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### IMPORTANCE OF EMPLOYEE JOB SATISFACTION SURVEY IN AN ORGANIZATION

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#### ABSTRACT

The present work emphasizes on employee job satisfaction in an organization. For this purpose a small survey was done to analyze the level of job satisfaction among the teaching staffs in North-Eastern Hill University. Employee satisfaction is typically measured using an employee satisfaction survey. This survey was done based on some administering questionnaires regarding their compensation, facility, job security, and their necessarily requirements. Satisfaction level generally depends on the attitude of employees. If the employer provides and thinks about the necessity of employees need, then employee is happy and employer can get some significant output from employees. Salary in terms of compensation plays a vital role to determine the level of satisfaction level of an employee in an organization. Although many employees emphasize compensation/pay as it relates to job satisfaction. Job security refers the how much they are secure for their job. Employee satisfaction or job satisfaction is quite simply, how content or satisfied employees are with their jobs and facilities. These things are all interrelated with each other and important to companies who want to keep their employees happy and increase turnover, but employee satisfaction is only a part of the overall solution. Employee satisfaction basically gives their maximum efforts towards employer.

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#### INTRODUCTION

Job satisfaction plays a vital role in an organization. It is a complex phenomenon and important concept for employer to understand the feelings of employees. 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. Level of job satisfaction depends upon the attitudes of the employee. Job satisfaction has many dimensions. Commonly noted facets are satisfaction with the work itself, wages, recognition, job security, and chance for advancement. Each dimension contributes to an individual's overall feeling of satisfaction with the job itself. Wiener and Vardi (1980) suggested that organizational attitudes should be more strongly associated with organization-oriented outcomes, such as turnover intentions, while the most likely behavior to be affected by job attitudes would be task-oriented outcomes, such as work effort or performance. It's a result of these factors mentioned above that plays major role in determination of the satisfaction level of employee. Employee is motivated and get satisfied not because only what they perceive and what they realize after joining, but it is their belief, values and the way of working along with their attitude towards organization and work that I think, put major emphasis in determining the satisfaction level of employees.

#### METHODOLOGY

Collection of data was the first and most important stage in any project implementation. The method of collection of data depends upon various factors such as objectives, scope, nature of investigation and availability of resources. Direct personal interviews and questionnaires were some ways through which data were collected.

**Primary data:** This data was gathered from firsthand information sources by myself. This data collection was done from academic employees by administering the questionnaire having face to face interaction with employees.

**Secondary data:** This gave the theoretical basis required for the report presentation which can be available from various sources such as magazines, office files, inter office manual and web site of the organisation.

**Sampling :** Sample is a finite subset of a population. A sample is drawn from a population to estimate the characteristics of the population. Sampling is a tool which enables me to draw conclusions about the characteristics of the population.

**Sampling frame:** Organisation where manpower will be used for the purpose of any output and where the employees need to work in cooperation a tender of their organisation.

**Sampling design:** Random sampling

**Sample size:** The size of a sample depends upon basics characteristics of the population the type of information required from the survey. Here in our study the sample size was taken as 50.

