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A Study on Satisfaction Level of Employees at Eastman Spinning Mills (P) Ltd., to Dindigul

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Abstract: The main objective of this project is to study the employee referral program in "Alloysys Extrusion". Employee Referral is one of the external sources of recruitment and an internal recruitment method employed by organizations to identify potential candidates from their existing employees' social networks. An employee referral scheme encourages a company's existing employees to select and recruit the suitable candidates from their social networks. As a reward, the employer typically pays the referring employee a referral bonus. The purpose of this study is based on encouraging employees to help the recruitment team in recruiting by referring right candidates.
Keyword: Performance Job satisfaction,Employee motivation,Feedback performance

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. Job satisfaction is an attitude which results from balancing & summation of many specific likes and dislikes experienced in connection with the job- their evaluation may rest largely upon one's success or failure in the achievement of personal objective and upon perceived combination of the job and combination towards these ends. Job satisfaction benefits the organization includes reduction in complaints and grievances, absenteeism, turnover, and termination; as well as improved punctuality and worker morale. Job satisfaction is also linked with a healthier work force and has been found to be a good indicator of longevity. Job satisfaction is not synonyms with organizational morale, which the possessions of feeling have being accepted by and belonging to a group of employees through adherence to common goals and confidence in desirability of these goals.

REVIEW OF LITERATURE:

Vijay M. KUMBHAR(2011) This study evaluates majorfactors (i.e. service quality, brand perception and perceived value) affecting on employees‟ satisfaction in e-banking service settings. This study also evaluates influence of service quality on brand perception, perceived value and satisfaction in e-banking. Required data was collected through employees‟ survey. For conducting employees‟ survey likert scale based questionnaire was developed after review of literature and discussions with bank managers as well as experts in employee service and marketing. Collected data was analyzed using principle component (PCA) using SPSS 19.0. A result indicates that, Perceived Value, Brand Perception, Cost Effectiveness, Easy to Use, Convenience, Problem Handling, Security/Assurance and Responsiveness are important factors in employees satisfaction in e-banking it explains 48.30 per cent of variance. Contact Facilities, System Availability, Fulfillment, Efficiency and Compensation are comparatively less important because these dimensions explain 21.70 per cent of variance in employees‟ satisfaction. Security/Assurance, Responsiveness, Easy to Use, Cost Effectiveness and Compensation are predictors of brand perception in e-banking and Fulfillment, Efficiency,Security/Assurance,Responsiveness, Convenience, Cost Effectiveness, Problem Handling and Compensation are predictors of perceived value in e-banking.

Zohra Saleem and Kashif Rashid(2011) Mobile banking has marked itself as an emerging technology adopted by banks around the globe. The purpose of this research is to identify the key factors of mobile technology adoption which influence employee satisfaction in Pakistan. Questionnaires are used to conduct data collection and then analyzed using statistical techniques: regression analysis, correlation and factor analysis. The findings show that employee‟s concerns about security, authenticity and reliability of the technology are of significance.

The results imply that firms should focus upon IT application, innovative services, security, employee trust and risk as these are the key indicators of technology adoption.

Peter R. Scholtes (1993): The research is based on a comparison of total quality or performance appraisals. TQM and performance appraisal, according to the author, are incompatible. Customer awareness, systems thinking, a grasp of variance, teamwork A LITERATURE REVIEW ON PERFORMANCE APPRAISAL METHODS / TECHNIQUES PJAEE, 18(8) (2021) 4281 appreciation, mastery of improvement methodologies, and a comprehension of the process of personal motivation and learning are all required for TQM. TQM's very requirements are thwarted by performance appraisal. TQM necessitates that we comprehend, control, and improve processes in order to benefit the consumer. The goal of performance appraisal is to ensure that an individual's behaviour is controlled to the satisfaction of his or her boss. Managers must choose between the two approaches: one or the other, but not both.

