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A STUDY ON THE JOB SATISFACTION AT HCL TECHNOLOGIES – HYDERABAD

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ABSTRACT

Job satisfaction is a multidimensional construct that represents an individual's subjective evaluation of their job and work-related experiences. It encompasses various factors, such as job design, work environment, relationships with supervisors and colleagues, compensation, and opportunities for growth and development. This abstract provides an overview of job satisfaction, its key determinants, and its implications for individuals and organizations. The abstract begins by defining job satisfaction and highlighting its significance in the workplace. It emphasizes how job satisfaction contributes to employee well-being, motivation, productivity, and retention. It also addresses the link between job satisfaction and organizational outcomes, such as employee engagement, customer satisfaction, and overall organizational performance.

Keywords: Multidimensional, implications, productivity, retention.

INTRODUCTION

Job satisfaction, an unquantifiable metric, is defined as a positive emotional response you experience when doing your job or when you are present at work. Leading organizations are now trying to measure this feeling, with job satisfaction surveys becoming a staple at most workplaces. It's important to remember that job satisfaction varies from employee to employee. In the same workplace under the factors that help one employee feel good about their job may not apply to another employee.

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MEANING:

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

Job satisfaction relates to the total relationship between an individual and the employer for which he is paid. Satisfaction means the simple feeling of attainment of any goal or objective. Job dissatisfaction brings an absence of motivation at work.

Research workers differently describe the factors contributing to job satisfaction and job dissatisfaction.

Affective Employee job Satisfactions usually defined as a one-dimensional subjective construct representing an overall emotional feeling individuals have about their job as a whole. Hence, affective Employee job Satisfaction for individuals reflects the degree of pleasure or happiness their job in general induces.

DEFINITION:

Job satisfaction is defined as the level of contentment employees feel with their job. This goes beyond their daily duties to cover satisfaction with team members/managers, satisfaction with organizational policies, and the impact of their job on employees' personal lives.

Job satisfaction is a term we hear often, but do you know its exact definition, and how its absence could be bringing down your company's productivity? Read our definitive guide on job satisfaction, its drivers, and its benefits for 2020, and how your organization can benefit from increased satisfaction in the workplace.

NEED OF THE STUDY:

➢ The basic need of the study is to know the level of job satisfaction of employees in HCL technologies. This study also enhances various tools to reduce the level of dissatisfaction among the employees.

➢ The overall objective of the study is to acquire knowledge about the job satisfaction strategies undertaken in the organization and tools to improve the same. The study analyzed the actual atmosphere of the organization which helped in giving a clear picture of the employee's work culture.

➢ The study is carried out among the employees to know how they are able to cope up their job dissatisfaction as it will affect employee both at work and in personal life and vice versa.

➢ Job satisfaction of the employees is important if the employees are satisfied then only the organization can function smoothly increases its production, faces competition.

➢ The study, to check the perfectness of HRD dimensions. These factors are Job Design, Interpersonal Relations, and Jot's of the

employees.

SCOPE OF THE STUDY:

➢ Job satisfaction falls into two levels: affective job satisfaction and cognitive job satisfaction. Affective job satisfaction is a person's emotional feeling about the job as a whole. Cognitive job satisfaction is how satisfied employees feel concerning some aspect of their job, such as pay, hours, or benefits.

➢ The job satisfaction refers to a person's feeling of satisfaction on their job. It is different from person to person. The researcher has chosen to measure the level of job satisfaction in HCL.

➢ The study considers the impact of 10 factors on job satisfaction it concentrates on the effect of factors in general, but no exclusive study is made on them.

➢ The study considers only the perceptual elements of employees and does not focus on ground realities. The scope of study cover: work conditions, compensation, extra benefits, conveyance treatment of superiors, colleagues, duly timings, and grievance redresal mechanism and promotion policy.

➢ The scope of the study is to prepare the participant of the management to take the decision while working with any organization.

OBJECTIVES OF THE STUDY:

➢ To study the level of job satisfaction of employees

➢ To analyze the measures taken by the company to improve the job satisfaction level

➢ To study the level of job dissatisfaction among the employees

➢ To ascertain employees opinion about the organization culture and work environment

➢ To find out the cause of absenteeism, conflicts and disputes among the employee

➢ To determine the level of influence of work environment on employee job
Satisfaction in HCL.

