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# CONTENTS

<b>Sr. No.</b>	<b>TITLE &amp; NAME OF THE AUTHOR (S)</b>	<b>Page No.</b>
1.	<b>MAPPING PROFITABILITY OF PUBLIC SECTOR ENTERPRISES WITH SPECIAL REFERENCE TO BHEL</b> <i>DR. SATISH KUMAR &amp; DR. MEGHA VIMAL GUPTA</i>	1
2.	<b>INFLUENCE OF JOB SATISFACTION ON LIFE SATISFACTION AMONG IT PROFESSIONALS: A STUDY CONDUCTED IN FOUR CAPITAL CITIES OF SOUTH INDIA</b> <i>PETER VARGHESE &amp; DR. SUSAN CHIRAYATH</i>	9
3.	<b>HUMAN RESOURCE MANAGEMENT IN RETAIL INDUSTRY WITH REFERENCE TO TRAINING IN RETAIL IN PMKVY AND UP GOVERNMENT SCHEME</b> <i>VAISHALI CHOURASIA</i>	15
4.	<b>WORKING CAPITAL EFFICIENCY: A CASE STUDY OF ASSOCIATED CEMENT COMPANY LIMITED INDIA</b> <i>DR. V. MOHANRAJ</i>	21
5.	<b>A STUDY ON EMPLOYEES PERSPECTIVE TOWARDS TRAINING PROGRAM</b> <i>RASHMI S.B &amp; DR. A. M. KADAKOL</i>	24
6.	<b>GROWTH AND OPPORTUNITIES OF JUTE DIVERSIFIED PRODUCTS EXPORTS IN INDIA</b> <i>DR. K. THIRIPURASUNDARI &amp; P. RATHI</i>	26
7.	<b>BABIES ARE OUR BUSINESS: PESTER POWER-THE CHOICE OF TODAY'S MARKETER</b> <i>ALPANA AGRAWAL &amp; DR. S. K. GUPTA</i>	31
8.	<b>IMPACTS OF ORGANISED RETAILING ON UNORGANISED RETAILERS: A STUDY WITH REFERENCE TO TAMILNADU</b> <i>N. VIJAYALAKSHMI &amp; DR. K. SALEEM KHAN</i>	36
9.	<b>SAVING AND INVESTMENT BEHAVIOUR OF INDIA AND CHINA: A COMPARATIVE STUDY</b> <i>REKHA RANI, BALA DEVI &amp; RAJESH GAHLAWAT</i>	40
10.	<b>MUSLIM WOMEN AND EMPOWERMENT</b> <i>PALLABI GOGOI</i>	43
11.	<b>AN EVALUATIVE STUDY ON VARIOUS SERVICES OF GUWAHATI MUNICIPAL CORPORATION (GMC) FROM ETHICAL POINT OF VIEW</b> <i>DR. ARABINDA DEBNATH &amp; BANAJEETA SHARMA</i>	45
12.	<b>ANALYSIS OF PERSONAL FACTORS INFLUENCING INVESTMENTS IN CAPITAL MARKET</b> <i>K. CHITRADEVI</i>	52
13.	<b>THE IMPACT OF ECONOMIC TRANSFORMATION PROGRAM (ETP) TOWARDS YOUTH IN MALAYSIA: GENERIC SKILLS</b> <i>MOHAMMAD NOORIZZUDDIN NOOH, DR. SYADIAH ABDUL SHUKOR, DR. KHAIRIL FAIZAL KHAIRI &amp; DR. NURADLI RIDZWAN SHAH MOHD DALI</i>	54
14.	<b>THE RELATIONSHIP BETWEEN PORTFOLIO PERFORMANCE AND ASSET ALLOCATION POLICY</b> <i>MUKESH JINDAL</i>	57
15.	<b>ANALYSIS OF DEMOCRATIC MANAGEMENT BY COOPERATIVE SOCIETIES CASE OF COOPERATIVE UNIONS IN EAST WOLLEGA ZONE, OROMIA, ETHIOPIA</b> <i>ASFAW TEMESGEN BARI</i>	62
16.	<b>A STUDY ON EMPLOYEE WELFARE MEASURES AT VST TILLERS TRACTORS LIMITED, BANGALORE</b> <i>PUSHPA L</i>	68
17.	<b>A STUDY FOR THE JOB SATISFACTION OF THE EMPLOYEES OF DINJAN ARMY CANTT (ARMY EMPLOYEES)</b> <i>DR. NARENDRA KUMAR</i>	75
18.	<b>QUALITY OF BUSINESS ENVIRONMENT IN INDIA: A CROSS-COUNTRY INVESTIGATION INTO SOUTH ASIAN ECONOMIES</b> <i>ASIF KHAN</i>	79
19.	<b>CONSUMER ATTITUDE TOWARDS THE MARKETING-MIX OF THE GREEN PRODUCTS</b> <i>ARIF ANWAR &amp; SUMAIRA JAN</i>	86
20.	<b>E-COMMERCE: TRANSACTION SECURITY ISSUE AND CHALLENGES</b> <i>GAUTAM KOHLI</i>	91
	<b>REQUEST FOR FEEDBACK &amp; DISCLAIMER</b>	94

