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A study on job satisfaction with special reference to Sheraton park and towers

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Abstract

Employment satisfaction is a standout amongst the most explored factors in the territory of work environment brain science, and has been related with various [[Psychosocial issues - the changing universe of work]] hierarchical factors]] going from initiative to work outline. This article tries to plot the key definitions identifying with work satisfaction, the fundamental speculations related with clarifying occupation satisfaction, and in addition the sorts of and issues encompassing the estimation of employment satisfaction. It is fundamental to furnish representatives with a workplace which is helpful for their general improvement. They require a domain which is sound and safe and which provides food for both individual solace and encourages making a decent showing with regards to. As specified before, individuals spend a high level of their lifetime at work. So we can state that representatives expect more than cash for the work they do. Consequently, one might say that having a well disposed and strong condition can prompt expanded employment satisfaction. With this foundation the specialist has taken this theme to examine the activity satisfaction of the representatives.

Keywords: Job satisfaction, organization, employee

Introduction

Human resource is one of the support systems within an organization for Personnel hiring and firing, applicant tracking, skills development, training Compliance with government regulations. HR professionals keep their Companies in compliance, develop viable employment policies and practices and keep up-to-date with emerging trends. Behind production of every goods and service there is human mind, effort and time invested. Without human being no goods or service can be produced. Human being is the fundamental resource for making anything. Today many experts claim that machines and technology are replacing human resource and minimising their importance. But in fact machines and technology are built by the human, there has been continuous pressing need for talented, skilled and qualified professionals to further improve machines and technology.

HRM involves the application of management functions and principles. The functions and principles are applied to acquisition, developing, maintaining, and remunerating employees in organizations. Human resource refer to the individuals or personnel or workforce within an organisation responsible for performing the tasks given to them for the purpose of achievement of goals of the organisation which is possible only through proper recruitment, selection, providing proper orientation an induction, training, proper assessment of employees (performance appraisal) providing proper compensation and benefits, maintaining labour relations and ultimately maintaining safety, welfare and health concern of employees, which is the process of Human Resource Management.

Human resource management is the process of managing people in a company as well as managing the existing interpersonal relationship this plays a key role in the success and growth of the business. One of the key component of HRM is performance management, the reasons for this is that many employers use it to assess career progression employees job satisfaction and to determine pay increases. When a good performance management policy is in place, effective target can be set and monitored regularly.

Job satisfaction

At its most general level of conceptualization, job satisfaction is simply how content an individual is with his or her job. Employee's satisfaction is the terminology used to describe

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whether employees are happy, content and fulfilling their desires and needs at work. Many measures are taken by the employers to increase the job satisfaction among the employees. Job satisfaction is a key factor in employee motivation, employee goal achievement and positive employee morale in the workplace.

Job Satisfaction is our overall affective (emotional) response to our job. As we appraise our sense of satisfaction, we may find that we are more (or less) satisfied with different facets of our job (the work itself, pay, co-workers, supervision, etc.)

Overall job satisfaction is actually a combination of *intrinsic* and *extrinsic* job satisfaction:

- Intrinsic job satisfaction is when workers consider only the kind of work they do, the tasks that make up the job.
- Extrinsic job satisfaction is when workers consider the conditions of work, such as their pay, co-workers, and supervisor.

Objectives of the study

- To study the Job satisfaction level of employees.
- To understand the needs of the employees and their expectations.
- To analyse the loyalty of employees towards the organization.
- To measure the satisfaction level regarding the compensation plans and working environment.
- To suggest the measures, which might help the organization in improving the satisfaction level among the employees.

Scope of the study

The samples are collected from all the levels of organization; the remedies are applicable to the entire organization. It helps to elucidate measures that can be taken to maintain symphony between the management and employees, learning in detail about the loop holes that can be eradicated to tackle problems effectively and also to know employees perception towards work, it will help to find new ways of motivation to add perk to an employees work life to make them feel competitive and satisfied as well. The study can be used as reference by others for their research.