➢ To identify the role of pay on employee job satisfaction in HCL.

REVIEW OF LITERATURE:

1. Loan, L. (2020), in the paper titled "The influence of organizational commitment on employees' job performance: The mediating role of job satisfaction", The results of the study supported all the hypotheses. Accordingly, organizational commitment had a positive impact on job performance; organizational commitment had a positive impact on job satisfaction;

2. **Mohammed Saud Mira, Yap Voon Choong, Chan Kok Thim (2019),** in their published article "The effect of HRM practices and employees' job satisfaction on employee performance" found a positive significant relationship between HRM practices and employee performance. Furthermore, the current study revealed a positive relationship between employee job satisfaction and employee performance. Moreover, the present study found the insignificant relationship between HRM practices and employee job satisfaction but

reported no significant mediating role of employee job satisfaction between HRM practices and employee performance.

3. **Henry Inegbedion, Emmanuel Inegbedion, Adeshola Peter, Lydia Harry (2019)** in the article, "Perception of workload balance and employee job satisfaction in work organisations" this says that comparison of workload with those of colleagues and employees' role alliance with their competencies significantly influence their perception of workload balance and job satisfaction, organisation's staff strength influences perception of workload balance and employees' perception of workload balance significantly influences job satisfaction.

4. **Farhan Saputra, M Rizky Mahaputra (2022)** in the paper titled, "Effect of job satisfaction, employee loyalty and employee commitment on leadership style (human resource literature study)", found that 1) Job Satisfaction has an effect on Leadership Style; 2) Employee Loyalty has an effect on Leadership Style; and 3) Employee Commitment has an effect on Leadership Style. Apart from these 3 independent variables that affect endogenous variables, there are other factors including salary, work environment and work culture variables.

5. **Prusha Zardasht, Sewa Omed, Shadi Taha (2020)** in their published article, "Importance of HRM Policies on Employee Job Satisfaction" The results have revealed that rewarding and motivation was the most significant indicators of employees' job satisfaction. Secondly, empowerment was an important subject for the employees which makes them satisfied with their jobs. Lastly, communication and motivation were the significant indicators which affected the job satisfaction of employees.

RESEARCH METHODOLOGY:

Field of study:

This research is done on the study on employees working in the IT sector, HCL technologies. IT is the area of managing technology and spans wide variety of areas that include but are not limited to things such as processes, computer software, information systems, computer hardware, programming languages and data constructs. In short anything that renders data, information or perceived knowledge in any visual format whatsoever, via any multimedia distribution mechanism, is considered part of the IT domain.

Research design:

The nature of the study is descriptive research. Descriptive study attempts to obtain complete and accurate description of the situation. The methodology involved in the design is mostly qualitatively in nature.

Sampling details

Universe:

The universe includes the employees working in HCL technologies

Sample size:

The sample size chosen for the study is 100. These respondents were selected randomly from every department are covered under the study.

Sampling technique –Snow ball sampling method:

Tools of data collection:

Questionnaire method:

List of a research or survey questions asked to respondents, and designed to extract specific information. It serves four basic purposes:

➢ To collect the appropriate data,
➢ Make data comparable and amenable to analysis,
➢ Minimize bias in formulating and asking question, and
➢ To make questions engaging and varied.

Sources of data collection

Primary data:

The employees who are working in the Hyderabad office were given structured questionnaire to collect the data

Secondary data:

Internet, articles, journals pertaining to the research topic becomes the source for secondary data.