Rocio de Andres (2010): looked into Distance function approaches are used to evaluate performance. Some companies use performance appraisal to analyse their employees' efficiency and production in order to plan their promotion, wage, and layoff policies, among other things. Initially, only the executive staff carried out this procedure, but it has since grown into an evaluation process based on the opinions of many reviewers, supervisors, collaborators, consumers, and the employees themselves (360-degree method). Reviewers analyse several signs connected to an employee's performance appraisal in such a process. The authors of this research proposed an evaluation system in which diverse groups of reviewers participate in the evaluation process

Rafiqul (2006): According to this notion, an effective performance evaluation system is a tool for evaluating employee performance and recommending ways to increase individual and organisational efficiency. Employee performance evaluations using the AHP (analytic hierarchy process) on ISMS personnel are the topic of this case study. AHP can be used to assess employee output in terms of quantity and quality of work, planning and organisation, initiative and commitment, collaboration and cooperation, communication, and external influences. The usage of AHP in the ISMS Company has a number of benefits, including the fact that it is quick and easy to adopt due to its standardization, and it may meet subjective needs.

PERFORMANCE APPRAISAL

DEFINITION: Zohra Saleem and Kashif Rashid (2011) Mobile banking has marked itself as an emerging technology adopted by banks around the globe. The purpose of this research is to identify the key factors of mobile technology adoption which influence employee satisfaction in Pakistan. Questionnaires are used to conduct data collection and then analyzed using statistical techniques: regression analysis, correlation and factor analysis. The findings show that employee‟s concerns about security, authenticity and reliability of the technology are of significance. The results imply that firms should focus upon IT application, innovative services, security, employee trust and risk as these are the key indicators of technology adoption. The performance appraisal is an important stage in this process. It shows as per planning of objectives, performance standards and behaviour the communication, counseling, coaching, motivation and feedback have been given or not. Finally to see what is the impact of these planning and action on the performance of the employees. The performance standards regarding quality, quantity, cost and behaviour have been achieved or not. So it becomes necessary to carry out the performance appraisal of every one for smooth working of the organisation. As a basis of reward allocation such as salary increments, promotion and other rewards etc. In performance appraisal systems slow and fast working employees are identified. Under compensation, rewards and recognition plans the employees are given higher pay scales, higher incentives for better performance and appreciation for the work. Some time the cases of good performers are recommended for further promotion. It leads to development and motivation of employees.

Methods of Performance Appraisal

There are a number of methods that are used to evaluate employee's performance. It may be evaluated on the basis of his traits and attributes as well as on the basis of his work or results and objectives achieved by him. Thus his performance may be measured in terms of standards of his traits and general behaviour on the job or in terms of results and goals. Some of the common techniques are given below. Each method has its merits and demerits but one thing is clear that the technique employed has to evaluate mainly his job related performance. The appraisal methods can be classified as follows: (a) Individual appraisal, group appraisal and other methods

HUMAN RESOURCE DEPARTMENT

Human resource management is organizing, coordinating, and managing employees within an organization to carry out an organization’s mission, vision, and goals. This includes recruiting, hiring, training, compensating, retaining, and motivating employees. HRM includes recruiting new hires, evaluating employee performance, ensuring fair compensation and benefits, training employees and supporting education and development, and protecting the health and safety of all employees. These are critical cornerstones of the work of HRM professionals. From crafting a job posting to providing continuing education options, HRM functions at all stages of an employee's journey with an organization. To be an effective HRM professional, you will need a mix of personal and technical skills like recruitment strategies, creating compensation plans, and communication and team building. HRM staff also develops and enforces policies and procedures that help ensure employee safety. The HRM team manages adherence to federal and state laws that may work to protect employees’ private information and ensure their physical safety and mental and emotional well-being. Organizations of varying sizes and industries rely on HRM to keep business running smoothly and efficiently.

