisfaction.

#### 5. METHODOLOGY

**Type of Study:** The study is descriptive in nature. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied.

**Data Collection:** The data collected are primary in nature and data are the collected through Questionnaires and Convenience sampling size will be taken as the sampling.

**Sample Size:** The data are collected from all the employees working in the organization with a sample size of 42.

**Tools for analysis:** The tools used for the analysis are One-way annova, Chi-Square, Percentage Analysis.

#### 6. DATA ANALYSIS AND INTERPRETATION

##### 6.1 Demographic Profile of the respondents.

**Table No. 1 Demographic Profile of the respondents**

<b>Gender</b>	<b>No of respondents</b>	<b>Percentage</b>
Male	23	54.8
Female	19	45.2
<b>Age</b>	<b>No of respondents</b>	<b>Percentage</b>
20-30	30	71.4
30-40	11	26.2
40-50	1	2.4
<b>Status</b>	<b>No of respondents</b>	<b>Percentage</b>
Single	30	71.4
Married	12	28.6
<b>Qualification</b>	<b>No of respondents</b>	<b>Percentage</b>
Ug	25	59.5

Pg	17	40.5
<b>Experience</b>	<b>No of respondents</b>	<b>Percentage</b>
<6months	18	42.9
60months-1year	16	38.1
1-2year	8	19

From the above table it can be seen that majority (54.8%) surveys is collected from male respondents ; it is found that the majority (71.4%) of the respondents is between the age limit of 20-30; it is found that the majority (71.4%) of the respondents are not married; it is found that the

majority (59.5%) of the respondents has completed only under graduation and it is also found that the most (42.9%) of the respondents has less than 6 months of experience.

## 6.2 WORKING ENVIRONMENT

**Table No.2 Working Environment**

Work Environment	N	Mean
The present working condition	42	1.52
Satisfied with the working hours	42	1.42
Leave rules very strict	42	1.57
Work gives you a feeling of personal accomplishment	42	1.50
Appropriate recognition for your contribution	42	1.26

From the above table it is inferred that mean value of leave rules is 1.57, the present working condition mean value is 1.52, Work gives you a feeling of personal accomplishment is 1.50, Satisfied with the working hours mean value is 1.42, Appropriate recognition for your contribution mean value is 1.26

**H<sub>0</sub>: There is no significant relationship between age of the Employees and Leadership**

**H<sub>1</sub>: There is no significant relationship between age of the Employees and Leadership**

## 6.3 CHI-SQUARE FOR LEADERSHIP AND AGE

**Table No.3 Age of the Employee and their Leadership**

Leadership Factors	Chi Square Value	P value	Result
Communication	7.983	0.239	Accept
Superior relation	3.183	0.528	Accept
Team Communication	0.902	0.924	Accept
Team Work	1.105	0.894	Accept
Listens Suggestions	1.538	0.820	Accept
Performance Evaluation	0.825	0.935	Accept
Suggestions and Feedback	2.090	0.719	Accept

It is found that the above table P value of the factor are is > 0.05. Thus accept the null hypothesis and reject the alternate hypothesis so there is no significant relationship between age and the leadership factors like communication, superior relation, team communication, team work, listens suggestion, performance evaluation and suggestions & feedback.

#### **6.4 CHI-SQUARE FOR LEADERSHIP AND GENDER**

**H<sub>0</sub>: There is no significant relationship between Gender and Leadership**

**H<sub>1</sub>: There is no significant relationship between Gender and Leadership**

**Table No. 4 Gender and leadership factors**

Leadership Factors	Chi Square Value	P value	Result
Communication	3.612	0.307	Accept
Superior relation	3.313	0.191	Accept
Team Communication	9.086	0.011	Reject

Team Work	4.277	0.118	Accept
Listens Suggestions	1.826	0.401	Accept
Performance Evaluation	1.146	0.564	Accept
Suggestions and Feedback	1.412	0.494	Accept

It is found that the above table P value of the factor are  $< 0.05$ . Thus, reject the null hypothesis and accept the alternate hypothesis so there is significant relationship between gender and the leadership factor on team communication. There is no significant relationship between gender and factors determining employee satisfaction.

