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E-Mail :
editor.ijasem@gmail.com
editor@ijasem.org

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A Project Report on Employee Job satisfaction with reference to KIMS-SAVEERA Hospital

(Anantapur)

***P. UmaMaheswar Reddy¹, **D. Subramanyam²**

Email: - umamaheswarreddyputta@gmail.comsubramanayam.mba@cbit.edu.in

MOBILE NO:9160918085,8247302851

Corresponding Author-Subramanyam

- 1. Student, Department of MBA ,Chaitanya Bharathi Institute of Technology,
Proddatur**
- 2. Assistant Professor, Department of MBA, Chaitanya Bharathi Institute of
Technology, Proddatur**

Abstract

The study of is tried to identify job satisfaction facilities and employee's level about Job Satisfaction. To achieve the aforesaid objective data is gathered from 50 employees of the organization with random questionnaire technique. It is found that most of the respondents are aware about the legislative and non - legislative employee Job Satisfaction facilities provided at the organization. Job Satisfaction facilities like medical, canteen, working environment, safety measures etc., are provided by the company. And most of the employees are satisfied with the Job Satisfaction facilities adopted by the organization towards the employee's Job Satisfaction.

Keywords:

Employee job satisfaction, Employee well -being, Job satisfaction factors.

Introduction

Every individual has certain needs and motives which want to fulfill. Any job which fulfills their needs and motives. There are some situational factors responsible for job satisfaction.

The important causes of job satisfaction are wage incentive systems, the work environment, length of working hours, behavior of the supervisor, security, scope for promotion and

recognition of merit. Besides proper evaluation of work, impartial behavior and social relationship with co-workers etc. are also contributory factors.

The term Job Satisfaction proposes many ideas, meanings and connotations, such as the state of well-being, health, happiness, prosperity and the development of human resources. As a total concept of Job Satisfaction, it is a desirable state of existence involving physical, mental, moral and emotional well-being.

The social concept of Job Satisfaction implies the Job Satisfaction of man, his family, and his community. Job Satisfaction is called a relative concept, for it is related to time and space. Changes in it have an impact on the system of Job Satisfaction as well. Job Satisfaction is a positive concept. To establish a minimum level of Job Satisfaction, it demands certain minimum acceptable conditions of existence, biologically and socially.

The employee Job Satisfaction schemes can be classified into two categories viz. statutory and non-statutory Job Satisfaction schemes. The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. These include provisions provided in industrial acts like Factories Act 1948, Dock Workers Act (safety, health and Job Satisfaction) 1986, Mines Act 1962. The non-statutory schemes differ from organization to organization and from industry to industry.

Definition of Employee job satisfaction:

“Job satisfaction is the favorableness or unfavorableness with which employees view their work.”

-KEITH DAVIS

“Job satisfaction is a positive orientation of an individual towards to the all aspects of work situation”

-V.H.VROOM

According to Pestonejee, Job satisfaction can be taken as a summation of employee's feelings in four important areas. These are:

Job-nature of work (dull, dangerous, interesting), hours of work, fellow workers, opportunities on the job for promotion and advancement (prospects), overtime regulations, interest in work, physical environment, and machines and tools.

- Management- supervisory treatment, participation, rewards and punishments, praises and blames, leaves policy and favoritism. Social relations- friends and associates, neighbors, attitudes towards people in community, participation in social activity sociability and caste barrier.
- Personal adjustment-health and emotionality.

Types of Employee Job satisfaction

Intrinsic satisfaction: This relates to the fulfillment an employee derives from the nature of the work itself, such as feelings of accomplishment, autonomy, and challenge.

Extrinsic satisfaction: This refers to satisfaction derived from external factors such as salary, benefits, job security, and working conditions.

Relationship satisfaction: This encompasses the quality of relationships with colleagues, supervisors, and management, including communication, support, and teamwork.

Growth and development satisfaction: Employees may derive satisfaction from opportunities for career advancement, skill development, training, and learning experiences provided by the organization.

