

A study on job satisfaction & morality of tamilnadu state transport corporation employees-with reference to ambasamudram taluk

R.Sivasankari¹

Abstract

Employees Satisfaction Analysis is done through various factors. Morality and its influence on efficiency is also a part of job satisfaction. Morality is a factor which impacts on all the aspects of work life. Transport corporation is a service organization with shift based employees, their morality and job satisfaction is done through the present research. The study aims to examine morality and job satisfaction of Tamilnadu state transport corporation employees. The researcher has drawn 50 employees working in Ambasamudramtaluk for the study. Data was collected with the help of a structured questionnaire and data was analyzed using statistical tools like percentage analysis, Mean score analysis and chi-square analysis.

Keywords: Busniess world,employee,compents

Author Affiliation: ¹ Department of Commerce (SF),Sri Paramakalyani College,Alwarkurichi

Corresponding Author: R. Sivasankari. Department of Commerce (SF),Sri Paramakalyani College,Alwarkurichi

Email: sankarispkc@gmail.com

How to cite this article: R. Sivasankari. A study on job satisfaction & morality of tamilnadu state transport corporation employees-with reference to ambasamudramtaluk, Journal of Management and Science, 10(3) 2020 7-11. Retrieved from <https://jmseleyon.com/index.php/jms/article/view/412>

Source of support: Nil

Conflict of interest: None.

Received: 2 September 2020 **Revised:** 23 September 2020 **Accepted:** 24 September 2020

1.INTRODUCTION

In today's competitive business world, satisfied employees are treated as the essential human capital. The financial performance can be easily measured but the satisfaction of employees is tough to verify within the organization. Morality is an overall attitude towards the workplace and their work. There were so many extensive research conducted to measure job satisfaction of employees working in different organization. Morality and its impact on employees efficiency is also a part of job satisfaction.

2.REVIEW OF LITERATURE

Chopade (2012): revealed the relationship between survivors' perception of rightsizing and their continuance commitment, affective commitment and morale. During this intervention, if employees' positive perception of rightsizing would have positive impact on their continuance as well as affective commitment. But, survivors' rightsizing perception has negative impact on their morale. Employees were satisfied with their pay and amount of work done. They were worried about their job security. So that respondents has shown high commitment but low morale.^[1-8]

To achieve high levels of employee productivity, organizations must ensure that the physical environment is conducive to organizational needs facilitating interaction and privacy, formality and informality, functionality and cross-disciplinarily. Consequently, the physical environment is a tool that can be leveraged both to improve business results (Mohr, 1996) and employee well-being (Huang, Robertson and Chang, 2004) Ensuring adequate facilities are provided to employees, is critical to generating greater

employee commitment and productivity. The provision of inadequate equipment and adverse working conditions has been shown to affect employee commitment and intention to stay with the organization (Weiss, 1999). Haynes (2008) explains the behavioral office environment behavioral components of the office environment that have the greatest impact on office productivity. In all of the work patterns, it was found that interaction was perceived to be the component to have the most positive effect on productivity, and distraction was perceived to have the most negative.

Employee's welfare and social security are important because it frees the employee to work with his utmost efficiency and effectiveness to the organizations task and thus organization's productivity and efficiency get increased.^[9-13] It also play important role in reducing absenteeism and employee turnover. Social security measures are the part of welfare activities which play important role in rapid industrialization, growth of national economy as they improve employee's morale by providing sense of security to them against various industrial hazards (Shelar and Phadatar, 2013). Usmaniet. al.(2013)explores the relationship between diversity and customer satisfaction mediated by employee morale. Exploratory Factor Analysis, Confirmatory Factor Analysis and Structural Equation Modelling were run to test the relationship and significance of the model. The results rejected the mediated relationship of diversity and customer satisfaction but showed positive direct association between diversity and employee morale.

3.STATEMENT OF THE PROBLEM

Job satisfaction is a major feature of human resource

management. Job satisfaction is affected by the morality of employees working in the organization. Morality is a psychological activity affected by many factors of the employees on the work environment. Employees morality differs from place to place of work environment. Transport Corporation is a major service sector which helps public in both rural and urban areas. Employees working in transport corporation can be classified into technical staffs and running staffs. Their work time and place will change on shift basis and they have to meet the necessary requirements of their employer. Against this backdrop, the present study aims to find the job satisfaction and morality of employees in state transport corporation in Ambasamudramtaluk.

4.OBJECTIVES OF THE STUDY

The study was undertaken with the following objectives:

- To find out overall demographic profile of employees.
- To identify the factors influencing job satisfaction among TNSTC employees.
- To study the importance of morality in the job performance.
- To analyse the demographic factors with Job satisfaction

5.RESEARCH METHODOLOGY

5.1 Area of the study

This study was conducted in Ambasamudramtaluk.

