

A Study on job satisfaction of employees in Aurobindo pharma Limited, Hyderabad

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ABSTRACT

Job Satisfaction is the result of various attitudes the employee holds towards his job, towards related factors and towards life in general. The importance of job satisfaction is that if the people are satisfied with their work, then there is an improvement in both the quality and quantity of production. If they are not satisfied, then both the quality and quantity of his output will be low; there will be high absenteeism and then over and increased unionism. This paper discusses the employees job satisfaction and to examine the behavioral aspects of work motivation in the selected organization.

KEYWORDS: Job Satisfaction, Job Performance, Quality,

INTRODUCTION:

Human Resource management is concerned with the “people” dimension in management. Since every organization is made up of people, acquiring their services, developing their skills, motivating them to high levels of performance, and ensuring that they continue to maintain their commitment to the organization are essential to achieving organizational objectives. This is true regardless of the type of organizations, government, business, education, health, recreation, or social action. Getting and keeping good people is critical to the success of every organization, whether profit or non-profit, public or private.

Those organizations that are able to acquire, develop, stimulate, and keep out – standing Workers will both efficient. Those organizations that are ineffective or inefficient risk the hazards of stagnating or going out of business. Survival of organizations requires competent managers and workers coordinating their effort toward an ultimate goal. While successful coordination cannot guarantee success, organizations that are unsuccessful in getting such coordination from managers that are unsuccessful in getting such coordination from managers and workers will ultimately fail.

To look at Human Resource Management more specifically, we suggest that it is a process consisting of four functions acquisition, development, motivation, and maintains of Human Resource. In less academic terms, we might describe these four functions as getting people, preparing them, activating them, and keeping them.

NEED OF THE STUDY

The development of the organization purely depends upon human resources and hence they are considered as the assets of the organization. As they invest their energy, knowledge, skills in the organization, naturally they have to be given due importance and the organization ought to take the responsibility of betterment of their lives and also their family members for their employees so that can be motivated to work and strive for the growth of organization.

Job satisfaction implies the provision of various services, a congenial work atmosphere, etc. It also refers to a condition of well being. It also speaks of measures which promote “the physical, psychological and general well being of the working employees”.

Almost all organizations are adopting satisfaction measures but in varying degrees. Arabindo industries established in the 1946 are doing its business all these years. Arabindo industries is one such organization which is taking due care for its employees and it can be easily inferred that it adopting certain measures for the employees satisfaction and their family members.

LITERATURE REVIEW

Job satisfaction is a topic which received much attention of academicians, researchers, and practicing managers. The increased attention towards motivation is justified by many reasons. Large number of studies was undertaken throughout the country as well as outside the country by many scholars and practicing managers. Many research programs have been conducted on job performance to examine its impact on the organizational effectiveness because every employee has to be motivated in the organizations to improve his performance and productivity. A brief review of literature on job performance is presented to expose the areas which were attempted already by many researches and the areas left out for further studies in this regard.

The research study on Job performance aims at studying motivational dynamics in terms of Maslowian self actualization need and its relationship with job performance. The main objective of this research is to determine the relationship between the attainment of self-actualization and job performance. Further it employed the association of self-actualization and one's perception of organizational environment.

1. A study on "Job performance" at Lakeview General Hospital is the evidence as how job performance influenced by several factors. The factors such as increased "red tape", by changes leadership style that included less support, less recognition, and' less listening; and by perception that management's concern with financial resources might cost his job.
2. A research conducted by Porter and Lawler on "Motivation performance satisfaction" model reveals that the Motivation is not a simple cause and effect

matter. It means, too, that managers should carefully assess their reward structures and that though careful planning, managing by objectives, and clearly defining duties and responsibilities through a good organization structure, the effort. Performance reward satisfaction system can be integrated into an entire system of managing.

3. A study conducted by David C. McClelland and his associates in the late 1940s on "Three needs that motivate human behavior Power, Affiliation and Achievement." The envisages, that each person has a need for all the three, that the people differ in the degree to which the various needs motivate I their behavior.
4. A research study done by Alderfer on "Human needs in organizations" focused on three needs Existence, Relatedness and Growth - are determinates of human behavior. Alderfer suggests that there does not exist a rigid hierarchy where a lower level need must be substantially gratified before one can move on. A person can be working on growth even though existence or relatedness needs are unsatisfied.