Recognition and appreciation satisfaction: Feeling valued and appreciated for one's contributions, achievements, and efforts within the organization can significantly impact job satisfaction.

Work-life balance satisfaction: Achieving a balance between work and personal life commitments is important for many employees' overall satisfaction and well-being.

Objectives of the study

The main objective of the study is to understand the level of job satisfaction among the employees of KIMS-SAVEERA Hospital.

- To understand the level of employee satisfaction and factors which make the employees desirable with respect to organizations policies, working conditions, physical conditions and other factors.
- To find out the satisfaction level regarding the job factors.
- To analyze the relation between job satisfaction and the performance of KIMS-SAVEERA hospital employees.

Review of Literature

The Review depends on Survey of writing and information gathered from different Sites, Diaries, and Reference books.

Job satisfaction has been discussed in a number of ways, but all definitions generally construe it as a multi-dimensional concept which measures a worker's positive emotions / attitude

towards his/her job (**Locke, 1976**). Job satisfaction is simply how people feel about their jobs and different aspects of their jobs.

Herzberg (2003) job satisfaction can be achieved by using two factors theory: "motivation" and "hygiene". Hygiene issues can minimize job dissatisfaction but do not cause job satisfaction. Hygiene factors include company policies, supervision, salary, interpersonal relations and working conditions. They are variables related to the worker's environment. On the other hand, motivation factors intrinsic to the job and job content have the power to increase job satisfaction. The motivation factors are achievement, recognition, the work itself, responsibility and advancement.

Maslow's theory (1954) asserts that job satisfaction is experienced when the job fulfills man's basic needs. Man's needs are divided into two categories: deficiency needs and growth needs. Deficiency needs consists of physical needs, safety and belonging while growth needs consist of self-esteem and self -actualization. These needs are fulfilled in a hierarchical order so that the basic physical, safety and belongingness needs are fulfilled first; esteem and self -actualization needs are fulfilled after.

Job satisfaction is a topic which is concerned by both the people, those who are working in organizations and for the people who study them. It is the variable which is studied most frequently in organizational behavior research, and it is also a fundamental variable in both research and theory of organizational experience range from job design to supervision (**Hong et al., 2005**).

As Job satisfaction is a major concern for the organizational research. On the other hand, organizational performance and employee satisfaction are also the key components which are affected by this (**Willem et al., 2007**).

Job satisfaction in traditional model mainly focuses on what an individual feels about his/her job or pleasure feeling about job (**Hussami, 2008; Crossman and Abou- Zaki, 2003**). Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depend on the expectation what's the job supply to an employee (**Hussami, 2008**).

Need of the study

Studying employee job satisfaction is crucial for organizations because it directly impacts employee productivity, retention rates, and overall organizational success. Understanding factors that contribute to or detract from job satisfaction can help companies implement strategies to improve working conditions, morale, and employee well-being, leading to higher levels of engagement and performance.

Scope of the study

The development of any of the organization is mainly depending on the satisfaction level of the employees so that they can perform well in the organization. The company can analyze the level of employee satisfaction in their organization.

The company can improve the working conditions, environment and other policies to satisfy the employees based on the results of this survey. They can implement these suggestions to overcome many problems faced by the organization. I can understand how actually an organization works and can get more insight on the concept of job satisfaction. It provides me a great opportunity to relate theoretical concepts learnt in my course to the actual happenings in the organization. I can get an opportunity to provide suggestions.

Job Satisfaction is considered as a key issue by the entrepreneur where efforts are taken, and programs are initiated. So, every organization is giving higher priority to keep their employees with satisfaction by providing several facilities which improves satisfaction, and which reduces dissatisfaction. It is said that satisfied employee is a productive employee, any kind of grievance relating to organizational or personal to a greater extent influence on the job.

Research methodology.

Type of research carried out for the study is **Descriptive Research**

Sampling Method: In this sampling method I have made use of **simple random sampling** method. After careful observation I have selected 50 employees (appraises) on random basis to give equal chance to the respondents who belong to different departments

The sources of information for the study are employees and employer. I have used primary and secondary source of information.