Need for the study

Sheraton park believes in the theory of ‘happy workers, happy guests’. As long as the employees are given their rightful rewards, May it be monetary or non-monetary, the work towards progression. Acknowledging an employee’s output and motivating him to strive for more is very vital. Sheraton park has its root deep down in the service industry, without right motivation this dedication is not possible thus, the study leads to emphasize the motivation in the organization. Enhancing the potential work capacity of the employees, it is very essential to work on the potential of an employee. They are trained to fetch finesse in the skills they possess and the work they do. Maintaining the stature, for Sheraton park it is of high importance to maintain the kind of eminence the hold in the industry

Limitations

1. Due to the limitation of the time the research could not be made more detailed.

2. Due to the confidentiality some information accurate response was not revealed by some of the respondent.

Research Methodology

Sources of Data

Primary data

The primary data were collected from the respondents by administering a structured questionnaire also through interview and discussion with management.

Sample size

Out of the total strength the sample taken was 120.

Sampling Area

The research was conducted at Sheraton park and Towers.

Sample Method

The research was made by the survey in accordance to the convenience of the employees. So the sample type is Convenient sampling.

Research Approach

Descriptive method has been used to do this survey. It is applied in the research to develop, test and evaluate research instruments and methods.

Statistical tools

Weighted average method

Working Environment

S. No.	Attributes	No. of respondents	Percentage
1	Excellent	57	48
2	Good	43	36
3	Average	15	13
4	Fair	03	03
5	Poor	02	02
	Total	120	100

Source: primary data

A positive environment in the work place that provides meaning and purpose for employees, where they are appreciated by the supervisor and get encouraged to utilize their talents. Above table shows the positive result in majority as they are certainly been recognised and are comfortable in the work place. The employees may or may not be very content with the working environment and can be approached by the supervisor. These employees need more focus for the future of the organization. Few employees are comparatively unhappy with the work place which indicates that they hold negative perception towards the policy and are unacceptable to the management.

Working Hours

S. No.	Attributes	No. of respondents	%
1	Highly satisfied	40	33
2	Satisfied	55	46
3	Neutral	18	15
4	Dissatisfied	04	03
5	Highly dissatisfied	03	03
	Total	120	100

Source: primary data

Interpretation

The time each employee spends on working is an essential factor which influences the quality of the work. Stretched time for working may cause reduction in the energy level of the employees. Any kind of work needs enthusiasm and energy that boosts their morale to produce good work. The employees agree that they are completely content with the working hours while there are meagre number of employees who are not really satisfied with the working hours. Apprehension towards job security.

S. No.	Attributes	No. of respondents	%
1	Strongly agree	56	47
2	Agree	52	43
3	Neutral	10	08
4	Disagree	01	01
5	Strongly disagree	01	01
	Total	120	100

Source: primary data

Interpretation

One years for a job that is secure and fruitful. Termination is something that worries an employee. The employees in Sheraton park strongly agree that they are provided secured jobs and very few who do not agree to it. Insecurity among employees for their jobs will not let them work efficiently and also may be because of the economy prevailing business conditions the necessary skills and experience demanded by the employers. Therefore, it is essential that guarantee is provided for the jobs.

Relation with top the Management

S. No.	Attributes	No. of respondents	%
1	Excellent	54	45
2	Good	57	48
3	Average	09	08
4	Fair	00	0
5	Poor	00	0
	Total	120	100

Source: primary data

Interpretation

It is very important that the employees of the organization have a cordial relationship with the top management. When the employees and the employers work in symphony, the work is done efficiently and with least disagreements and also helps unblock a situation when others don't have the budget to take action. At Sheraton park, according to the data, there is no single employee who is disappointed with the top management. There are a few who think the relationship with the top management can be improved a little.

Perception towards the physical working condition

S. No.	Attributes	No. of respondents	%
1	Excellent	47	39
2	Good	56	47
3	Average	15	13
4	Fair	1	01
5	Poor	1	01
	Total	120	100

Source: primary data

Interpretation

Physical working conditions that prevail in the working environment for the employees determine liking or disliking of the employees towards the work. at park Sheraton, according to the data, more than half the population of the employees believe that the physical working conditions are comforting and a few think that it can be improvised. This may be due to the professional gap between the employees and the employers. The employers must work towards this gap to satisfy all the employees.

Qualification and skills put to work

S. No.	Attributes	No. of respondents	%
1	Strongly agree	56	47
2	Agree	44	37
3	Neutral	19	16
4	Disagree	1	01
5	Strongly disagree	0	0
	Total	120	100

Source: primary data

Interpretation

According to the data, majority of the employees agree that their qualification and skills are put to work but an average amount of employees still feel that are not exactly given the kind of work they deserve, the kind of situation arises when the organization are in need of experienced employees. This will discourage the employees who start their career in Sheraton park with an expectation of contentment of their job.