Though marry researches and studies were conducted on 'Job performance' as for as researcher's knowledge is concerned no body could cover all the factors of motivation and its impact on Job Performance. The present study is aimed at fulfilling the gaps and to understand the relationship the gaps to understand the relationship and impact of job performance.

OBJECTIVES OF THE STUDY

1. The main objective of the study is to find out the employees job satisfaction and to examine the behavioral aspects of work motivation, more specially the objectives are given below.
2. To estimate the employees satisfaction .
3. Evaluation of existing jobs and increasing efficiency of the employees.
4. To observe the difficulties of employees regarding their jobs.
5. To suggest suitable measures to improve welfare measures in the organization.
6. To suggest any measures in jobs increasing efficiency of the employees.

RESEARCH METHODOLOGY

DATA SOURCES:

1. **PRIMARY DATA:** Primary data source is the data which is collected from the employees of the organization by using a structured questionnaire.
2. **SECONDARY DATA:** The secondary data concerned with organization profile and industry profile, total employees of the organization previous perspectives, collected from the existing records of organization are used.

RESEARCH DESIGN:

SAMPLE SIZE:

A total of 100 employees are taken as sample size from ARABINDO company ,Hyderabad.

SAMPLE AREA:

The data is collected from employees of different departments. The data collection involves:

Technicians	Executives
Supervisors	Systems Assistant
Operators	HR Assistant
Finance Assistant	Store Assistant

RESEARCH INSTRUMENT:

A questionnaire consisting of 18 questions is prepared depending on Employees satisfaction on their job. For each question 4 alternatives are given for response.

DATA COLLECTION METHOD:

Interview:

The data is collected from the employees by interviewing with the help of questionnaire.

OBSERVATION:

The data is collected by observing the employee while he is answering the questionnaire.

SCOPE OF THE STUDY

The scope of the study on “job satisfaction” extends to the staff and executives of Arabindo. The study includes various aspects of job satisfaction. Aspects that have been covered are image and Belongingness, communication, personal growth and development, innovated openness and co-ordination. It also make modest attempt to examine the options of employees about their organization. Further, in depth analysis is confined only to the one unit of Arabindo, Hyderabad.

LIMITATIONS OF THE STUDY

1. Though the study aims at examining the job satisfaction, there is depth analysis was restricted to the selected unit of Arabindo, Hyderabad. All units could not be covered due to large size of organization.
2. The data for the present study is collected from only middle and lower level employees.
3. Due to lack of time, and considering the resources available, the study was limited to 100 employees only.
4. This study is confined only to the job satisfaction measures. So other factors are not covered in this study.
5. The data is gathered from more than one source. So it lacks in uniformity and regularity.

ANALYSIS OF THE DATA:

The data is thus collected through the various sources are interpreted and analyzed. The data collected through questionnaires was tabulated and analyzed by using statistical methods such as

- Percentage analysis
- Weighted average method.

TABULATION:

Tabulation is the last stage in the compilation of data and from the basis for its satisfaction treatment from answer to question with which the investigator is concerned.

SIGNIFICANCE:

- It simplifies complex data.
- It facilitates comparison.
- Easy to remember items
- It gives an identity of data.
- It reveals patterns.

DIAGRAMS:

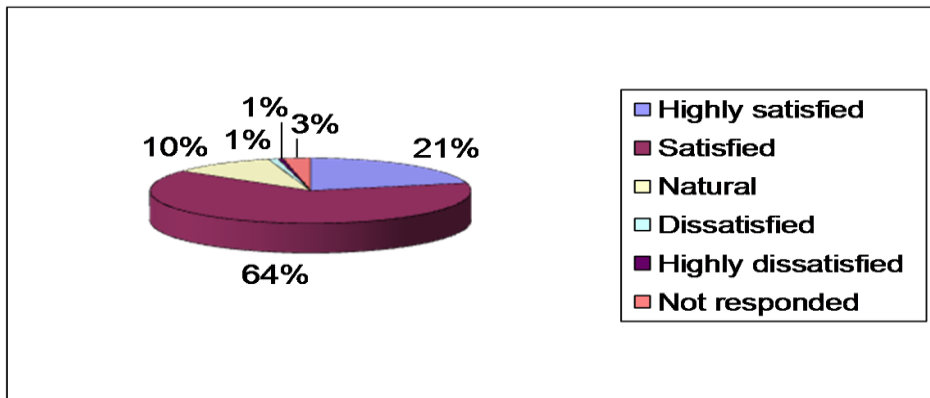
The special feature of diagrams and graphs are with the futures. For the sake of simplicity and convenience the diagrams are in one-dimensional forms. There are different graphs and charts used. Like PIE CHART, BAR GRAPH, etc..