LIMITATIONS OF THE STUDY:

➢ This study is limited only to a certain company and hence may not have generalized results.
➢ Time constraints
➢ This study is restricted to 100 respondents only
➢ This study is conducted in HYDERBAD city only

DATA ANALYSIS AND INTERPRETATION

1. Employee's preference of work environment?

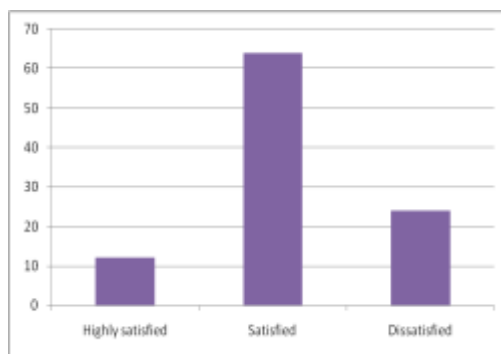| S.No	Factors	No of respondents	Percentage%
1	Sharing and caring	4	4%
2	Respect and integrity	14	14%
3	Liberty to do work	16	16%
4	Flexible in any circumstances	16	16%
5	All the above	50	50%
	Total	**100**	**100%**
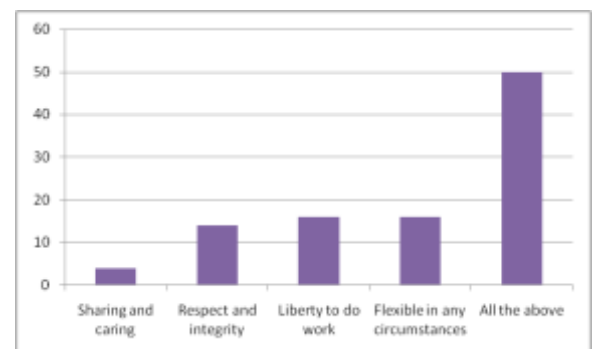
INTERPRETATION
From the above table, it is clear that majority of the respondents (50%) prefers all the factors which are essential for a better work environment.

2. Satisfaction of employees with the pay scale?

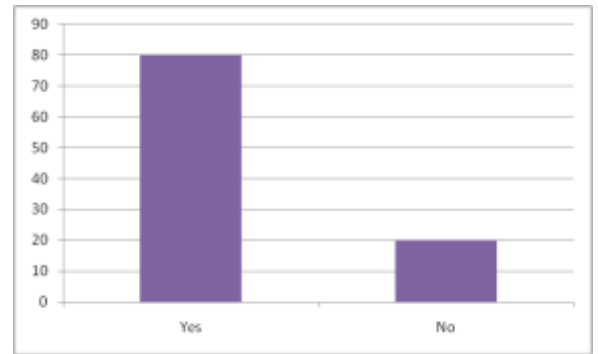| S.No	Factors	No of respondents	Percentage%
1	Highly satisfied	12	12%
2	Satisfied	64	64%
3	Dissatisfied	24	24%
	Total	**100**	**100%**

INTERPRETATION

From the above table, it is found that 64% of the respondents are satisfied with the pay scale given to them while 24% are dissatisfied.

3. Measures organized to evaluate job satisfaction level?

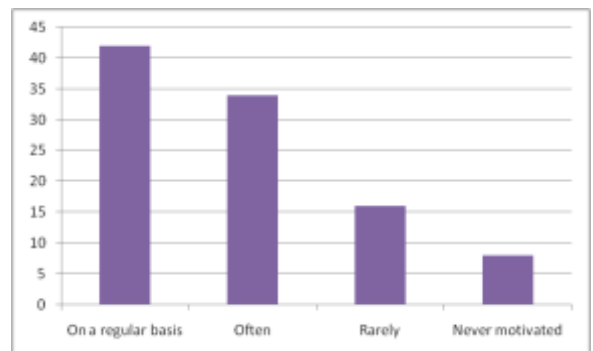| S.No	Factors	No: of respondents	Percentage%
1	Yes	80	80%
2	No	20	20%
	Total	**100**	**100%**

INTERPRETATION

From the above table it is understood that 80% of the respondents yes that the company undertakes some measures to evaluate the job satisfaction level, while 20% no.