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## A STUDY FOR THE JOB SATISFACTION OF THE EMPLOYEES OF DINJAN ARMY CANTT (ARMY EMPLOYEES)

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**PGT COMMERCE**  
**KENDRIYA VIDYALAYA**  
**DINJAN**

### ABSTRACT

*Job satisfaction is the rewards a person gets while doing their job. Rewards can take a monetary form (money) or be a more intangible reward, like the feeling a person might get when doing a job that helps others. Research has been conducted in order to critically evaluate and examine the level of employee's satisfaction of DINJAN ARMY CANTT. (ARMY EMPLOYEE). The purpose of this study is also to observe and analyze the factors which create job satisfaction especially among the hardworking employees, and to find out the reasons of dissatisfaction if any. The primary data for this study was compiled through questionnaire filled in on a one-to-one basis by 100 respondents from a representative sample of employees of DINJAN ARMY CANTT. (ARMY EMPLOYEE). The results have shown that working environment, compensation, growth opportunities and training & development are the most important significant factors which directly influences in affecting Job Satisfaction. According to a number of literatures studied, lack of job satisfaction is a serious issue in various organizations and job dissatisfaction has become a major obstacle in employee's productivity. There are numbers of factors which can create job dissatisfaction among employees but in this study the very critical factors are discussed upon which the management should really work on the job satisfaction of its employees.*

### KEYWORDS

job satisfaction, communication, work environment, motivation, employees.

### INTRODUCTION

Job satisfaction in regards to one's feeling or state of mind regarding nature of their work. Job can be influenced by variety of factors like quality of one's relationship with their supervisor, quality of physical environment in which they work, degree of fulfillment in their work, etc. If a person is not regular on their job he don't want to work and go to holiday again and again then it is the indicator that he is not satisfy with their job. 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 refers to a person's feeling of satisfaction on the job, which acts as motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. Job satisfaction, a workers sense achievement and success, is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction occurs when an employee feels he has accomplished something having importance and value worthy of recognition sense of joy.

The term job relates to the total relationship between an individual and the employer. Satisfaction does mean the simple feeling state accompanying the attainment of any goal. The end state is feeling accompanying the attainment by an impulse of its objective job satisfaction.

Hoppock describes job satisfaction as, "any combination of psychological, Physiological and environment circumstances that causes and person truthfully to say satisfied with my job". Thus, job satisfaction is the most important and frequently studied attitude. It is positive attitude towards ones job.

### NEED FOR THE STUDY

The job satisfaction is psychological feeling of person. It is a personal feeling of an employee towards his job. It is difficult to evaluate the satisfaction level of an employee, because it is intangible and emotional Phenomena and also differs from one person to another person. From the available tools, an attempt is made to evaluate the satisfaction level of the employees of ARMY CANT.DINJAN to the possible extent.

### OBJECTIVES

1. To know the job satisfaction level of employees of DINJAN ARMY CANTT. (ARMY EMPLOYEES).
2. To study the work environment in DINJAN ARMY CANTT. (ARMY EMPLOYEE).
3. To suggest the factors that makes an employee to satisfy their job.

### DATA COLLECTION

#### PRIMARY SOURCES

Responses collected with the help of the schedule administered to the employees of DINJAN ARMY CANTT. (ARMY EMPLOYEE) is the main primary source of data for this research work.

#### SECONDARY SOURCES

The secondary sources of data are collected from the magazines, journals, bulletins, web sites and etc. In addition to these, several structured interviews, and unstructured interviews, have also been conducted with experts on the subject and also a number of persons who are connected in one way or other, either directly to know about job satisfaction of the employees.

#### SAMPLE FRAME

The sample size was put 90 chosen from various functional areas. Stratified random sampling system has been followed to select employees of DINJAN ARMY CANTT. (ARMY EMPLOYEE).

#### TOOLS FOR DATA COLLECTION

A questionnaire with a set of questions was constructed and administered to the sample employees to elicit first-hand information relating to the job satisfaction of employees of DINJAN ARMY CANTT. (ARMY EMPLOYEES).