5.2 Sampling techniques

The simple random technique was adopted for selecting respondents. The researcher has taken fifty state transport corporation employees.

5.3 Sources of data

The study is based on both primary and secondary data. The primary data were collected through structured questionnaire. The required secondary was collected from books, magazines and web-sites.

5.4 Tools Used

- Percentage analysis
- Mean Score analysis
- Weighted Mean Index
- Chi-square analysis

6. LIMITATION OF THE STUDY

- The study is confined with the following limitations:
- The study is limited to AmbasamudramTaluk only and conclusions drawn may not be applicable to other areas.
- Time and cost are the others factors limiting the study sample to 50 respondents.
- Present study is mainly based on primary data. Hence the possibility of sampling error is inevitable.
- It is difficult to know whether the willing respondents are truly representative.

7.ANALYSIS AND INTERPRETATION

Demographic profile of the respondents

Table 1: Demographic profile of the respondents

Source: Primary data

Sl.No	Particulars	No. of Respondents	Percentage
Age of the respondents			
1	25-35	14	28
2	35-45	20	40
3	45 55	11	22
4	Above 55	5	10
Gender of the respondents			
5	Male	45	90
6	Female	5	10
Educational qualification of the respondents			
7	School level	25	50
8	Under graduate level	25	50
Designation of the respondents			
9	Drivers	16	32
10	Conductors	20	40
11	Offices Staff	8	16
12	Technicians	6	12
Income level of the respondents			
13	10,000-20,000	8	16
14	20,000-30,000	16	32
15	30,000-40,000	20	40
16	Above 40,000	6	12
Marital Status			
17	Married	43	86
18	Unmarried	7	14
No. of Dependents of the respondents			
19	Below 3	7	14
20	3-5	28	56
21	Above 5	15	30
Nature of job of the respondents			
22	Permanent	45	90
23	Temporary	5	10
Tenure of Experience in the same job			
24	Below 2 years	5	10
25	2- 5 years	20	40
26	Above 5 years	25	50
Working Hours of the respondents			
27	Shift	32	64
28	Regular	18	36

8.Interpretation

From the above table showing demographic profile

of the sample respondents, the maximum respondents are belonging to the age group of 35-45 (40%), 64% of the respondents were working in shift basis. Out of 50 respondents, each 50% were school level and under graduate level, majority of the respondents were working in permanent nature, majority of the respondents (40%) were under the income level of 30,000 to 40,000 and 50% of the respondents work experience in the same institution for more than 5 years. Majority of the employees were married (86%) and 40% of the respondents were conductors.

9. Ranking the Data through Weighted Mean Technique

Mean in which each item being averaged is multiplied by a number (weight) based on the item's relative importance. The result is summed and the total is divided by the sum of the weights. Weighted averages are used extensively in descriptive statistical analysis also called weighted mean. The data related to selection factors, investment pattern were analysed using weighted mean technique.

10. Source: Primary data

10.1 Interpretation

Employees are asked to show their level of satisfaction on the selected eight factors and five choices of level of satisfaction were given to them. Weighted average of preference was made and the result depicts that Recruitment and selection occupies the first rank, second rank occupied by Training & development, third rank occupied by work culture, followed by wages and salary structure, Trade union and industrial relations, promotion and transfer, and least rank occupied by working conditions.

10.2 Mean Score Analysis of Employee Morale and its Impact on Employee Efficiency

To measure the Employees morale and its impact on employees efficiency 10 factor questionnaire was administered to the selected respondents. The scoring was analysed on three point scale and mean score was calculated, the average mean score forms the basis for comparison and the result depicts that 2.11 is the average mean score. The factors mean score is compared and the result were presented as follows: Mean score = 2.11-----Good impact on morality
Mean score > 2.11----- Very good impact on morality
Mean score < 2.11----- Average impact on morality

12. Source: Primary data

Interpretation

The above Table 3 depicts that job security, important for freedom of job, friendliness, employee supervision, quality & quantity of work performance in the five factors are more than value of 2.11 very good, salary, development skills & abilities, promotion, respect receive the people, pride in work it less than 2.11 of Average factors.

Table 2: Ranking the Factors of Job Satisfaction

S.No	Particulars	Total	Response	Rank
1	Recruitment and selection	206	4.12	I
2	Training and development	199	3.98	II
3	Working conditions	182	3.64	VIII
4	Wages and salary structure	192	3.84	IV
5	Promotion and transfer	191	3.82	VI
6	Safety and welfare measures	186	3.72	VII
7	Work culture	196	3.92	III
8	Trade union and industrial relations	192	3.84	IV

Analysis of Data using Chi Square Test

Chi square test is applied to test the independence of attributes, it verify the distribution of observed data with assumed theoretical distribution. Therefore it is a measure to study the divergence of actual and expected frequencies; Karl Pearson's has developed a method to test the difference between the theoretical (hypothesis) and the observed value. An attempt has been by the researcher to test the demographic factors with satisfaction level and five hypotheses have been framed.

