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A STUDY ON EMPLOYEES JOB SATISFACTION WITH SPECIAL REFERENCE TO COACH FACTORY

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ABSTRACT

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. Various studies have been conducted to find out the factors which determine the job satisfaction and the way it influences productivity in the organization. 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. Hence, the study is conducted on Employee job satisfaction with special reference to coach factory. The results shown that majority of the employees are highly satisfied and in turn employee involvement and retention is not a challenging outcome.

KEYWORDS

job satisfaction, coach factory.

INTRODUCTION

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. There are a variety of factors that can influence a person's level of job satisfaction. Some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements). The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous workgroups. Job satisfaction is a very important attributes which is frequently measured by organizations. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs. Questions relate to relate of pay, work responsibilities, variety of tasks, promotional opportunities the work itself and co-workers

REVIEW OF LITERATURE

Vijay Pereira (2009) "Leadership next Research Study: Indian Railways", the 21st century has witnessed India undergo sweeping economic changes. Riding on a host of factors, India today stands at the cusp of becoming one of the top four economies in the world. A growth rate of over 8%, prior to the slowdown, was despite the inadequacies of infrastructure. Yet, one organization, which has shouldered the infrastructural burden of the transportation sector in India's growth story, is Indian Railways.

Ankur Sharma (2009) "Employee welfare measures taken in the Indian South Central Railway", The Study on "Employee Welfare Measures" is conducted with the main objective of evaluating the effectiveness of welfare measures at South Central Railway and to suggest measures to make existing welfare measures much more effective and comprehensive so that the benefits of the employees will be increased.

Reeti Agarwal (2009) "Public Transportation and Customer Satisfaction: The Case of Indian Railways" This study has been undertaken to find the factors related to Indian Railway services that have an impact customer satisfaction. The study was conducted using the survey method. This study primarily aims to assess the effects of consumer perceptions of the various aspects of services provided by public transportation services on their level of satisfaction with specific reference to the Indian Railways. The major findings of the study depict that out of the various factors considered; employee behavior has the maximum effect on satisfaction level of customers with Indian Railways as a whole. However, the study fails to focus on the Employees welfare facility in Indian Railways.

Binoy Joseph; Joseph Injodey; Raju Varghese (2009) "Labor Welfare in India", India's labour force ranges from large numbers of illiterate workers to a sizeable pool of highly educated and skilled professionals. Labour welfare activities in India originated in 1837. They underwent notable changes during the ensuing years. This article is a description of these changes and the additions, which were included over this period. On the whole, it paints a picture of the Indian Labour welfare scene.

G. Raghuram Rachna Gangwar (2008) "Indian Railways in the Past Twenty Years, Issues, Performance and Challenges", to understand the development process of Indian Railway's over the past twenty years, the study covers issues and strategies related to financial and physical aspects of revenue generating freight and passenger traffic from 1987-2007. Study also covers the developments in the parcel, catering and advertising sector, however this study fail to provide the information regarding employees welfare in Indian Railways.

Reddy, T. Koti (2007) Wrote an article entitled "India's Progress in Infrastructure Development". He applied minute center of attention on Rail Transport in this study. The author has tried to provide discussion on History of Indian Railways. The Railway has played an integrating role in the socio-economic development of the country. He also represents the précis of the operations of the Indian Railway since independence. He further more discusses on the finance of Indian Railway by annually from 1950-51 to 2007-2008.

Shobha Mishra and Dr. Manju Bhagat (2007) "Principles for Successful Implementation Labour Welfare Activities from Police theory to functional theory", gave a brief account of labour welfare activities. This study comprises the definition of labour welfare, scope of labour welfare activities, objectives, and theories of labour welfare. The author describes that labour welfare activities in an industrialized society has far reaching impact not only on the work force but also all the facets of human resources. This article is an attempt to show that, the success of welfare activities depends on the approach, which has been taken into account in providing such activities to the employers. Welfare policy should be guided by idealistic morals and human value.

John Creedy and Guyonne R.J. Kalb (2005) "Measuring Welfare Changes in Labour Supply Models" This paper examines the computation of welfare measures for use with labour supply models. An alternative method is suggested and applied to contexts in which individuals are allowed to vary their hours continuously and to contexts where only a limited number of discrete hours of work area available. Discrete hour's models have in recent years been used in view of the substantial econometric advantages when estimating the parameters of direct utility functions. This type of model is particularly popular in behavioral micro simulation modeling where predicted labour supply responses are calculated for policy changes.

