

A case study of EMPLOYEE SATISFACTION In Varroc Engineering Pvt. Ltd*

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Employee satisfaction surveys provide the information needed to improve levels of productivity, job satisfaction, and loyalty. Organizations can identify the root causes of job issues and create solutions for improvements with an accurate perspective of employee views. These root causes can be identified using SSO's employee satisfaction survey. Discover what motivates people, what drives loyalty, and what genuinely makes and keeps employees happy. Satisfaction levels will increase when employees know that their issues are being addressed. There is a direct link between employee satisfaction and financial results.

An employer, manager, supervisor, or whoever is introducing the upcoming survey to the employees should be well prepared with facts. If the employee survey is designed to address specific issues, let your employees know what the survey is about, what is being measured, how they will be involved through being advised of the statistics resulting from their responses, what caused the development of the survey and what is expected to result from their time taken in submitting information? Explain the process for change which will result and how it can change their employment environment. If you obviously care about their feelings and concerns, they will care about their workplace and employment, building morale and loyalty.

Above Employee satisfaction survey is analyzed by collecting primary data and using the statistical method of Factor analysis using the statistical software SPSS, which will lead to the results of dominant factors for Employee's satisfaction.

Keywords:

Employee satisfaction, SPSS, principal component method

Introduction

Employee satisfaction is the individual employee's general attitude towards the job. It is also an employee's cognitive and affective evaluation of his or her job.

"An employee satisfaction survey is used to determine the fulfillment of employees' desires, needs, and wants in

relationship to an organization.”

Employee satisfaction surveys provide the information needed to improve levels of productivity, job satisfaction, and loyalty. Organizations can identify the root causes of job issues and create solutions for improvements with an accurate perspective of employee views. These root causes can be identified using SSO’s employee satisfaction survey.

Discover what motivates people, what drives loyalty, and what genuinely makes and keeps your employees happy. Satisfaction levels will increase when employees know that their issues are being addressed. There is a direct link between employee satisfaction and financial results.

An employer, manager, supervisor, or whoever is introducing the upcoming survey to the employees should be well prepared with facts. What is the purpose of the survey? What is hoped to be gained from the survey? What will be done with the results? If you are prepared with all the facts and express your personal support for the employee survey, the employees will support the idea.

It is very important that employees understand that the results of the survey will be the basis for an action plan to resolve any problem areas identified. They should also understand that they will be involved through being advised of the statistics resulting from their responses and will be involved with developing the action plans to resolve any identified problem areas. If you allow the employees to feel that filling out the survey will result in no change, they will not want to submit the information. Why should they want to take time to read and respond to a survey if the results are simply going to be pictures pasted to the wall with no resultant change?

If the employee survey is designed to address specific issues, let your employees know what the survey is about, what is being measured, what caused the development of the survey and what is expected to result from their time taken in submitting information? Explain the process for change which will result and how it can change their employment environment. If you obviously care about their feelings and concerns, they will care about their workplace and employment, building morale and loyalty.

Employee satisfaction is a measure of how happy workers are with their job and working environment. Keeping morale high among workers can be of tremendous benefit to any company, as happy workers will be more likely to produce more, take fewer days off, and stay loyal to the company. There are many factors in improving or maintaining high employee satisfaction, which wise employers would do well to implement.

To measure employee satisfaction, many companies will have mandatory surveys or face-to-face meetings with employees to gain information. Both of these tactics have pros and cons, and should be chosen carefully. Surveys are often anonymous, allowing workers more freedom to be honest without fear of repercussion. Interviews with company management can feel intimidating, but if done correctly can let the worker know that their voice has been heard and their concerns addressed by those in charge. Surveys and meetings can truly get to the center of the data surrounding employee satisfaction, and can be great tools to identify specific problems leading to lowered morale.

Objective Of Study

- Measure Job satisfaction Level of employee.
- To assess the level of commitment across process and Facilities.
- To help the management of the company to know about the actions to be taken to improve the level of Satisfaction of the employees.
- Measure employee general perceptions of the work environment.