4. Motivation of work?

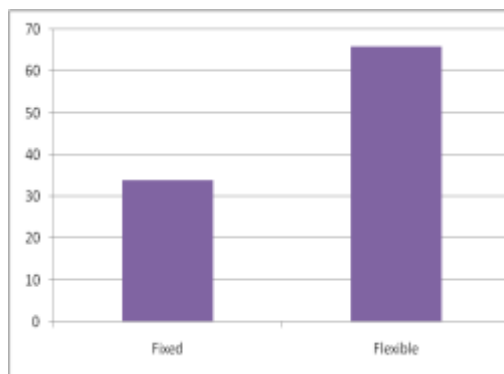| S.No	Factors	No: of respondents	Percentage%
1	On a regular basis	42	42%
2	Often	34	34%
3	Rarely	16	16%
4	Never motivated	8	8%
	Total	**100**	**100%**

INTERPRETATION

From the above table it is clear that 42% of the respondents are motivated often for their work while 8% says that they are never motivated at all.

5. Pattern of working hours?

| S.No	Factors	No: of respondents	Percentage%
1	Fixed	34	34%
2	Flexible	66	66%
	Total	**100**	**100%**

INTERPRETATION

From the above table it is found that 66% of the respondents Flexible that their pattern of working hours is flexible while 34% says it fixed.

6. Relationship among colleagues?

S.No	Factors	No of respondents	Percentage%
1	They are like my family members	10	10%

| S.No	Factors	No of respondents	Percentage%
2	They are like my close friends	36	36%
3	Have a professional relationship	42	42%
4	None of the above	12	12%
	Total	**100**	**100%**
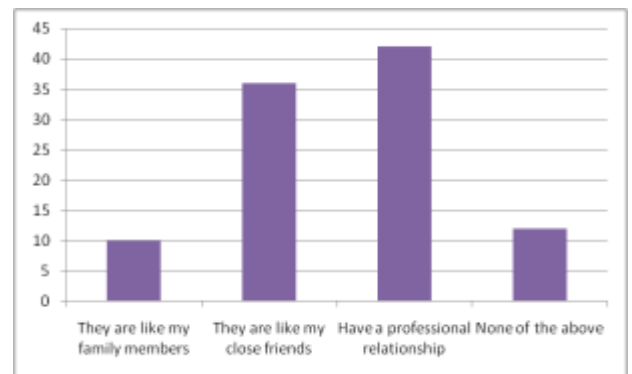
INTERPRETATION

From the above table it is clear that 42% of the employees says that they have a professional relationship with their colleagues while 36% and 10% of the respondent agrees that they are like their family members and close friends.

7. Steps taken to evaluate job satisfaction?

S.No	Factors	No: of respondents	Percentage%
1	Performance appraisal	50	50%
2	Regular	12	12%

|	supervision		
3	Feedback	16	16%
4	Regular meeting	22	22%
	Total	**100**	**100%**
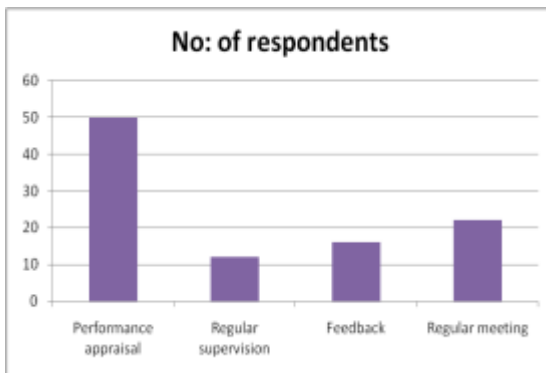
INTERPRETATION

From the above table it is clear that 50% of the respondents say that performance appraisal is undertaken by the company to evaluate job satisfaction whereas 16% said regular feedback is obtained from the employees for the same.

8. Satisfaction of pay packages?

S.No	Factors	No: of respondents	Percentage%
1	High percentage of variable pay	12	12%
2	Non taxable benefits	38	38%
3	Deployment allowances	10	10%
4	High basic salary	36	36%
5	Others	4	4%

|	**Total**	**100**	**100%**
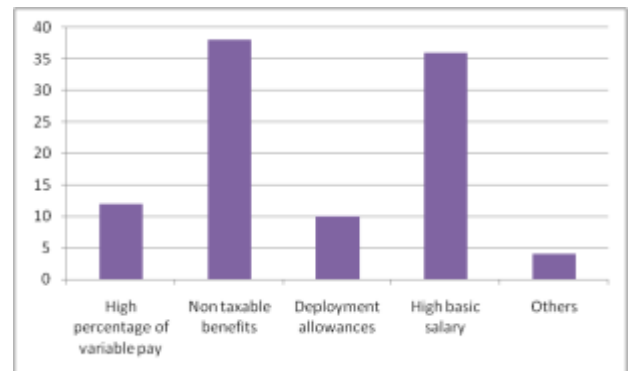
INTERPRETATION

From the above table it is understood that 38% of the respondents are satisfied with the non taxable benefits provided by the organization while 36% and 12% of the employees are satisfied with high basic salary and high percentage of variable pay.