#### TOOL FOR ANALYSIS

The interview schedule method is used for gathering data which are relevant for the study conducted among various categories of employees of DINJAN ARMY CANTT. (ARMY EMPLOYEES). The data collected through the schedules from primary sources have been processed and the results are analyzed using the percentiles.



**ANALYSIS**

**question no. 1:** Do you feel comfortable while working with your co-employee?

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	36	40.0
SATISFIED	43	47.8
DISSATISFIED	9	10.0
HIGHLY DISSATISFIED	2	2.2
<b>TOTAL</b>	90	100.0

40% of the employee feel highly satisfied while they work with their co-employee, 47.8% feel satisfied, and 10% feel dissatisfied while 2% feel highly dissatisfied. So unit has to ask about their problems.

**Question no. 2:** opinion regarding the work environment provided by unit.

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	27	30.0
SATISFIED	41	45.6
DISSATISFIED	12	13.3
HIGHLY DISSATISFIED	10	11.1
<b>TOTAL</b>	90	100.0

30% of the employee feel highly satisfied with the work environment in organisation 45.6% feel satisfied, and 13.3% feel dissatisfied while 11.1 % feel highly dissatisfied.

**question no.3:** Are they feel comfortable with their boss?

OPINION	NO.OF PEOPLE	%
YES	76	84.4
NO	14	15.6
<b>TOTAL</b>	90	100.0

84.4% feel comfortable while working with their boss and 15.6% do not feel comfortable while working with their boss.

**Question no. 4:** Are they satisfied with their job?

OPINION	NO.OF PEOPLE	%
YES	72	80.0
NO	18	20.0
<b>TOTAL</b>	90	100.0

80% feel satisfied with their job and 20 % do not feel satisfied with their job.

**Question no. 5:** Are they satisfied with their position?

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	29	32.2
SATISFIED	52	57.8
DISSATISFIED	7	7.8
HIGHLY DISSATISFIED	2	2.2
<b>TOTAL</b>	90	100.0

32.2% of the employees are satisfied with their position in the unit, 57.8% employees are feel satisfied, 7.8% feel dissatisfied with their position and 2.2% feel highly dissatisfied with their position.

**Question no. 6:** Are they satisfied with the decision of their superior?

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	27	30.0
SATISFIED	54	60.0
DISSATISFIED	7	7.8
HIGHLY DISSATISFIED	2	2.2
<b>TOTAL</b>	90	100.0

30% of the employees are satisfied with the decision of their superior, 60 % employees are feel satisfied, 7.8% feel dissatisfied with their position and 2.2% feel highly dissatisfied with the decision of their superior.

**Question no. 7:** Are they satisfied with the fringe benefit provided by the unit?

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	27	30.0
SATISFIED	50	55.6
DISSATISFIED	10	11.1
HIGHLY DISSATISFIED	3	3.3
<b>TOTAL</b>	90	100.0

30 % of the employees are satisfied with the fringe benefits provided by the unit, 55.6 % employees are feel satisfied, 11.1% feel dissatisfied with their position and 3.3 % feel highly dissatisfied with the fringe benefits provided by the unit.

**Question no. 8:** Is your fairly comfortable with your work?

OPINION	NO.OF PEOPLE	%
YES	61	67.8
NO	29	32.2
<b>TOTAL</b>	90	100.0

67.8 % employee's family feel comfortable with their work while 32.2% employees not feel comfortable with their work.

**Question no. 9:** Are they satisfied with the information flow in the unit?

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	17	18.9
SATISFIED	61	67.8
DISSATISFIED	8	8.9
HIGHLY DISSATISFIED	4	4.4
<b>TOTAL</b>	90	100.0

18.9% employee s are highly satisfied with the information flow in the unit, 67.8%feel satisfied ,8.9% are dissatisfied and 4.4% are highly dissatisfied with the information flow in the unit.

**Question no. 10:** Your organisation recognise your contribution.

OPINION	NO.OF PEOPLE	%
STRONGLY AGREE	36	40.0
AGREE	36	40.0
DISAGREE	15	16.7
STRONGLY DISAGREE	3	3.3
<b>TOTAL</b>	90	100.0

40% of the employee are strongly agree with the thing that organisation are recognize their contribution,40 % is agree ,16.7 % are disagree while remaining are strongly disagree with the thing that organisation recognize their contribution.

**Question no. 11:** By what way training programme give them job satisfaction.

OPINION	NO.OF PEOPLE	%
UNDERSTANDING JOB	36	40.0
INCREASED CONFIDENCE	48	53.3
NO BENEFITS	5	5.6
WASTE OF TIME	1	1.1
<b>TOTAL</b>	90	100.0

40% of the employee believe that training program help them to understand the job better,53.3% says that training program increased their confidence, 5.6% employee think that there is no benefit of the training program and 1.1 % employee think that it's a waste of time.