1. OPINION ABOUT JOB SATISFACTION IN ‘AUROBINDO PHARMA LTD’.

Respondent’s opinion about their satisfaction in their work performed in ‘AUROBINDO pharma Ltd.

Table 1:

:No	Respondent Scale	No: of respondents	Percentage of Respondents
	Highly satisfied	21	21
	Satisfied	64	64
	Natural	10	10
	Dissatisfied	1	1
	Highly dissatisfied	1	1
	Not responded	3	3
Total		100	100



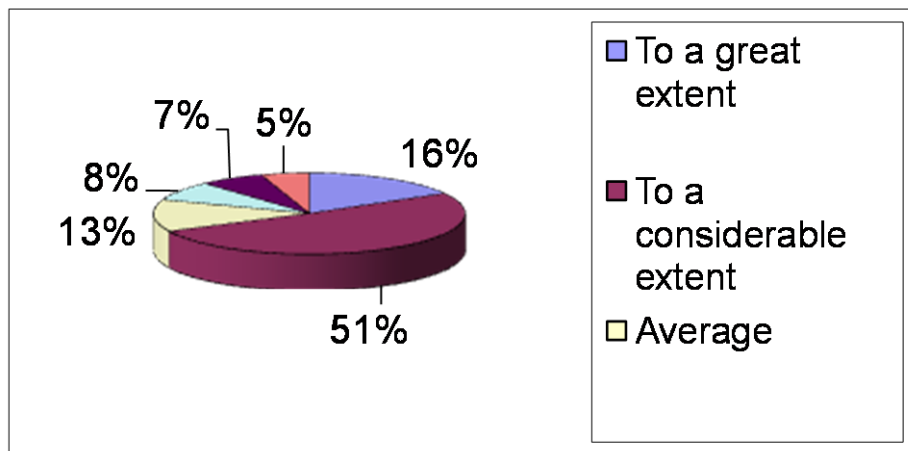
4% of the respondents are satisfied, 11% of the respondents are natural, 1% of the employees are dissatisfied. Whereas 1% of the respondents are highly dissatisfied. **3% of the employees are not responded.**

2. SKILL UTILIZATION

Respondent’s option about their utilization of skills and knowledge performed according to their work in ‘AUROBINDO’ pharma Ltd.

Table 2

No	Respondent Scale	Respondents	Percentage
1	To a great extent	16	16
2	To a considerable extent	51	51
3	Average	13	13
4	To some extent	08	8
5	To a little extent	07	7
6	Not responded	05	5
Total		100	100.00



From the above table it is evident that 16% of respondents are utilizing their skills to a great extent, 51% of the respondents are using to a considerable extent, and around 13% are average. Whereas 8% are using to some extent and 7% are little. 5% of employees are not responded.