Significance Of The Study

If we are assessing the level of engagement or job satisfaction of our employees, we are probably interested in

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knowing exactly what matters most to them. This information is critical to understanding exactly what we need to fix. To simply measure what employees are most and least satisfied with is not enough. We might find that our employees are quite dissatisfied with some aspect of their jobs, but that the thing they are unhappy with is not really that important to them or has little bearing on how engaged they are. Or we might find that our employees are moderately satisfied with some other aspect of their jobs, but we also learn that this is the most important thing to them and therefore an area to focus on improving.

Some organizations are tempted to include a set of items that asks people to rate the “importance” of the things they are being asked, but the problem with doing this is that it can double the length of our survey and thereby reduce the response rate. An employee survey with a low response rate calls into question the validity of the assessment.

With some simple statistical methods, we can conduct an effective employee engagement survey that measures importance without asking employees to rate the importance of every item. Conduct a simple statistical analysis of the results in which we correlate responses to each “satisfaction” or “engagement” survey item with an overall level of satisfaction.

Suppose we have an opinion survey that measures 25 aspects of employee satisfaction and you want to know which are the most important to our employees. For the final question in the survey, ask a general question about their overall level of job satisfaction. Additionally, if our survey includes distinct areas of content, we might ask about the overall satisfaction in each of those areas.

Then, once we have gathered all the data, use our Correlation Engine to look at the correlations between each item in the survey and the overall level of satisfaction. Items with the highest correlations are the ones that are most important to our employees and items with a low correlation are relatively unimportant. With this information, we will be able to target our improvements in the areas where they will be the most effective.

Research Approaches:

Descriptive research:-

The research study is conducted through descriptive research. Descriptive research design is a scientific method which involves observing and describing the behavior of the subject without influencing it any way or to identify the of something that happening. For instance, this research could be used in order to find out the strengths and weaknesses of the organizations.

Sampling Design

Convenience sampling is used for this study. Convenience sampling is used in exploratory research where the researcher is interested in getting an inexpensive approximation of the truth. Without incurring the cost or time required to select a random sample.

For the purpose of this study the researcher selected Questionnaire method, then developed a questionnaire in which the tried to collect the data regarding the subject. The questionnaire was improved with guidance of senior HR officer.

For the survey the total population was **900** and for the project researcher took sample size 125 through which selected ideal sample size is **100**.

Primary data is collected by using questionnaire method. Here researcher used structured questionnaire. Structured questionnaire is designed with 5 point Likert Scale. Likert scale is taken as follow-

1	2	3	4	5	Total	Average	Rank

1. Completely disagree
2. Disagree
3. Neither disagrees nor agrees
4. Agree
5. Completely agree

In questionnaire researcher segmented three clusters as

- Work place and safety.
- Nature of work and job satisfaction.
- Organizational culture and interpersonal relations.

Secondary data- for collection of secondary data researcher collect some information from schedule session with the company manager also researcher collect information from some websites like- www.varrogroup.com, www.citehr.com, www.google.com, and also different books, journals of human resources, textbooks, and by observation study.

Tools and techniques of analysis:

Percentage analysis ,Weighted average analysis, graphical presentation with the help of pie charts, bar diagrams are the tools used in the study. The rank shows the opinion of the employee towards the particular question, hence we can find out the employee level of the satisfaction and the stress towards the questions

Limitations

1. Time limit
2. Fear about management to employee

Statistical Analysis

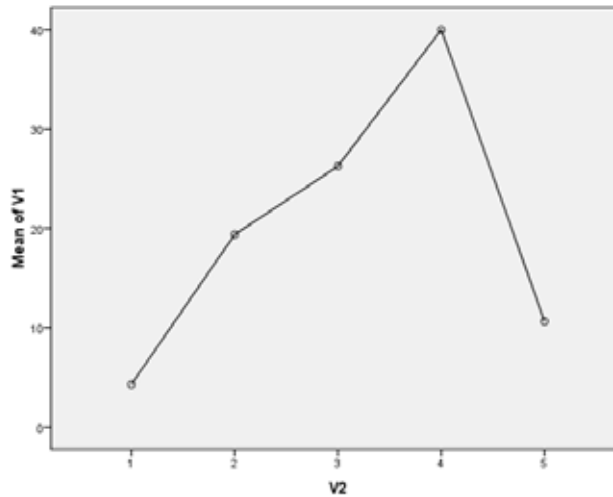
Table No 1.