## 6.5 ONE-WAY ANOVA FOR THE FACTORS INFLUENCING THE EMPLOYEE SATISFACTION AND EMPLOYEE EXPERIENCE

**Table No.5 Experience and All Factors Influencing the Employee Satisfaction**

Factors	F value	Significance
Job organisation	.349	.707
Reward	1.509	.204
Work environment	2.235	.072
Leadership	.421	.831
Expectation	.635	.701

No of years of experience has no significant difference with the factors influencing employee satisfaction. Though the employees are new to the place the training given by the organization on job has been so strong and valid creating much greater impact in understanding the organization leading to the best satisfaction.

- ❖ Majority of 71.4% of the respondents are not married.
- ❖ Majority of 59.5% of the respondents has completed only UG.
- ❖ Most of the respondents i.e, 42.9% has only 6 months of experience.

## 7. FINDINGS

### 7.1 DEMOGRAPHIC PROFILE

- ❖ Majority of 54.8% of the respondents belongs to the male gender.
- ❖ Majority of 71.4% of the respondents belongs to the age group of 20-30.

### 7.2 JOB ORGANIZATION

- ❖ Most of the respondents i.e. 45.2% has a neutral effect on the company conveys its mission to the employees
- ❖ Most of the respondents i.e. 47.6 agrees to their job aligns with the company's mission.

- ❖ Majority of 57.1% of the respondents has an neutral effect on the feel that they are a part of the company
- ❖ Majority of 50% has a neutral effect on the authority to make decision they need to make

- ❖ Majority of 59.5% of the respondents are satisfied with work evaluation on performance basis.
- ❖ Majority of 52.4% of the respondents are satisfied with superior providing good suggestions and feedbacks on their accomplishments.

### 7.3 REWARDS

- ❖ Majority of 57.1% of the respondents are satisfied with their current salary
- ❖ Majority of 52.4% of the respondents has neutral effect on the fairness of the wages in the company
- ❖ Majority of 50% of the respondents has a neutral effect on getting the interesting projects, support, appreciation..
- ❖ Majority of 50% of the respondents has a neutral effect on flexible working hours, sufficient lunch time, leave approvals etc..

### 7.4 WORK ENVIRONMENT

- ❖ Majority of 64.3% of the respondents are satisfied with their present working condition.
- ❖ Majority of 52.4% of the respondents has a neutral effect on satisfied with the working hours.
- ❖ Majority of 52.4% of the respondents are satisfied with leave rules.
- ❖ Majority of 76.2% of the respondents are satisfied with their personal accomplishment.
- ❖ Majority of 54.8% of the respondents are satisfied with recognition for their contribution.

### 7.5 LEADERSHIP

- ❖ Majority of 64.3% of the respondents are satisfied with good communication between the management and the employees
- ❖ Majority of 50% of the respondents are satisfied with superior relationship.
- ❖ Majority of 61.9% of the respondents are satisfied with team Communication.
- ❖ Majority of 66.7% of the respondents are satisfied with working with the team.
- ❖ Majority of 50% of the respondents has a neutral effect on superior actively listens to suggestions.

### 7.6 EXPECTATION

- ❖ Majority of 69% of the respondents are satisfied with the confident in keys group of companies.
- ❖ Majority of 52.4% of the respondents has a neutral effect on the satisfaction on the work they do.
- ❖ Majority of 59.5% of the respondents are satisfied with the salary they pay for the work.
- ❖ Majority of 50% of the respondents are satisfied with their opinions about the work taken into consideration by your co-worker.

### 7.7 OVERALL

- ❖ On the overall satisfaction about the company 50% of the employees are satisfied in working for keys group of company.

## 8. RECOMMENDATION

- ❖ The majority of the employees are satisfied in working with the company.
- ❖ The company can improve the working environment for the employees so that they can work productively.
- ❖ The company should look on to the providing the rewards based on the contribution of the employees and appropriate recognition is needed for the employees who perform well.
- ❖ Rest of the findings shows that the company follows a better relation with the employees in respect of communication, work rewards and benefits, leadership, training etc.

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