SCOPE OF THE STUDY

The scope of the job satisfaction study is becoming wider and wider in the present day organizations. The target of the study is to know the changing organization needs, policies and employee expectations, satisfaction towards those polices. By considering the following areas we can identify t he employee's level of satisfaction upon their job.

- Organization policies and practices of company.
- Training and development programs conducted by the company .
- Performance appraisal and carrier development of employees in the company

OBJECTIVES OF THE STUDY

- To measure the level of job satisfaction of employees, working in HETERO DRUGS.
- To find out the relationship between management and employees.
- To know the satisfaction level towards the payment they receive for the work performed.
- To analyze the factors affecting the job satisfaction of employees.
- To find out the attitude of organization towards the employees.

RESEARCH METHODOLOGY

Meaning

Research methodology is a way to systematically value the research problem. At may understood as of studying how research is scientifically done research and academic and a such the term should be used in technical sense.

Research design

A research design is the arrangement of conditions for collection and analysis of data manner that aims to combine relevance purpose with economy in procedure. The archer used descriptive research for this research study. The major purpose of study is description of this study is description of the state of affairs as it exist at present.

Source of data

The sources are both primary and secondary sources. Primary data were collected by means of administered questionnaire. The questionnaire consists of particulars like recognition, opportunity, training, communication, etc. A great deal to primary and secondary data was limitations in order to utilize the results of CSat research/scores appropriately.

CHI -SQUARE ANALYSIS

X 2 = E [O-E] 2/E

Chi-Square of (x2) = (Oi - Ei)2 / E for degree of freedom

(R-1)(C-1) A

O- Observed Frequency, E- Expected Frequency

Where, E= row total X column total / grand total

Observed chi-square value is calculated by substituting the values of Oi, Ei, in the test statistics (A)

R= Number of Rows

C= Number of Columns

Expected chi-square value table for chosen level of significance to the (r-1) (c-1) degree freedom

Null Hypothesis (Ho)

Hypothesis is tentative solution provisionally suggested to explain observed fats (or) conditions and to guide in further investigation.

Alternative Hypothesis (H1)

There is significance relationship between work experience and promotion process

ANOVA TEST

1. Correction Factor (C.F) = $(\sum x)^2$/No.of Observation = □□ /N
2. Sum of Square of Total Variance: (SST) = $\sum x^2$-C_x
3. Sum of Squares between rows (SSR) =SSR^2-CF
4. Sum of Squares between the columns (SSC)=SSC^2 -CF
5. Error Sum of Squares = SST - (SSR+SSC)

CORRELATION TEST

$$X\text{^}2 = \sum'(Oi-Ei)\text{^}2/EI$$

DATA ANALYSIS AND INTERPRETATION

TABLE - Showing employee satisfaction on their work

PARTICULARS	NO. OF RESPONSE	PERCENTAGE
Strongly agree	15	30
Agree	21	42
Neutral	13	26
Disagree	1	2
Strongly disagree	0	0
Total	50	100

INTERPRETATION

From the above chart we observe that 30% of employees are strongly agreed and 42% of employees are agreed that they are satisfied with their work. 26% of employees are in dilemma and 2% of employees are disagreed.