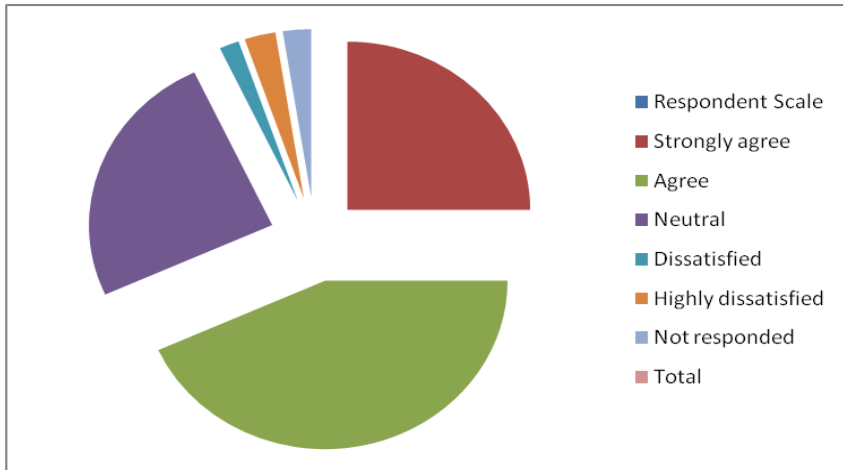
3. SKILL DEVELOPEMENT

Table 3

No	Respondent Scale	No: of respondents	Percentage (%)
1	Strongly agree	25	25
2	Agree	43	43
3	Neutral	24	24
4	Dissatisfied	2	2
5	Highly dissatisfied	03	3

6	Not responded	3	3
Total		100	100.00

SKILL DEVELOPEMENT



From the above diagram it is evident that 25% of respondents are strongly agreed, around 43% of the respondents are agreed, 24% of the respondents are in neutral, where as 2% are disagreed and 3% are strongly not accepted.

3% of the employees are not responded.

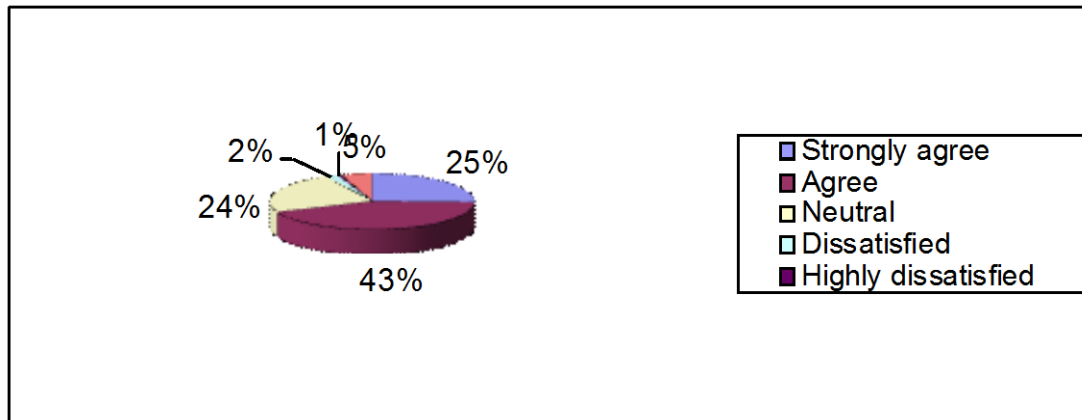
4. ADEQUATE INCOME AND COMPENSATION:

Respondents option about their income and compensations they receive in AUROBINDO Parma Ltd.

Table 4

No	Respondent Scale	No: of respondents	Percentage (%)
1	Strongly agree	25	25
2	Agree	43	43
3	Neutral	24	24
4	Dissatisfied	2	2
5	Highly dissatisfied	1	1
6	Not responded	05	5
Total		100	100.00

ADEQUATE INCOME AND COMPENSATION



It is evident that 26% are strongly agreed if they work good get good remunerations, 43% are agreed, 24% are in neutral, where as 2% of the respondent are disagreed with this and also well as 1% are strongly disagreed. 5% of the employees are not responded.

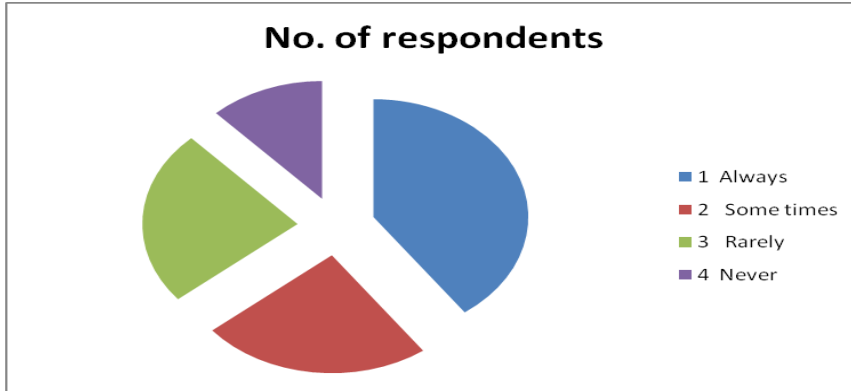
5. WORKING CONDITIONS HAMEPRING PERFORMANCE

Respondents opinion about their working conditions which hamper their performance in ‘AUROBINDO pharma Ltd.’