- Ho= There is no significant relationship between Age and Overall Satisfaction.
- Ho= There is no significant relationship between Gender and Overall Satisfaction.
- Ho= There is no significant relationship between Nature of job and Overall Satisfaction.
- Ho= There is no significant relationship between Income and Overall Satisfaction.
- Ho= There is no significant relationship between Designation and overall Satisfaction.

Intpretation

The chi square table result depicts that

- There is no significant relationship between Age and Overall Satisfaction.
- There is no significant relationship between Gender and Overall Satisfaction.
- There is no significant relationship between Nature of job and Overall Satisfaction.
- There is significant relationship between Income and Overall Satisfaction.

Table 3: Mean Score Analysis of Employee Morale and its Impact on Employee Efficiency

S.NO	Factors	Total	Mean square	Result
1	Amount of pay you get.	86	1.72	A
2	Opportunity to develop your skills & abilities.	103	2,06	A
3	The Amount of job security you have. How important is...?	118	2.36	V.G
4	Your Chances for getting a promotion.	97	1.94	A
5	The amount of freedom you have on your job. How important is...?	118	2.36	V.G
6	The respect you receive from the people you work with.	98	1.96	A
7	The friendliness of the people you work with.	121	2.42	V.G
8	Less need for employee supervision.	107	2.14	V.G
9	High level of pride in work.	101	2.02	A
10	Increase in quality & quantity of work performance.	106	2.12	V.G
	Average		2.11	Good

Table 4:Chi-square table result

Factors	Chi-square value	Table value	Result
Age	2.276	5.991	Null Hypothesis is accepted
Gender	0.515	5.991	Null Hypothesis is accepted
Nature of job	5.573	5.991	Null Hypothesis is accepted
Income	11.661	5.991	Null Hypothesis is rejected
Designation	4.068	12.592	Null Hypothesis is accepted

13.SUGGESTIONS AND CONCLUSION

“Happy worker will be a Productive worker”-Employees in an organization must have good morality which will influence in the productivity and job satisfaction. This study attempts to analyse certain factors which affects the morality and concludes that majority of the employees are satisfied and job expectation and work culture impacts more on morality. The following suggestions are made by level of satisfaction & morality of the employees in TNSTC Ltd.

- In the case of recruitment and selection & safety and welfare measure, more attention is to be made towards objective assessment of the skills of the employees.
- Management attitude towards the unions

should be improved. More recognition should be given to the internal leaders.

- It is suggested that the management should provide adequate post retirement benefits and different welfare facilities.
- To improve the productivity of the employees, the management should provide sufficient safety measure and motivate the employees by providing more monetary and non-monetary benefits and recognize the achievement of the employees in a proper manner

REFERENCES

1. J. Barbara, Fret well, Promoting Organizational Competency: A Solution To Increasing Employee Morale And Customer Satisfaction. CERES Innovations, (2002) 1-9 .
2. Chopade Pallavi, An Impact of Rightsizing on Existing Employees' Commitment and Morale: Study of Indian IT Companies. International Journal of Management and Social Science Research (IJMSSR), 1(2) (2012) 6-10.
3. B.P. Haynes, An Evaluation of the Impact of the Office Environment on Productivity. Journal of Facilities, 26 (5/6) (2008) 178-19.
4. Y.H. Huang, M.M. Robertson, K.I. Chang, The role of environmental control on environmental satisfaction, communication, and psychological stress: effects of office ergonomics training. Environment and Behavior, 36(1) (2004) 617-638.
5. J.N. Islam, H.K. Mahajan, R. Datta, A study on Job Satisfaction and Morale of Commercial Banks in Bangladesh. International Journal of Economics and Research, (2012) 152-172.
6. Kongala Ramprasad, Motivation and Workforce Performance in Indian industries. Res. J. Management Sci, 2(4) (2013) 25-29.
7. S.J. Linz, L.K. Good, P. Huddleston, Worker morale in Russia: An exploratory study. Journal of Managerial Psychology, 21(5) (2006) 415-437.
8. S.J. Linz, L.K. Good, P. Huddleston, Worker Morale in Russia: An exploratory study. Michigan State University, 21(5) (2006) 1-24.
9. Mandeep Kaur, Employee Morale and Organizational trust. Shodh, Samiksha Aur Mulyankan International Referred Research Journal, 36 (2012) 69.
10. R. Mohr, Office Space is a Revenue Enhancer, Not an Expense. National Real Estate Investor, 38(7) (1996) 46-47.
11. H.C. Ngamb, The relationship between leadership and employee morale in higher education. African Journal of Business Management, 5(3) (2011) 762-776.
12. S.S. Khanka, C.D. Balaji, Organizational Behaviour, (2007).
13. C.R. Kothari, The Research Methodology, (1990).