OBJECTIVES OF THE STUDY

❖ To ascertain the employee perception towards job satisfaction at coach factory.
 The questionnaire was framed and distributed to the samples of 100 employees of coach factory, amongst them 71 filled in questionnaire were received back and analyzed. With the filled questionnaire, analysis has been done by using simple percentage, weighted average method etc.,

ANALYSIS, FINDINGS AND INTERPRETATION

1. Majority of the employees are satisfied in selection & placement of the job.
2. At least 34% of the employees are satisfied in physical environment of the job.
3. Most of the employees are satisfied in size & layout of the job.
4. At least 37% of the employees are satisfied in type of work perform.
5. Majority of the employees are satisfied in interrupted, requirement to perform the job.
6. Most of the employees are satisfied in training needs.
7. Majority of the employees are satisfied towards support from seniors.
8. Majority of the employees are satisfied in co-operation from subordinates.
9. At least 47% of the employees are satisfied in job rotation.
10. Majority of the employees are satisfied in performance-based pay.
11. Most of the employees are satisfied in sharing with management.
12. At least 53% of the employees are satisfied in promotion.
13. Majority of the employees are satisfied with job rotation.
14. Most of the employees are satisfied in personal strength & weakness.
15. At least 54% of the employees are satisfied with recognition of work.
16. Most of the employees are satisfied with great future.
17. At least 50% of the employees are satisfied with feedback.
18. Majority of the employees are satisfied with recognizing readiness to change.
19. Most of the employees are satisfied with career planning & counsel

WEIGHTED AVERAGE METHOD

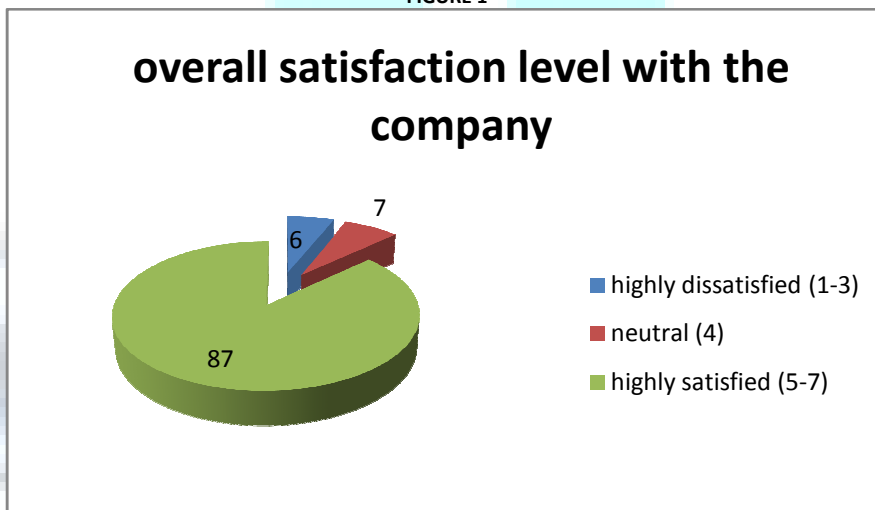
TABLE 1

S.No	Factors	Excellent	Good	Fair	Poor	Total	Rank
1	Promotional opportunity	28	51	56	19	154	12
2	Fair Rewards	4	81	70	8	163	11
3	Challenging Work.	72	105	32	2	211	8.5
4	Good working Conditions.	168	69	6	3	246	5
5	Supportive supervision.	180	57	10	2	249	4
6	Excellent Interpersonal relations.	200	54	6	0	260	2
7	Good company policies.	68	114	26	3	211	8.5
8	Active participation in Management.	60	129	22	2	213	7
9	Job security.	40	57	52	16	165	10
10	Role Clarity.	208	45	8	0	261	1
11	Degree of Autonomy & Responsibility	156	90	4	0	250	3
12	Working hours	144	75	14	3	236	6

INTERPRETATION

The employees are very much satisfied and they prioritized their satisfaction level in Role Clarity, Interpersonal Skills and Authority & Responsibility.

FIGURE 1



From the above chart, 87% of the employees are highly satisfied with the company and 6% of the employees are highly dissatisfied with the company.

RECOMMENDATIONS

- It is found that some meager % of employees are unfavorable with job rotation. Though job rotation is a policy of every organization the employee's views may be looked into in future.
- Most of the employees are satisfied in all vital areas. The concern in certain section of employees in minor aspects may be redressed, if feasible.
- Job satisfaction and productivity is somewhat related and linked to each other. Increase in production cannot be achieved both in quality and quantity unless the performers are satisfied. Redresses of employees concern are a routine process and hence it should be reviewed periodically.

CONCLUSION

Job satisfaction plays significant role in an organization. Therefore managers should take concrete steps to improve the level of job satisfaction. These steps may be in the form of job redesigning to make the job more interesting and challenging, improving quality work & life linking rewards with performance and improving overall organizational climate .

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Sd/-

Co-ordinator

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