Table 5

No	Respondent Scale	No: of respondents	Percentage (%)
1	Often have trouble concentrates	46	46
2	Often feel depressed	17	17
3	Occupational disease	3	3
4	Lack of precautionary measures	4	4
5	Work atmosphere	29	29
6	Not responded	1	1
Total		100	100.00

WORKING CONDITIONS HAMPERING PERFORMANCE



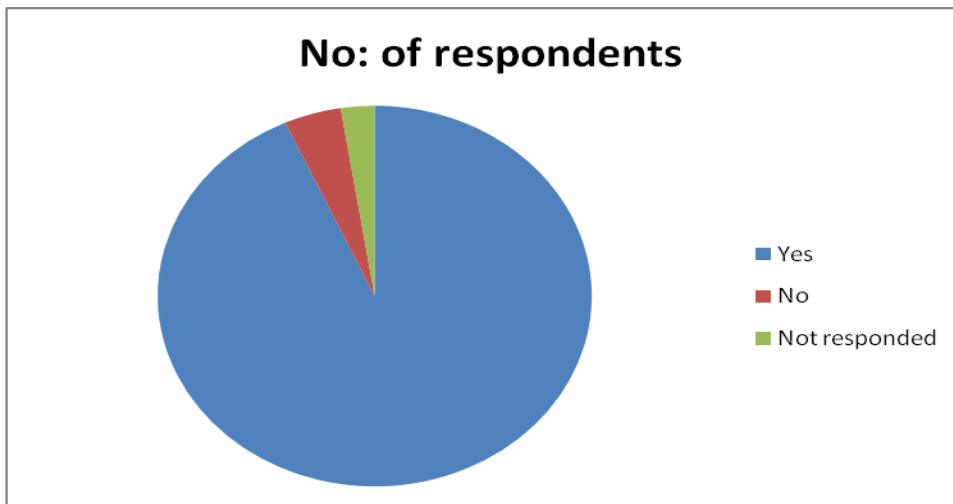
It is evident that 46% of the respondents are hampered with troubles, are in depression mood, around 3% are suffering with occupational 4% are in lack of precautionary measures, whereas 29% of the respondents are agreed with work atmosphere.

6. SUPERVISORY, INTERPERSONAL RELATIONSHIP AND SPIRIT:

Respondents' opinion about their co-operation, supervisory relationships and the mutual spirit between the employees in 'AUROBINDO pharma Ltd.' are regarded.

Table 6

No	Respondent Scale	No: of respondents	Percentage (%)
1	Yes	93	93
2	No	4	4
3	Not responded	3	3
Total		100	100.00

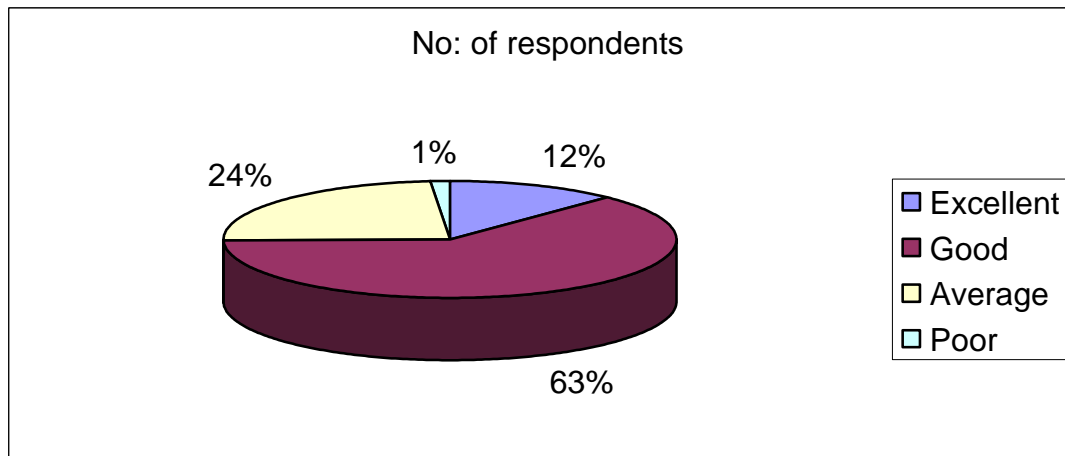


From the above table it is evident that from the total 100 respondents, 93% of the respondents are agreeing that is mutual co-operation and supervisory relationship between them.