Primary Source: A structured Questionnaire

A Set of questions printed in a definite order was given to the respondent personally. The respondent answered the questions in the questionnaire on their own without being aided.

Personal Interview: Personal interviewing is the best method for collecting qualitative information. Along with the questionnaire method I had conducted personal interview with employees and the HR manager of KIMS-SAVEERA Hospital to know more about the organization and the satisfaction level of employees.

Secondary Data/Source:

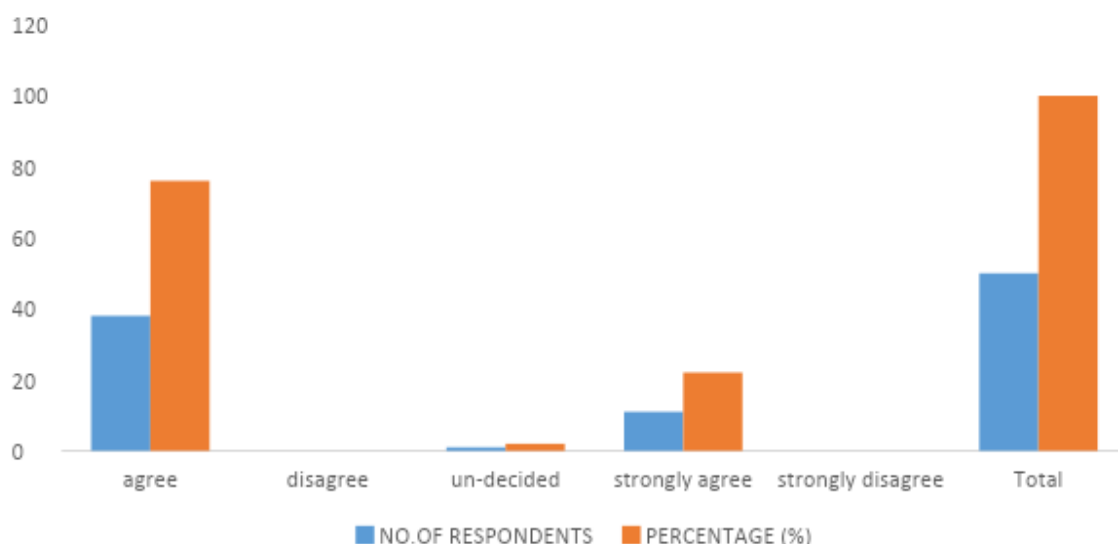
Secondary data refers to the data which has already been collected by someone else and which has already published. Secondary data which was collected by me are from various journals, books, magazines, newspapers, and websites of KIMS-SAVEERA Hospital.

Data Interpretation and Analysis

Table 1: Table shows respondents opinion about satisfaction with their work:

NATURE	NO. OF RESPONDENTS	PERCENTAGE (%)
Agree	38	76
Disagree	0	0
Un decided	1	2
Strongly Agree	11	22
Strongly Disagree	0	0
Total	50	100

chart showing respondent's opinion about satisfaction with their work:



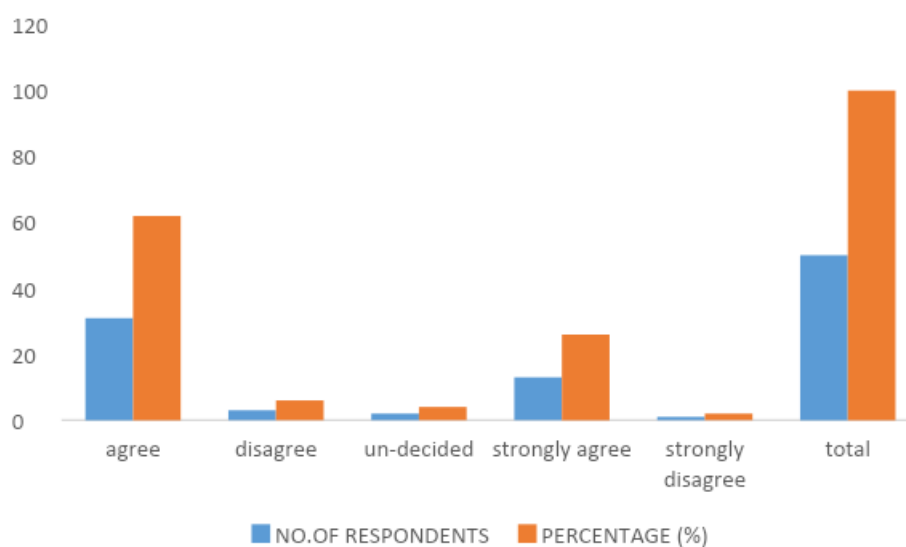
Interpretation:

The above table 2 indicates that 76% of the respondents agree and 22% of the respondents strongly agree that they are satisfied with their work at KIMS-SAVEERA Hospital. From this it is very much clear that majority of the employees at this organization are satisfied with their work.

Table 2: Table shows the respondents opinion about whether the physical conditions are good in the hospital.

NATURE	NO. OF RESPONDENTS	PERCENTAGE (%)
agree	31	62
disagree	3	6
un-decided	2	4
strongly agree	13	26
strongly disagree	1	2
Total	50	100

chart showing the respondents opinion about whether physical conditions are good in the hospital.



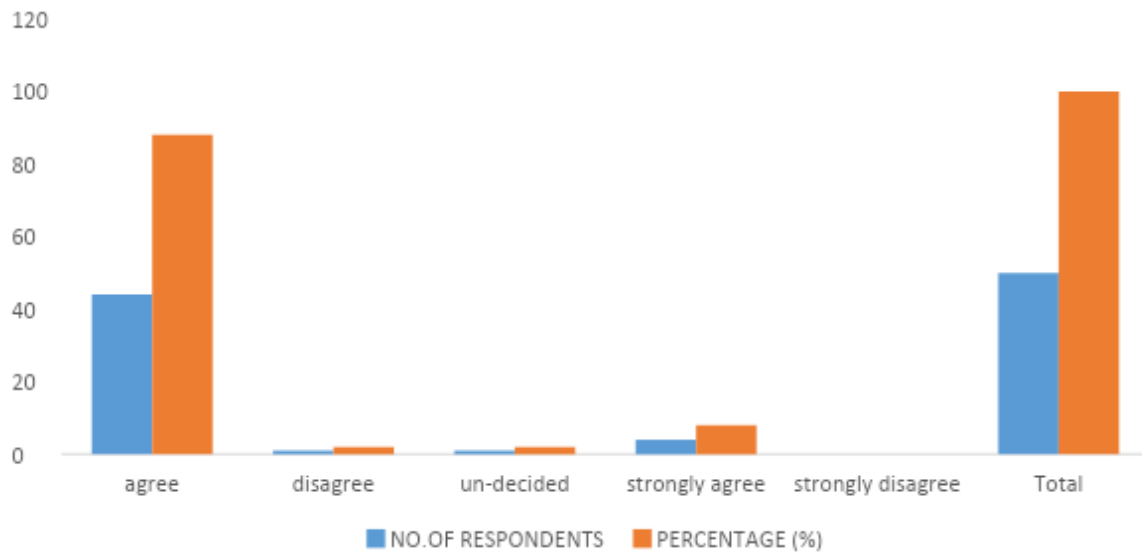
Interpretation:

By observing the table 2 we can get clear picture that there is good working condition at KIMS – SAVEERA Hospital. Out of 50 respondents 62% of them agreed and 26% of them strongly agree that there is good working condition at KIMS - SAVEERA While 2% strongly disagree that there is good working condition at KIMS - SAVEERA Hospital.