9. Role of super visor in accomplishment of work?

| S.No	Factors	No of respondents	Percentage%
1	Keeps you updated	40	40%
2	Takes your views into consideration	26	26%
3	Consideration of your interest	14	14%
4	Giving suggestions	20	20%
	Total	**100**	**100%**
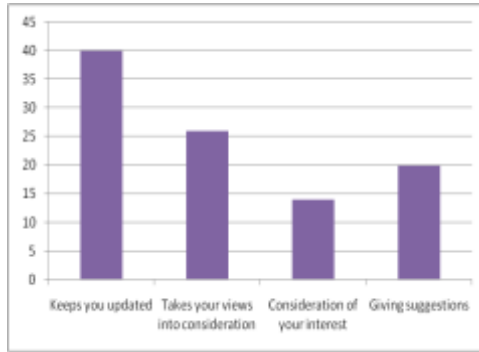
INTERPRETATION

From the above table, it is clear that 40% of the respondents agree that their supervisor plays a major role in updating with what is happening in the organization. 26% agrees that they take the employees vies into consideration whereas 20% says they help the employees by giving suggestions.

10. Basis of pay scale?

| S.No	Factors	No: of respondents	Percentage%
1	Company norms	38	38%
2	Seniority basis	20	20%
3	Qualification	12	12%
4	Employee skills and calibre	30	30%
	Total	**100**	**100%**
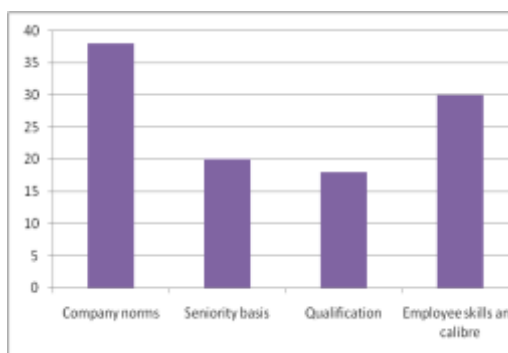
INTERPRETATION

From the above table it is clear that 38% agrees that the basis of pay scale given to the employees is company norms whereas 30% says that it is based on employees' skills and caliber.

11. Other works better than present work?

| S.No	Factors	No of respondents	Percentage%
1	I cannot say for certain	14	14%
2	I do this better that I could do the most	20	20%
3	Almost any other work	20	20%
4	There are few others which I could do better	40	40%
5	I am best at this work	6	6%
	Total	**100**	**100%**
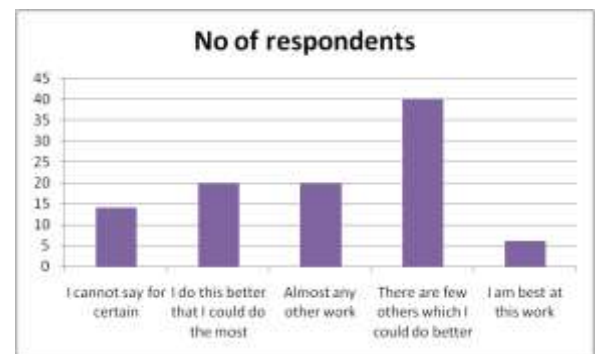
INTERPRETATION

From the above table, it is found out that 40% of the respondents agree that there are few other works that they could do better and only 6% says they are best at this work compared to others.