Consideration for recommending the job to others

S. No.	Attributes	No. of respondents	%
1	Strongly agree	46	38
2	Agree	54	45
3	Neutral	19	16
4	Disagree	01	01
5	Strongly disagree	0	0
	Total	120	100

Source: primary data

Interpretation

When an employee is very satisfied with his work, he tends to talk laurels about it. Sheraton park boasts of them as the best employment provider. It seems true as in regard with the data collected. Almost all the employees are so satisfied with jobs and agree that they would recommend working at Sheraton park to others. A few employees think that they have good job but it is not very good to be recommended to the others. The employers need to work little more in this aspect to get all the employees satisfied with their work.

Welfare facilities provided

S. No.	Attributes	No. of respondents	%
1	Excellent	34	28
2	Good	52	43
3	Average	27	23
4	Fair	06	05
5	Poor	01	01
	Total	120	100

Source: primary data

Interpretation

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. More than half of the employees are happy with the facilities provided to them, which also helps in keeping the morale and motivation of the employees high so as to retain them for longer duration. Least per cent of employees are unsatisfied with the provisions as employers need to work on the negative feedback given by the employees and learn to reduce their fatigue activities.

Concern of the employers towards the employees

S. No.	Attributes	No. of respondents	%
1	Strongly agree	39	33
2	Agree	57	48
3	Neutral	15	13
4	Disagree	08	7
5	Strongly disagree	01	1
	Total	120	100

Source: primary data

Interpretation

Supervisors serve as filters between broad organizational changes and employees. The data above shows the maximum employees holding a good position with their supervisor. A few employees believe that they are not acknowledged for their work they deserve and employers demonstrate that they care for employees well-being. The disagree level of employees are low but supervisor do need to get into the depth for understanding the employees expectations and motivate them.

Provision of training and seminars

S. No.	Attributes	No. of respondents	%
1	Strongly agree	55	46
2	Agree	54	45
3	Neutral	11	09
4	Disagree	00	0
5	Strongly disagree	00	0
	Total	120	100

Source: primary data

Interpretation

Training Seminars for the staff in a company become relevant in order to keep them motivated and up-to-date with industry trends and new technologies. In this context the above data represent that almost all the employees are getting the benefits of training for improving and sharpening their skills. Apart from the benefits accrued to the organization as a whole these Training Seminars benefit the employees too. Employees improved benefits of training in a way almost essential for maintaining the relevance of the workers' contribution to the organization.

The overall satisfaction

S. No.	Attributes	No. of respondents	%
1	Highly satisfied	36	30
2	Satisfied	64	53
3	Neutral	17	14
4	Dissatisfied	03	3
5	Highly Dissatisfied	00	0
	TOTAL	120	100

Source: primary data

Employee satisfaction is essential to the success of any business. The above data reveals the maximum level of satisfaction in majority group of employees which shows high level of happiness among the management and employees and contentedness of the employees this might be the outcome of high motivation and trust on their skills. Only few employees seems to be dissatisfied with their overall job which may include high stress, lack of communication within the organization, lack of recognition or limited opportunity for growth.

Balance demand between work and personal life

S. No.	Attributes	No. of respondents	%
1	Yes	87	73
2	No	33	28
	Total	120	100

Source: primary data

Interpretation

The above data shows the contentedness of employees towards their work and their acceptance of work more than the personal life. Maintaining a balanced life and preventing overwork and stress is essential for thriving at work. These employees follow some basic strategies to manage their work commitments to have more time with family. While minority group of employees seems to have complications with managing both their lives hand in hand. In this context employers can come up with certain measures in order to satisfy the employees and fulfilling their personal needs too.

Work Experience

S. No.	No. of years	No. of respondents	%
1	0-1	42	35
2	1-3	28	23
3	3-5	12	10
4	5-7	17	14
5	more than 7	21	18
	Total	120	100

The above table shows that maximum people are fresher's, a few are active since 1 – 3 years this much time is enough for one to know about the working environment and have got quite familiar with the environment of work place. In minority people are found to be much experienced than required that means very less number of employees are experienced and any organization need to have for better and upcoming challenges in future.