CHART-1

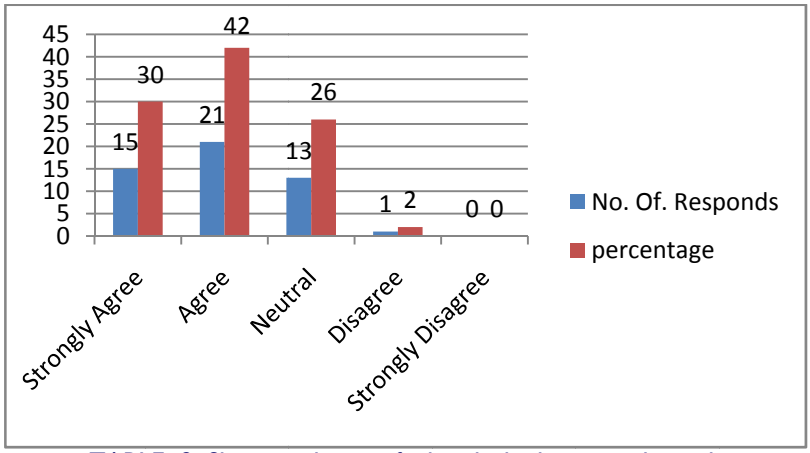


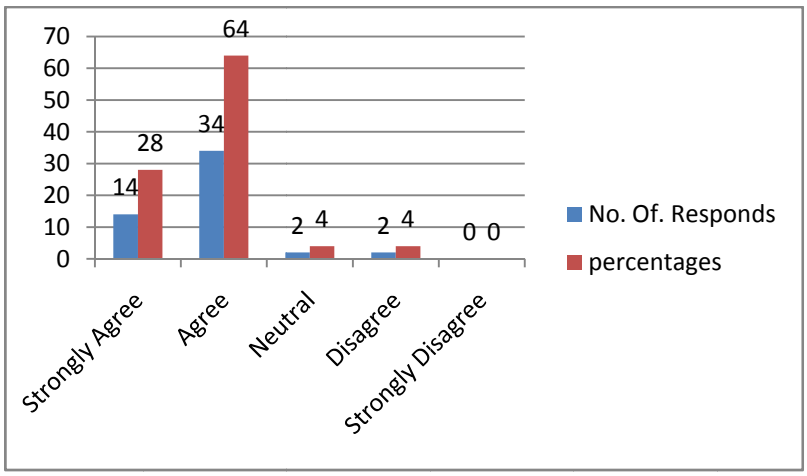
TABLE- 2: Showing the satisfied with the hours each week

PARTICULARS	NO. OF RESPONSE	PERCENTAGE
Strongly agree	14	28
Agree	32	64
Neutral	2	4
Disagree	2	4
Strongly Disagree	0	0
Total	50	100

INTERPRETATION

From the above chart we observe that 28% of employees are strongly agreed and 64% of employees are agreed that they are satisfied with the hours in each week. 4% of employees are in dilemma and 4% of employees are disagreed.

CHART-2



FINDING

Most of the employees inferred that they are we their job is interesting
Majority of the employees said that there is a scope for creativity in my job
Most of the employees said that the workload given by organization is high
58% ofthe respondents are upto 20 years of employees
Respondents are somewhat agree with you are satisfied with the stress of your current job.
Respondents are somewhat is neutral with my skill utilized.

SUGGESTIONS

- To give more training to the worker to realize their strength.
- To encourage the worker through prizes and awards for the performance improved.
- The comment is not known to the individual so that the individual has taken no steps to improve himself about his weakness.
- The appraisal system should be known to the individual for the purpose of self development, to eradicate the previous negative things and to improve the attitude in efficiency.

- Counselling programme for employees can be arranged after the completion of performance appraisal.

CONCLUSION

Employee satisfaction is addressed as a strategic business development tool. Ultimately it will lead to more loyal Employees and more profitable business. Employee satisfaction is most often related to purchase, loyalty and retention behavior with an effect on organizations profitability. Employee satisfaction is addressed as a strategic business development tool. Employee satisfaction does have a positive effect on an organization's profitability, satisfied employees form the foundation of any successful business as employee satisfaction leads to repeat purchase, brand loyalty, and positive word of mouth. Satisfied employees are most likely to share their experiences with other people to the order of perhaps five or six people. Equally well, dissatisfied employees are more likely to tell another ten people of their unfortunate experience. The challenge for organizations is to implement and secure a standardized employee satisfaction process across their class of markets and geographic markets (countries). Employee satisfaction is addressed as a strategic business development tool. Ultimately it will lead to more loyal employees and more profitable business

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