Work Place And Safety

P articulars	1	2	3	4	5	Total	Average	Rank
Your Workplace is good spacious and enough to work.	0	10	20	60	10	370	24.667	2
There is sufficient light and air at the work place.	0	0	20	65	15	395	26.333	1
Drinking water is clean and sufficient.	0	20	20	50	10	350	23.333	4
Toilet is maintained neat and clean	10	40	35	15	0	255	17	5
The health and safety facilities in the organization are satisfactory.	0	15	45	15	25	350	23.333	4
Working Condition of the machine you operate is good.	0	10	20	65	5	365	24.333	3
First aid box and medicine are made available when needed.	10	10	25	35	20	345	23	6
Your workplace affects adversely on your work	10	50	25	15	0	245	16.333	7

ANOVA

V1					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5937.065	4	1484.266	7.207	.000
Within Groups	7002.679	34	205.961		
Total	12939.744	38			



Interpretation-

The above table shows the rank of the questions, the highest rank shows that the most of the employees are satisfied with that statement, and lowest rank shows that most of the employees are satisfied with that statement. So from above table of ANOVA, it is clear that at 5 % of significant level we can reject the hypothesis that all attributes are equally distributed value is highly significant, but the graph shows that data is normally distributed.

Table No. 2

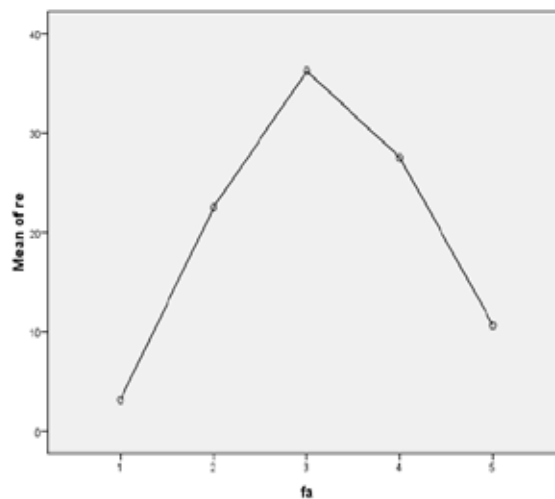
Organizational Culture And Interpersonal Rel

Particulars	1	2	3	4	5	Total	Average	Rank
Your supervisor and co-workers gives due respect to you.	5	10	45	25	15	335	22.333	3
Working with your company will help you learn and grow in professional and personal career too.	0	45	35	10	10	285	19	7
Innovation and suggestions are encouraged to improve performance.	0	40	30	20	10	300	20	6
Team building activities are encouraged to improve performance.	5	20	40	30	5	310	20.667	4
There is enough scope for learning and growth.	5	25	35	30	5	305	20.333	5

Your colleagues are co-operative and friendly	5	5	40	30	20	355	23.667	2
All are aware about company policies and objectives	0	30	30	40	0	310	20.667	4
You feel proud to recommend someone for job openings in the company	5	5	35	35	20	360	24	1

ANOVA

Re	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5593.750	4	1398.438	17.136	.000
Within Groups	2856.250	35	81.607		
Total	8450.000	39			



According to above table of organizational culture and interpersonal relations employees are always proud of their organization and they are happy to recommend employment for others and they are saying that their colleagues are cooperative and their supervisors are also cooperative and gives respect. This shows that honour, respect, coexistence, morality, human relationships matters in organizational behavior.