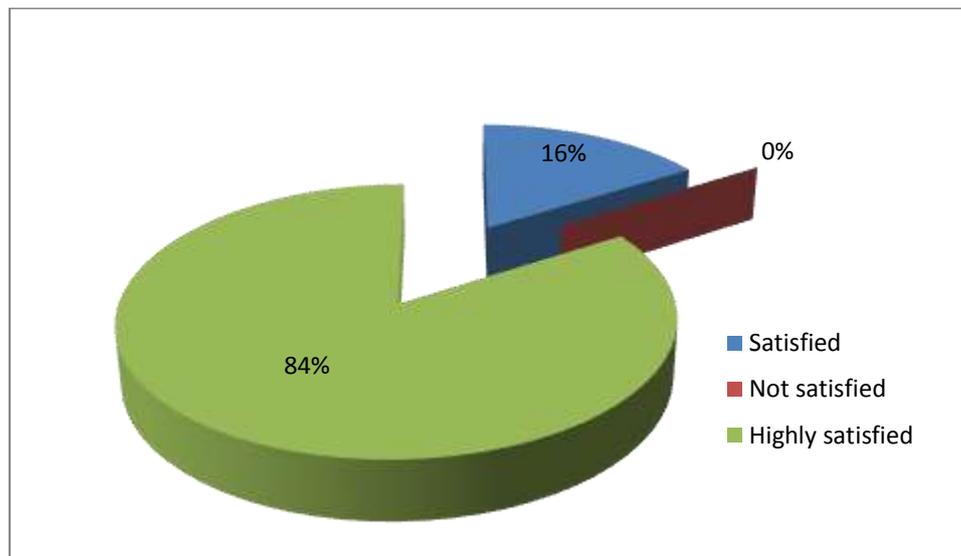
### DATA PROCESSING AND ANALYZING

Data which was gathered by administering questionnaires was processed in simple manner to determine the level of satisfaction among employees. Every response was assigned some score based on this overall satisfaction level was determined. Collected data was carefully tabulated and analyzed by using satisfaction methods and also plotted in various graphs.

### RESULTS

The survey was done by the help of following questionnaires and represented by the following diagrams.

#### Are you satisfied with the overall compensation?



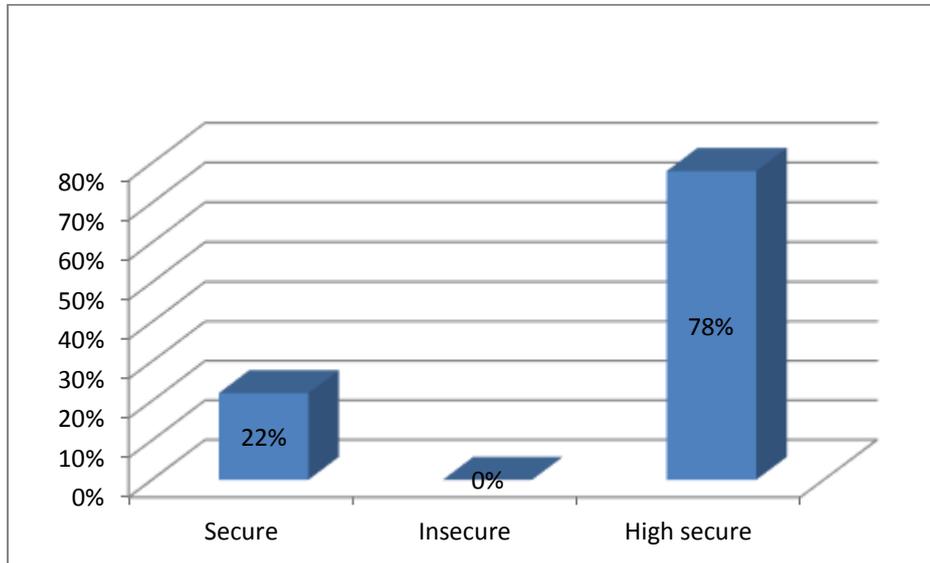
*Figure 1: Graphical representation of employee overall compensation*

### DISCUSSION

From the above pie chart (Fig 1), we found that out of total 50 respondents 84% of employees are highly satisfied with overall compensation that university provides them while 16% of the total respondents are satisfied with overall compensation. This is a central university, so that the compensation is according to the government norms. So most of the employees are satisfied with the salary provided, but some (16%) told that they are not getting the proper increment in due time, so salary is quite less as per their expectations. In every increment, compensation generally increases by 3% of the basic, so the total is much.

In other words, the employee satisfaction level directly related with the promotion. If they promoted on time so their compensation also increases, they are highly satisfied. But due to some conditions some employees are not getting their promotion on time, so they are not happy with the compensation provided. So one can say that, this impact of the increase in compensation directly related with the employee satisfaction level.