**Question No. 12:** All the information provided to you to perform job well.

OPINION	NO.OF PEOPLE	%
STRONGLY AGREE	24	26.7
AGREE	50	55.6
DISAGREE	15	16.7
STRONGLY DISAGREE	1	1.1
<b>TOTAL</b>	90	100.0

26.7% employees are strongly agree with the thing that all information provided to them to perform job well,55.6%employee are agree only, 16.7% are disagree with this while 1.1 % persons are strongly disagree.

**question no. 13:** Opinion regarding to the participation in the decision making process.

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	28	31.1
SATISFIED	49	54.4
DISSATISFIED	9	10.0
HIGHLY DISSATISFIED	4	4.4
<b>TOTAL</b>	90	100.0

31.1% employees are highly satisfied with participation in the process of decision making, 54.4% employee is also satisfied but 10% of the employees are dissatisfied and 4.4% employee are highly dissatisfied with their participation in the process of decision making.

**question no. 14:** Opinion regarding satisfaction with the communication and information flow in the unit?

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	39	43.3
SATISFIED	45	50.0
DISSATISFIED	5	5.6
HIGHLY DISSATISFIED	1	1.1
<b>TOTAL</b>	90	100.0

43.3% employees are highly satisfied with the communication and information flow in the unit 50% feel satisfied but 5.6% employee feel dissatisfied & 1.1% feel highly dissatisfied with the communication and information flow in their unit.

**Question no. 15:** Opinion regarding informal communication with superior?

OPINION	NO.OF PEOPLE	%
HIGHLY SATISFIED	23	25.6
SATISFIED	46	51.1
DISSATISFIED	17	18.9
HIGHLY DISSATISFIED	4	4.4
<b>TOTAL</b>	90	100.0

25.5% of the employee feel that they are highly satisfied towards the informal communication with their superior 51.1% employee feel satisfied but 18.9% employee are dissatisfied and 4.4% employees are highly dissatisfied towards their informal communication with their superior.

**Question no. 16:** Opinion regarding compensation match with responsibility in unit.

OPINION	NO.OF PEOPLE	%
STRONGLY AGREE	32	35.6
AGREE	51	56.7
DISAGREE	2	2.2
STRONGLY DISAGREE	5	5.6
<b>TOTAL</b>	<b>90</b>	<b>100.0</b>

57% of the employees are strongly agree regarding that their compensation match with their responsibility 35% employees are agree but 2.2% employees are disagree and 5.6% employees are highly disagree.

**Question no. 17:** Opinion regarding motivation from job satisfaction.

OPINION	NO.OF PEOPLE	%
YES	60	66.7
NO	30	33.3
<b>TOTAL</b>	<b>90</b>	<b>100.0</b>

66.7% of the employees have the opinion that they are satisfy with their job and get motivated from their job but 33.3% employees are not feeling with the same.

## FINDINGS

88% of employees are satisfied when they work with their co-employee, 85.6% of employees satisfied with the work environment provided by their unit which helps to achieve Job satisfaction, 84.4% % of employees are satisfied with their boss due to this 80% of the employee says that they are satisfied with their job. 90% of the employees are satisfied with their position and also with the decision of their superior that shows their respect towards their superior. 86% of the employee are satisfied with the fringe benefit provided by their unit that's why 68% family of the employees are feeling comfortable with the employees that's a good sign for job satisfaction 86% the employees are satisfied with the information their unit. 80% of the employees believe that their organisation or unit recognize their contribution. tha93% of the employees are satisfied with the training program they says that training program help them to understand job better and increased their confidence which shows the professionalism of employees with their work, 82% of the employees says that all information provided to them for performing job well.85% are satisfied with their participation in the process of decision making.93% of the employees are satisfied with the information and communication flow in their unit. 77% of employee's are satisfied with the informal communication with their superior.92% of the employees are strongly agree with the fact that their compensation match with their responsibility, and at the end 67% says that job satisfaction gives them motivation.

## CONCLUSION

Job satisfaction of its workers means a work force motivated and committed to high quality performance. Increase productivity and quality of service improved quality of working life of the employees. From the findings it can be concluded that the employees of ARMY CANT.DINJAN are satisfied about working conditions, work environment, fringe benefits, training programs, solving the problems of the employees. Finally, I would like to conclude that ARMY CANT.DINJAN management is taking good care to the employee's .The ARMY CANT.DINJAN management attitude towards employees is appreciable.

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