12. Factors to be avoided from workplace?

| S.No	Factors	No of respondents	Percentage%
1	Rumours	12	12%
2	Stress	10	10%
3	Politics	22	22%
4	Partial environment	10	10%
5	All the above	46	46%
	Total	100	100%
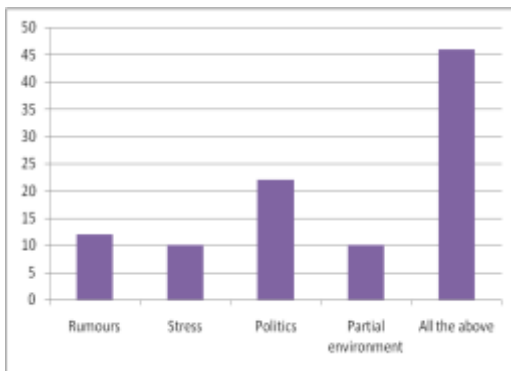
INTERPRETATION

From the above table, it is understood that 22% of the respondents wants to avoid politics from the workplace while compared to those who wants to avoid rumors, stress and all the factors to the tune of 12%, 10%, and 46%.

13. Number of years of service in the organization?

| S.No	Years	No of respondents	Percentage (%)
1	0-5 years	70	70%
2	5-10 years	16	16%
3	10-15 years	10	10%
4	15 years and above	4	4%
	Total	100	100%
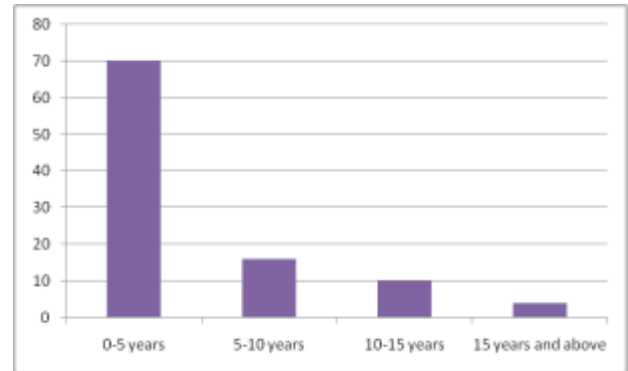
INTERPERTATION

In this table, 70% of the respondents are working in the organization within 0-5 years, 16% of the respondents are within 5-10 years, 10% of the respondents are working within 10-15 tears and only 4% of the respondents are working for more than 15 years in the organization.

14. Enhancement of job satisfaction level?

S.No	Factors	No: of respondents	Percentage%
1	Positive work culture	17	17%
2	Appreciation, rewards and recognition	20	20%
3	Employee participation	5	5%
4	Improves worker skill and potential	10	10%
5	Promotion	10	10%

6	Job rotation	8	8%
7	Training programmes	30	30%
	Total	**100**	**100%**
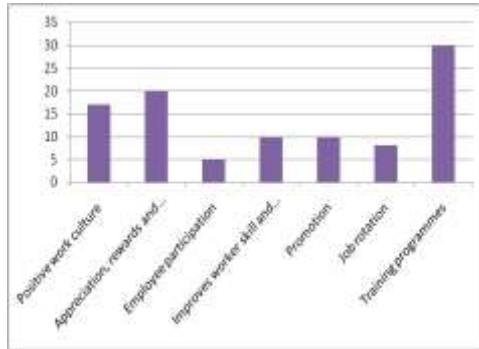
INTERPRETATION

From the above table it is clear that 20% of the respondents prefer appreciation rewards and recognition while 17% and 30% prefers positive work culture and training programmes for satisfying jobs.

15. Role of peer groups in satisfying jobs?
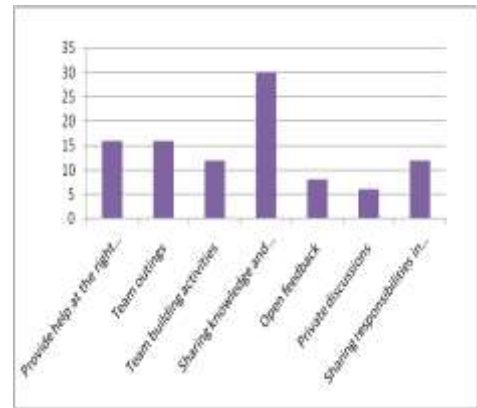
S.No	Factors	No: of respondents	Percentage%
1	Provide help at the right time	16	16%
2	Team outings	16	16%
3	Team building activities	12	12%
4	Sharing knowledge and thoughts	30	30%
5	Open feedback	8	8%
6	Private discussions	6	6%
7	Sharing responsibilities in others absence	12	12%
	Total	**100**	**100%**

INTERPRETATION

From the above table it is understood that peer group plays a major role in satisfying job. 30% of the respondents agree that the peer groups helps in sharing knowledge and thoughts while 16% agrees that they provide help at the right time.