7. THE CO-OPERATION IN THE ORGANISATION

Table 7

No	Respondent Scale	No: of respondents	Percentage (%)
1	Excellent	12	12
2	Good	63	63
3	Average	24	24
4	Poor	1	1
Total		100	100.00

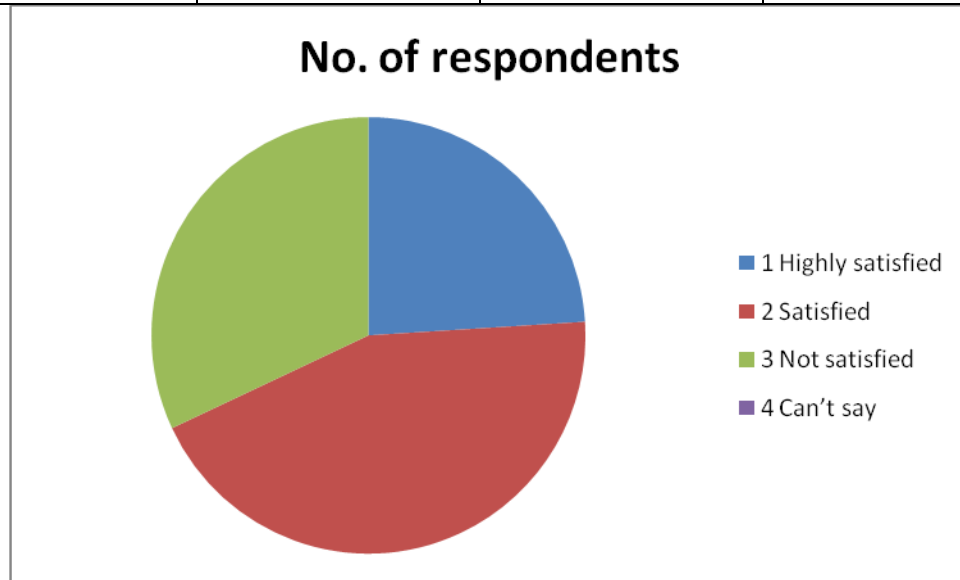


From the above table it is evident that from the total 100 respondents, 63% of the respondents are rated as good. 24 % of the respondents are Average, 12% of the respondents are excellent and 1 % of poor.

7. ORGANIZATION GIVES ADEQUATE PAID LEAVE

Table 9

SL. No.	Items of scale	No. of respondents	Percentage of respondents
1.	Highly satisfied	24	24
2.	Satisfied	44	44
3.	Not satisfied	32	32
4.	Can't say	0	0
	Total	100	100



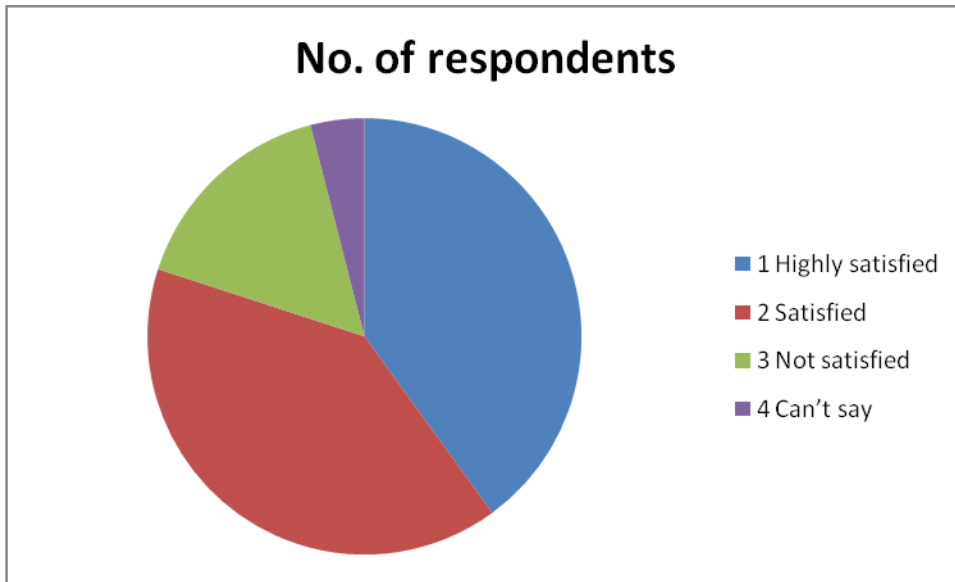
Level is intended to cover casual absence of the employee for personal reasons. If may be granted on full pay on various reasons to meet the special situations this facility boost the employees' morale and improve effectively. From the above diagram it is observed that 24% of employees are happy with the leave facilities and 44% of employees are partly satisfied, where 32% are not satisfied.