Weighted Average Method

Relationship between the overall satisfaction and Training and Seminars

X	55	54	11	0
Y	36	64	17	3

Preference of employees in performance appraisal system (Strongly Agree-4, Agree-3, Disagree-2, Highly Disagree-1)

Training and seminars			The overall satisfaction		
X ₁	W ₁	X ₁ W ₁	X ₂	W ₂	X ₂ W ₂
55	4	220	36	4	144
54	3	162	64	3	192
11	2	22	17	2	34
00	1	0	03	1	3
Σx ₁ =120	Σw ₁ =10	Σx ₁ w ₁ =404	Σx ₂ =120	Σw ₂ =10	Σx ₂ w ₂ =373

Weighted average method

$$\bar{x} = \sum_{i=0}^n \frac{wixi}{w_i}$$

$$\bar{x}_1w = \frac{\Sigma x_1 w_1}{w_1} = \frac{404}{10} = 40.4$$

$$\bar{x}_2w = \frac{\Sigma x_2 w_2}{w_2} = \frac{373}{10} = 37.3$$

Inference

From the above calculations it was made clear that the preference given by the employees is more on assessing training and development needs than identifying their strength and weakness. The appraisal process adopted in the organization helps the employees to undertake training program to perform well in the organization.

Findings

- Employees are satisfied with Physical working conditions at Sheraton Park as they get that comfort level and recognition they desire.
- Majority of Employees are satisfied with the working hours.
- Maximum of Employees are satisfied with employment conditions prevailing in Organization.
- Employees have a good chemistry between work groups i.e. between different classes of work designation.
- Employees feel that they hold a cordial relationship with top management.
- Most of the employees are satisfied with the welfare facilities provided to them by the organization as, health and safety matters to any individual.
- Number of employees agrees to recommend their acquaintance for job in the organization.
- As most of the employees feel that they are acknowledged by the employers with the flow of work this makes a perception that supervisors cares for subordinates.
- Nearly everyone is content with the training and seminars provided by the organization as they are updated with new technologies motivated to sharpen their skills at work.
- A good number of employees are able to balance their personal and work life better because they follow some basic strategies to maintain work commitments.
- Most of the employees feel that salary is not sufficient and salary offerings play a key role in employee satisfaction, in turn industrial growth.
- Nearly all the employees are satisfied with present job.
- Employees are satisfied with Good pay as the key motivating factor for work efficiency.
- Little number of employees is fine with the work provided according to their qualifications and skills.
- Employees are satisfied with the security they get from job.

- The employees are over all satisfied with the job and content with the facilities provided to them.

Suggestions

- Provision of reasonable wages plays a vital role in improving the standard of living. This single factor is important for a worker than any other. So, the organization must provide adequate pay.
- Systematic planning reduces hurdles at workplace and it ensures smooth flow of work methods. So, the present method of planning the work would be maintained as before to attain the goals very effectively.
- Adequate facilities would be necessary to maintain health and safety of the employees.
- Attractive schemes from the organization would activate employees and increase individualistic work efficiency.
- The mutual cooperation between employees at workplace is very important to carry out the work at right time. So, the organization should take of providing scope for communication with other departments.
- Extra and intra mural facilities are also the boosting factors for efficient work source.
- Overtime allowances are sometimes resourceful factors for organizational value and its hike factors.
- A stable, secure work environment that includes job security/continuity.
- The careers of the employees in the organization should be modified so as to include a fast pace in their career slope and include more rewarding jobs.
- Amount of discomfort experienced by an individual in his work can be combated by making use of appropriate training methodologies.
- A sense of freedom can be given in an employees' regular course of job so as to ensure his participation in decision making.
- Opportunities to use one's talents and take up responsibility and direct one's own work.
- The content of an individual's job is to be made challenging, if not then jobs would rather seem repetitive and boring to be performed in the same wave length all the time.

Conclusion

Findings and suggestions are based on the survey conducted and these points are to be looked into and steps are to be taken in this regard for higher growth. From the analysis, I conclude that the job provides the opportunity to the employees to exercise their skills at work place. Number of employees accepted that at times there is a considerable flexibility in coordinating with work and they satisfied with the existing interpersonal communication. In Sheraton Park they follow a systematic planning and review process to evaluate the performance of employees. From the study it is clear that the higher percentage of employees are happy with the freedom at work given by management. It is concluded that near about all the employees are satisfied with implementation of rules and responsibilities. Finally, it is concluded that employees of Sheraton Park are satisfied with their work and organization.

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