**How secure do you feel in your job?**



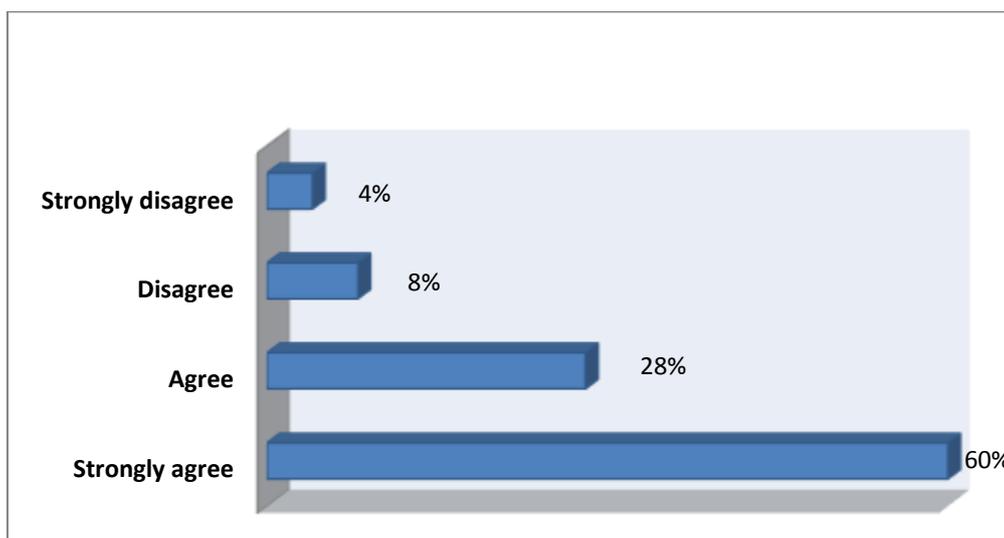
*Figure 2: Graphical representation of employee job security*

**DISCUSSION**

From the above chart (Fig 2), we found that out of total sample of 50 respondents, 78% of employees feel highly secure in his/her job and whereas 22% of employees feels secure.No one among the above mentioned respondents feel insecure for their job. As this is a central university, so the rules and regulations are formed as per the government norms. Based on this above results we found that many of them feel highly secure, because they perform their duties and assigned work on time. While 22% feel secure after one year probation.

As per my data survey we did not find insecure employees. But sometimes we observed that employees cannot able to give 100% effort to their assigned work.So they will not be promoted on time and their career stuck. Dissatisfaction leads to frustration and frustration leads to aggression. Then aggression creates insecurity in their job.

**Q3. Whether employees receive the proper training when employee needs to do their job well?**

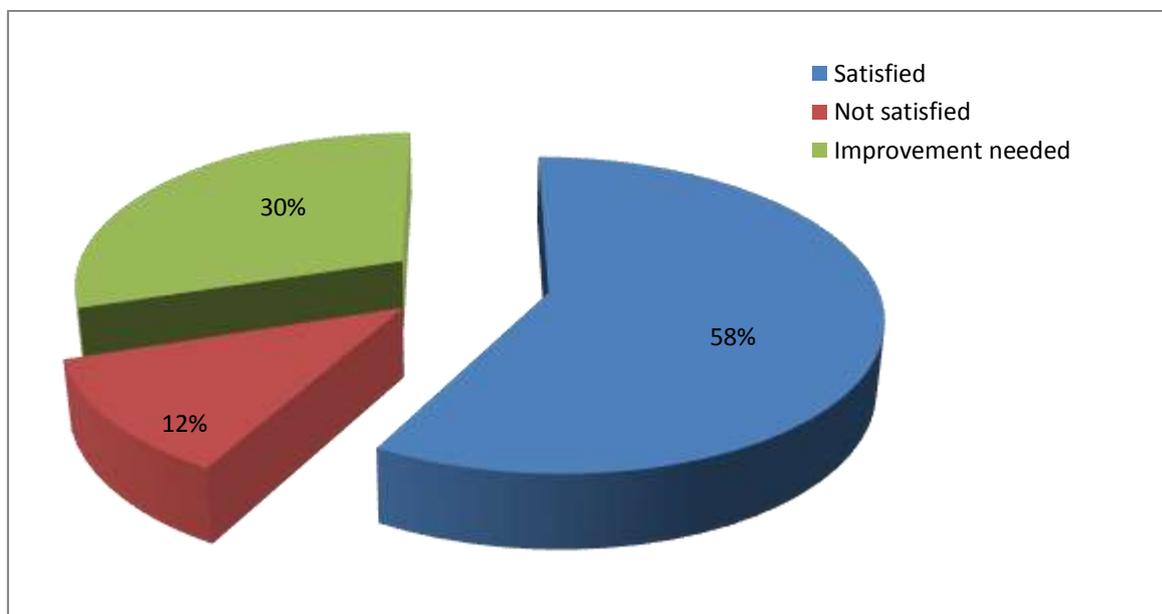


*Figure 3:Graphical representation of employee training and skills development*

### DISCUSSION

From the above chart (Fig 3), we found that out of total sample of 50 respondents, almost 60% of the total employees are strongly agree that they get the proper training when they need to do their job well. While 28% are agreeing to this fact and the remaining 12% are not agreeing to this fact, out of which 8% is disagreeing and 4% is strongly disagree. Training is an essential part of an employee to increase ability of teaching. It is also helpful for the employees to interact with the people who are working in their filed. They can learn new methodology and that will require upgrade in teaching the students in the class. Now a days training is also require for promotion, so when the employee of NEHU apply for training, the employer agreed to give the permission, so most of them are strongly agree with the statement. Few cases are observed that administration was unable to provide permission due to some issues.