9. FEEL ABOUT WORKING HOURS FIXED BY THE ORGANIZATION

A) Highly Satisfied B) Satisfied C) Not Satisfied D) Can' Say

Table No.9

SL. No.	Items of scale	No. of respondents	Percentage of respondents
1.	Highly satisfied	40	40
2.	Satisfied	40	40
3.	Not satisfied	16	16
4.	Can't say	4	4
	Total	100	100



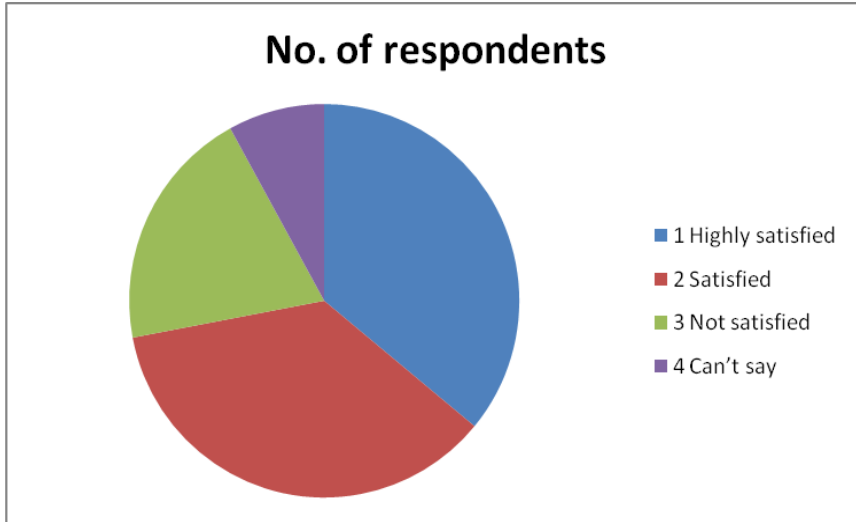
It can be observed that 40% of employees are satisfied with the working hours adopted by the organization and 40% of employees are partly satisfied where as 16% of employees are not satisfied with the working hours and 4% are unable to respond.

10.SATISFIED WITH THE GRIEVANCE MECHANISM IN ORGANIZATION

A) Highly Satisfied B) Satisfied C) Not Satisfied D) Can't Say

TABLE No.10

SL.NO.	Items of scale	No. of respondents	Percentage of respondents
1.	Highly satisfied	36	36
2.	Satisfied	36	36
3.	Not satisfied	20	20
4.	Can't say	8	8
	TOTAL	100	100