Table 3: Table showing respondents' opinion that whether there is adequate planning in the hospital:

NATURE	NO. OF RESPONDENTS	PERCENTAGE (%)
agree	44	88
disagree	1	2
Un - decided	1	2
strongly agree	4	8
strongly disagree	0	0
total	50	100

chart showing the opinion of respondents that there is adequate planning in the hospital:



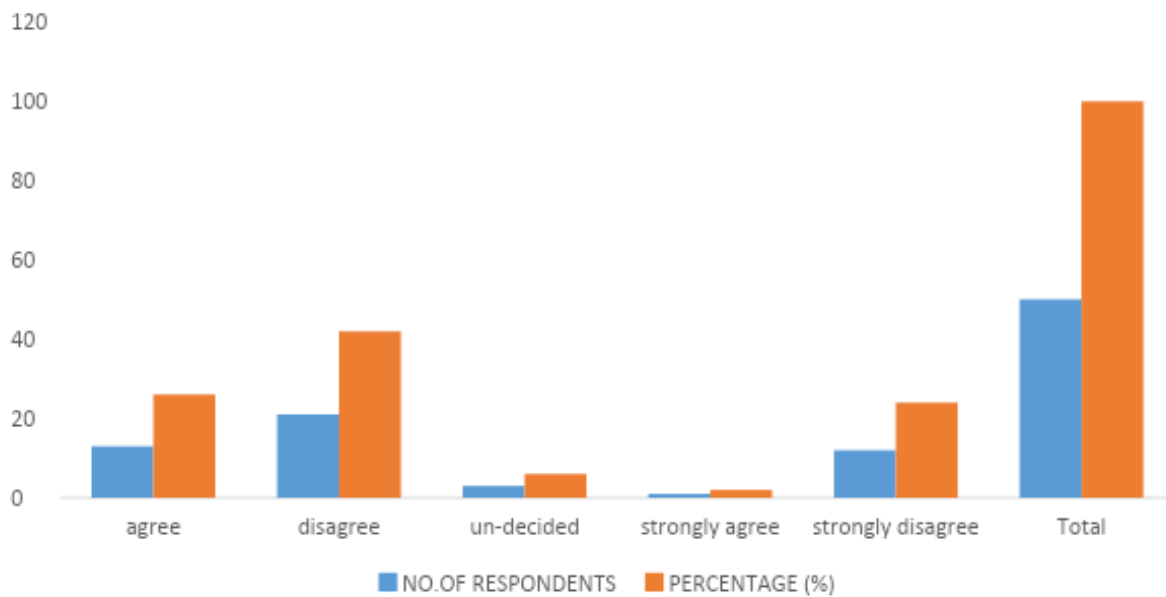
Interpretation:

From the above table 3, it is clear that majority (88%) of the respondent agrees that there is adequate planning of the hospital objectives. Only 2% had disagreed to the statement. So, we can infer that KIMS -SAVEERAHospital has built appropriate corporate culture to achieve the mission and vision of the organization by involving each and every employee.

Table 4: Table shows whether employees feel their salary is fair for their responsibility.

NATURE	NO. OF RESPONDENTS	PERCENTAGE (%)
agree	13	26
disagree	21	42
un-decided	3	6
strongly agree	1	2
strongly disagree	12	24
Total	50	100

chart showing whether the employees feel their salary is fair for their responsibility.