### Are you satisfied with the rewards and recognitions that university provides you?



*Figure 4: Graphical representation of employee satisfaction level in terms of rewards and recognitions*

### DISCUSSION

From the above pie chart (Fig 4), we observed that out of total sample of 50 respondents, 58% of employees are satisfied with rewards and recognitions that university provides them. 30% of the total respondents suggest some improvement required while 12% feel not satisfied with rewards and recognitions that university provides them. Rewards and recognitions are most important factor that can improve the performance most of the employees. It is also important to promote the employees. Modern study found that most of employees are motivated by rewards and recognition because both increase their self-confidence. If top level management recognizes employees' activity and employees feel proud for their appreciation. If employees are satisfied then organization will get more benefit from their employees.



Are you satisfied with medical benefits given?

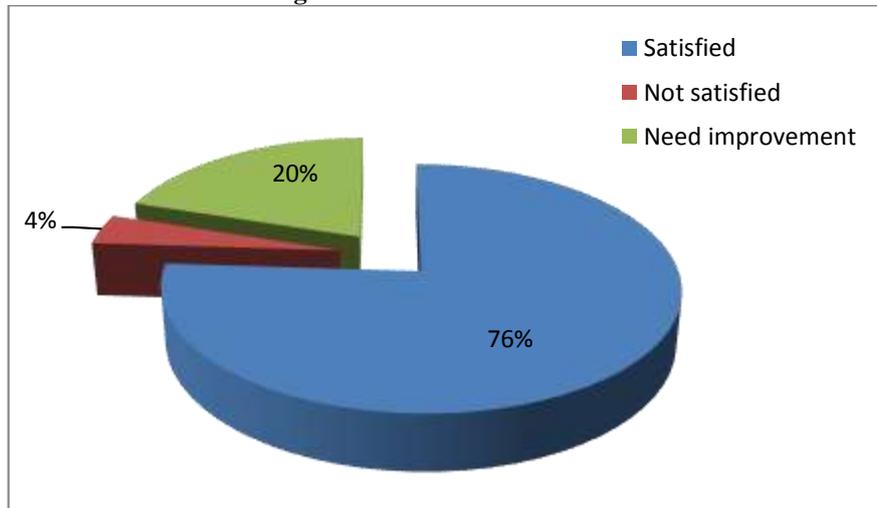


Figure 5: Representation of employee medical benefit

## DISCUSSION

From the above pie chart (Fig 5), we can see that out of total sample of 50 respondents 76% of employees are satisfied with the medical benefits that university provides them. 20% need improvement while 4% employees are not satisfied with the university medical benefits.

Every employee want to secure not only own health but also want to secure their family medical problem. Almost every private and government organizations provide medical facilities to their employees. As a central university, NEHU has a good medical facility and also provide free treatment in hospitals. So most of employees are satisfied with the medical facility but some (20%) suggested needs to be improved. In case of any emergency, university only provides the government hospitalization but it should be any hospital in emergency cases. They also suggested providing the reimbursement for all types of medicine that doctors prescribe. Consultation fees should be fully reimbursement. Due to these drawbacks, some of the employees (4%) are not satisfied with the medical facilities given.

## CONCLUSION

Based on these above five important questionnaires, we can conclude that employee job satisfaction depends on the importance element in management and employee relationship. Job satisfaction survey gave us the most valuable information regarding the employee's perceptions and their expectations. This survey can be treated as the most effective and efficient way, which makes the employees to express their real feelings undoubtedly. Not only this but also we can say that employer also benefited from this study by considering the employees feedback. If employee and employer are satisfied, then level of employee satisfaction increases and organization can achieve their goal. So it really helps us to create a new dimension to make fulfill employee satisfaction level.

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