FINDINGS:

➢ It is found that clear that majority of the respondents (50%) prefers all the factors which are essential for a better work environment.

➢ It is clear that 64% of the respondents are satisfied with the pay scale given to them while 24% are dissatisfied.

➢ It is understood that 80% of the respondents yes that the company undertakes some measures to evaluate the job satisfaction level, while 20% no.

➢ It is clear that 42% of the respondents are motivated often for their work while 8% says that they are never motivated at all.

➢ It is found that 66% of the respondents Flexible that their pattern of working hours is flexible while 34% say it fixed.

➢ It states that 42% of the employees say that they have a professional

relationship with their colleagues while 36% and 10% of the respondent agrees that they are like their family members and close friends.

➤ It proves that 50% of the respondents say that performance appraisal is undertaken by the company to evaluate job satisfaction whereas 16% said regular feedback is obtained from the employees for the same.

➤ It is understood that 38% of the respondents are satisfied with the nontaxable benefits provided by the organization while 36% and 12% of the employees are satisfied with high basic salary and high percentage of variable pay.

➤ It is clear that 40% of the respondents agree that their supervisor plays a major role in updating with what is happening in the organization. 26% agrees that they take the employees vies into consideration whereas 20% says they help the employees by giving suggestions.

➤ It states that 38% agrees that the basis of pay scale given to the employees is company norms whereas 30% says that it is based on employees' skills and caliber.

➤ It is found out that 40% of the respondents agree that there are few other works that they could do better and only 6% says they are best at this work compared to others.

➤ It is understood that 22% of the respondents wants to avoid politics from the workplace while compared to those who wants to avoid rumors, stress and all the factors to the tune of 12%, 10%, and 46%.

➤ It is proved that, 70% of the respondents are working in the organization within 0-5 years, 16%

of the respondents are within 5-10 years, 10% of the respondents are working within 10-15 tears and only 4% of the respondents are working for more than 15 years in the organization.

➤ It is mentioned that 20% of the respondents prefer appreciation rewards and recognition while 17% and 30% prefers positive work culture and training programmes for satisfying jobs.

➤ It is understood that peer group plays a major role in satisfying job. 30% of the respondents agree that the peer groups helps in sharing knowledge and thoughts while 16% agrees that they provide help at the right time. ``

SUGGESTIONS

➤ Proper training should be provided as job satisfaction depends upon three criteria:
   a) Pay b) peer c) your work

➤ No pressure and stress is much found in the organization

➤ The employees are much free to do their work

➤ The informal groups should be viewed carefully to control the rumors

➤ More promotional strategies should be undertaken

➤ There should be peaceful family relationship so as to have a peaceful work environment

➤ Some of the respondents wants to give recognition for their work

➤ Few respondents suggest that online forums should be introduced so as to evaluate employee performance effectively

➤ Some of the respondents wants much improvement in the field of

management related activities, training programs, top management interaction, skill level and also team building activities must be undertaken.

➤ Few respondents suggest that work should be given according to their own efficiency and must be rewarded accordingly.

CONCLUSION:

➤ Work plays a significant role in our lives. In our quest to be happy and productive, having a strong sense of job satisfaction is important. When you are dissatisfied with your job, this tends to have an influence on your overall outlook on life. While you may not be in the career of your dreams right now, it is still your responsibility to make sure that what you are doing is satisfying to you.

➤ By knowing the key elements that go into job satisfaction, you can choose to take control and make the changes you need to feel really satisfied and motivated by what you do. Make one small change at work today that makes you feel good or different – build on that change and create a satisfying environment for yourself.

➤ Investigated by several disciplines such as psychology, sociology, economics and management sciences, job satisfaction is a frequently studied subject in work and organizational literature.

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