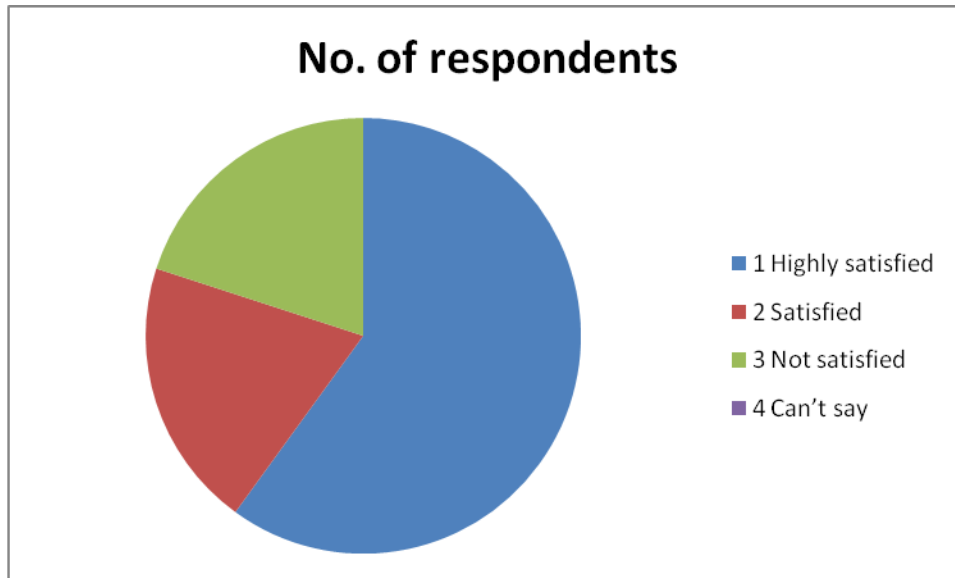
From the above table 36% of the employees are highly satisfied with the grievance mechanism provided in the organization and 36% are satisfied and 20% are not satisfied and 8% are not clear. Grievances generally arise day-day working relations. Grievances of the employees are redressed by management. Can prevent the occurrence of industrial disputes by solving the individual problems.

11. LEADERSHIP STYLE PREVALENT IN THE ORGANIZATION

A) Highly Satisfied B) Satisfied C) Not Satisfied D) Can't Say

TABLE No.11

SL.NO.	Items of scale	No. of respondents	Percentage of respondents
1.	Highly satisfied	60	60
2.	Satisfied	20	20
3.	Not satisfied	20	20
4.	Can't say	0	0
	TOTAL	100	100



The above table reveals that 60% of the employees have the leadership styles in the organization and 20% are satisfied where as 20% are not satisfied with the leadership styles.

FINDINGS

After keenly studying the job satisfaction of the employees working in 'AUROBINDO pharma Ltd,' it is found that,

- The over all employees of 'AUROBINDO pharma Ltd., are satisfied with their respective jobs.
- The over all employees response regarding this is satisfactory as the weighted average falls between 3.0 to 5.0.
- Regarding to the organizational awareness and communication the over all employee response is satisfactory.
- Regarding safe and healthy working conditions the overall employee response is satisfactory, as the weighted average falls between 3.0 to 5.0.
- It is clear that 69% of the respondents are in opinion that skills and knowledge are utilizing.
- It is clear that 68% of the respondents are agreeing for providing opportunities.
- Performance appraisal is done once in 6 months.
- Training is provided for the employees based on their needs.
- The management will discuss with the staff while taking important decisions.
- In every year there is an increment in salaries and bonus for each and every employee.
- There is a mutual co-operation from higher level to lower level employees.

- Job security is ranked top about 75% in all employees.
- Regarding absenteeism, employees mainly take leaves only for occasions or personal, where as some medical leaves are also taken those who are dissatisfied in their job.

SUGGESTIONS

There is a need to introduce training and development activities to workers. Which improves organization's effectiveness, efficiency and productivity.

- There is a need to improve the career development opportunities. Which reduces boredom, monotony and job dissatisfaction.
- There is a need to provide welfare facilities and recreational facilities.
- Need to improve communication channels.
- Transportation facilities are to be provided adequately.
- The management can further assist the employees in building their career by identifying critical jobs accordingly to their qualifications and by allocating additional/higher responsibilities to enrich their skills.
- There is an urgent need for adoption and implementation of suggestion schemes.

CONCLUSIONS

Expanding the major product range, introducing timely and life-saving drugs and promoting joint ventures abroad have worked wonders and accelerated the growth of 'AUROBINDO pharma ltd.,.

With in a short period of time, the company has gained recognition as a star performer and become a competitor to the major players in the country.

The main conclusion drawn from this survey is the employees are satisfied with their work and working environment.

There is more safety for employees like job security. Had opportunities for good career, Moreover there are more benefits for newly recruited trainees.

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