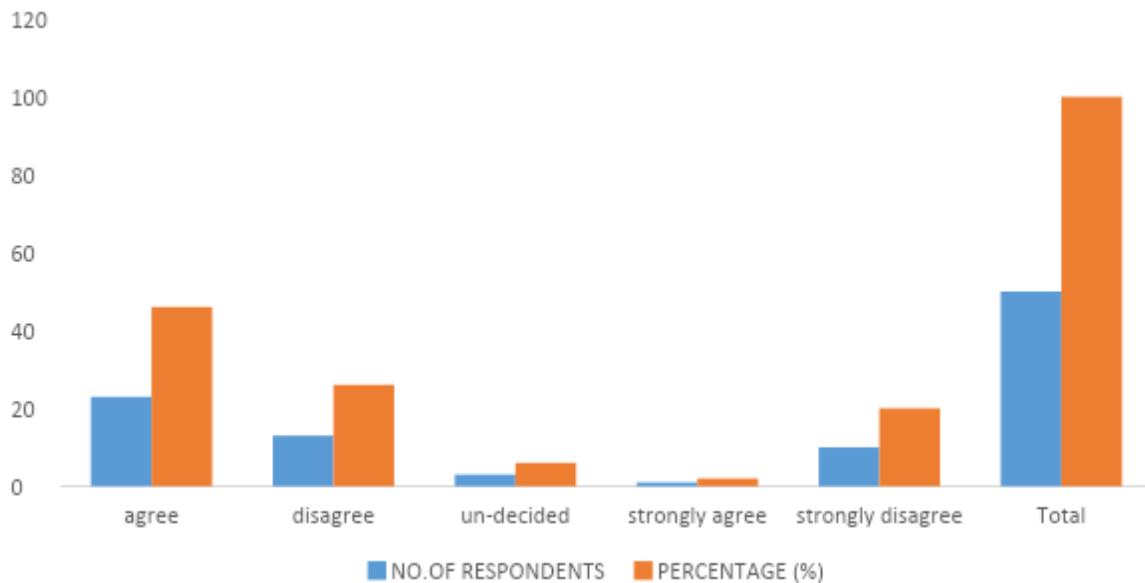
Interpretation:

Above table 4.22 indicates that 42% of the respondent disagree that salary is fair for their responsibility and 24% of them strongly disagree the statement. Whereas 26% agree and 2%strongly agree that salary is fair for their responsibility. 6% of the respondent does not want to comment regarding the statement.

Table 5: Table shows whether the employees are happy with the working hours at the hospital.

NATURE	NO. OF RESPONDENTS	PERCENTAGE (%)
agree	23	46
disagree	13	26
un-decided	3	6
strongly agree	1	2
strongly disagree	10	20
Total	50	100

-chart showing whether the employees are happy with working hours.



Interpretation:

Above table 4.24 indicates that about 26% of the respondents disagree and 20% of them strongly disagree that they are happy with working hours. Whereas 46% of the respondents agree and 2% strongly agree that they are happy with the working hours. 6% of them remained neutral.

Research findings.

The following are the main findings done through this study they are as follows:

- The study reveals that 98% of respondents are satisfied with work.
- The study shows that 96% of the respondents opined that there is adequate planning at the hospital 76% of the employees agree that they contribute to the facilities, plan, and mission of the organization.
- There is good working condition at KIMS-SAVEERA Hospital. It is found that 80% of respondents feel that they can count on being promoted if they do good work.
- Majority of the respondents feel that their salary is not worth.
- Only 48% of the employees are happy with their working hours.

Suggestions

After conducting a study on job satisfaction among the employees at KIMS-SAVEERA Hospital, I have identified some facts based on questionnaire & interview. This may help the organization to increase the satisfaction level of the employees. Job satisfaction is an important criterion in service industry. As per my study it is found that majority of the employees are satisfied with their job but there are certain areas where the employees are not much satisfied. Job satisfaction is a very important determinant of the rate the turnover for any organization. Job satisfaction by itself is a largely effected by the attitude of employees towards monetary and non-monetary rewards. Based on those findings the following suggestions have been made. In order to keep employees satisfied and retain them organizations should adopt the following practices.

Conclusion

Job satisfaction of employees in any organization is of paramount importance to achieve the targeted goals on a sustainable basis. It is observed that flexible programs are not enough. It is experienced that job satisfaction is attributable to high self-confidence of the individuals. It varies from individual to individual. The proactive attitude together with physical and emotional resources which are brought by the employees to the workplace decides the degree of job satisfaction among them. The employees of kims saveria hospital (Anantapur) felt not only satisfied with their jobs and at the same they are requesting management to take several measures to reduce the working hours.

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