From the ANOVA table at 5% level of significance it is observed that F value of the ANOVA table is highly significant comparing with $p=0.05$. This concludes that all the attributes considered for organizational culture are not equally important. Data shows the normal distribution behavior.

Table No. 3

Nature Of Work And Job Satisfaction

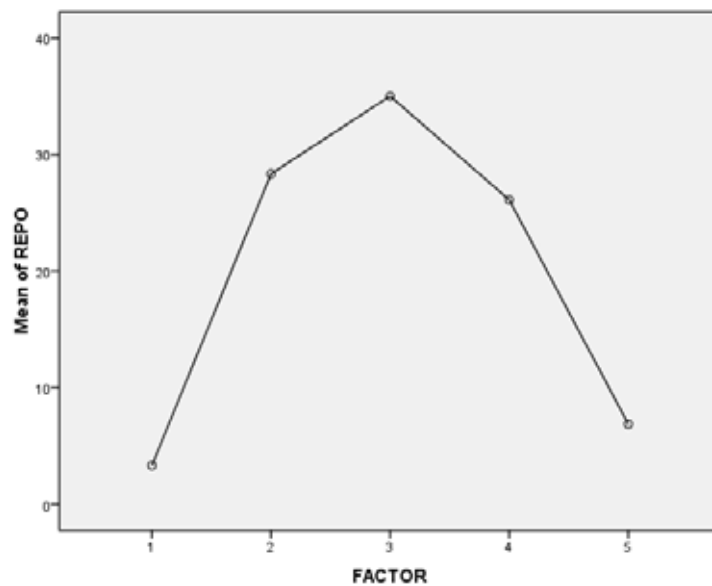
Particulars	1	2	3	4	5	Total	Average	Rank
You're aware of the vision and mission statements of your company	0	80	10	10	0	230	15.333	7
You are aware of the quality policy and business plan of your company.	0	65	20	15	0	250	16.667	6

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The Nature, Quality and Quantity of work you are doing justifies your potential	10	15	45	15	15	310	20.667	3
Proper value/importance is given to your opinion.	5	5	45	35	10	340	22.667	2
your work is recognized with your seniors	5	35	25	25	10	300	20	5
Your seniors always supports you, when you are in problem	10	10	45	30	5	310	20.667	3
You are satisfied working with your seniors	0	5	30	60	5	365	24.333	1
Your salary is at par with market standards and your qualification and experience.	0	35	35	20	10	305	20.333	4
You feels proud to work with your company.	0	5	60	25	10	340	22.667	2

ANOVA

REPO	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6861.963	4	1715.491	6.505	.000
Within Groups	10285.764	39	263.738		
Total	17147.727	43			



According to above table of NATURE OF WORK AND JOB SATISFACTION employees are always proud of their organization and they are satisfied with the seniors and they are concern about quality and quantity, and nature of job. Employees are concern with their salaries but they are unaware about the vision and mission of the company.

From the ANOVA table at 5% level of significance it is observed that F value(6.505) of the ANOVA table is highly significant comparing with $p=0.05$. This concludes that all the attributes considered for Nature of work and job satisfaction are not equally important. Data shows the normal distribution behavior.

Conclusion:

All the above study is relating to employees satisfaction in various areas in the VARROC Company about employees working conditions and their opinions about nature of work and their job satisfaction for enhancing their standardization in their job. The study also explain that organizational culture and interpersonal relation within the organization. The study also shows strength and weaknesses related to employee satisfaction, Expectation. The study will help to the VARROC Company the lacking regarding to their employee.

The Employee Survey Summary is for managers who want to implement action plans quickly and align the human resources concurrently in order to effect maximum organizational growth. The survey study reveals that most of the employee doesn't aware the company vision, policies, objectives, business plan. Many Employees don't know the vision and mission of company. Most Employees don't know the Quality policy and business plan of company. Some Employees feels that their work is not recognized by their seniors. Many employees feel that their salary is not at par with market standard and their qualification.

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