

Satisfaction Level of Staffs on the Hr Practices Followed Under Self Financing Institutions

Dr. Muktak Vyas

Professor, Poornima University, Jaipur

Abstract:- It is a well known fact that money is not the only motivating factor that contributes towards employee satisfaction. There are various other factors which determine employee satisfaction. Employee satisfaction is a factor in motivation, retention and goal achievement in the place of work and commitment is a factor that include no excess work load, treating employee with respect, provide recognition & rewards, fringe benefits and positive management. The purpose of this topic is to study the employee satisfaction and organizational commitment and to examine the satisfaction level of staff and its impact on Commitment. This is descriptive and empirical in nature and purposive sampling technique is used. The study is based on primary data, which has been collected through structural questionnaire, filled by member stake 75 respondents of has been selected on random sampling basis percentage method is used for data analysis. According to findings of this data the employee satisfaction effects commitment of management and staff. Factors affecting employee satisfaction and commitment are rewards, stress, leave, benefits and compensation given to the staff by the management which are important to improve the motivation level and employee satisfaction.

Areas examined include recruitment and selection, induction, training and development and supervision. The main purpose of the study was to find out the nature and impact of Human Resource Management practices in faculty members of self-finance colleges. Questionnaire method was used to collected data from the faculty members of select self-finance colleges from South India. The faculty members expressed their good satisfaction towards Quality of work life, good Motivation from the management and moderately satisfied with Career advancement in the Self finance institutions. However they agreed that there is moderate Job security with high level of stress.

Keywords: Job satisfaction, Recruitment, Induction, Selection, Recognition, Supervision

Introduction

Employee satisfaction definition is a term that is used to describe if employees are happy and fulfilling their desires and needs at work. The crucial factor with employee satisfaction is that satisfied employees must do the job and make the contributions that the employer needs.

Employee satisfaction is a wider term that is used by the Human Capital industry to describe how satisfied or content employees are with elements like their jobs, their employee experience, and the organizations they work for. Employee satisfaction is one key metric that can help determine the overall pulse of an organization, which is why many organizations employ regular surveys to measure employee satisfaction and track satisfaction trends over time. A high satisfaction level shows that employees are happy with how their employer treats them

Often, the term employee satisfaction is used interchangeably with employee engagement; however, while engagement is one-factor influencing overall satisfaction (and it may be said the reverse is also somewhat true), the two are not the same.

Satisfaction, which is important for retention, is not necessarily a predictor of performance, while engagement—which indicates an employee’s passion for their work, among other things—is directly tied to output. Ideally, satisfaction occurs as a result of both factors like compensation and benefits as well as less-tangible elements like engagement, recognition, and strong leadership.

If an organization fails to address both the sides of the equation, they might find they have a complacent team made up of materially satisfied employees who are content to do only what is necessary to remain employed, or a staff of highly engaged employees who are performing well while they look for new opportunities at companies more willing or able to fill their material needs.

Ways of Achieving Employee Satisfaction

- 1) Be Realistic with Your Expectations
- 2) Recognize Good Work
- 3) Focus on the Long Term
- 4) Communicate More
- 5) Care about Employee Well Being
- 6) Offer Opportunities for Learning
- 7) Give Frequent Feedbacks
- 8) Don't Focus Too much on Perks
- 9) Empower Employees

Objectives of the Study

The main objective of the study is to assess the satisfaction level of staffs working in Nehru Arts and Science College, regarding the HR policies followed in the institution, also to suggest corrective measures to improve the HR practices followed in the institution

Literature Review

1) Personal characteristics and Job satisfaction. Smerek and Peterson (2007) defined personal characteristics as assets of individual differences that are affected by the development of an individual. In this study, personal characteristics will include the gender of respondents, minority- status of the employees, age of respondents as well as length of service of an employee. There are different empirical studies relating personal characteristics to job satisfaction. For instance, Spencer, Deal, Pruthi, Gonzalez, Kirby and Langston (2015) carried out a study aimed at analyzing the female workforce in Urology compared to that of men in income, workload and job satisfaction. Using a clustered sample of 6511 domestic members practising Urologists who filled in a questionnaire and a linear regression model, they established that gender was not a significant predictor of job satisfaction among the workforce in Urology

2) Wickramasinghe (2016) investigated the level of job satisfaction experienced by IT graduates employed full-time offshore outsourced IT firms in Sri Lanka, the demographic characteristics that predict job satisfaction, perceptions towards IT jobs in outsourced IT firms, turnover and job search intentions. Using a clustered random sample of 122 respondents who filled in a questionnaire and a Pearson Correlation Coefficient, he established that gender and tenure are significant in job satisfaction measures. Bang (2015) examined the moderating role of age in the relationships between leader-member exchange dimensions and job satisfaction and between job satisfaction and intention to stay among volunteers in non-profit sports organizations. Using a clustered random sample of 214 volunteers in 22 non-profit sports organizations and a moderated hierarchical regression analysis, he established that age moderated the relationship between professional respect and job satisfaction such that it was stronger for younger volunteers, and job satisfaction had a greater positive influence on intention to stay for older rather than younger volunteers.

3) Singhapakdi, Sirgy, Lee, Sensasu, Yu and Nisius(2014) carried out a study to shed more light on gender disparity in job satisfaction in the context of western versus Asian managers. Using a self-administered survey

both in the US and Thailand, and confirmatory factor analysis, they established that gender disparity in job satisfaction in Thailand is driven mainly by significant gender disparity in lower-order Quality of Work Life (QWL) and organizational socialization. Chaudhuri, Reilly and Spencer (2015) carried out a study to examine the effects of age and tenure on job satisfaction. Using a British household panel survey, they established that tenure shares a non-monotonic relationship with job satisfaction for females. For males, the same results are found only at higher levels of job satisfaction. All, the above studies were carried out in the context of the western world and Asia. This contextual gap made it necessary for this study in the context of Makerere University in Uganda.

4) **Intrinsic Factors and Job Satisfaction.** Herzberg et al (1960) defined intrinsic factors as those factors that fulfil an individual's need for psychological growth. Intrinsic factors in this study will mean employee recognition, the work itself, employee opportunities for advancement, professional growth of employees, employee responsibility, a good feeling about the organization as well as clarity of the organization's mission. There are several empirical studies relating intrinsic factors to job satisfaction. For instance, Kumar, Dass and Topaloglu (2014) examined the antecedent structure of the terminal level of job satisfaction of frontline service employees. Using a clustered random sample of former employees of a supermarket chain who filled in a questionnaire, and a Pearson correlational co-efficient technique, they established that there exist systematic variations in the relative importance of drivers of job satisfaction, such as work itself, personality and demographics across employee subgroups.

Methodology Used

This study aims at describing the satisfaction levels of staffs regarding the HR Practices followed in institution. Therefore, this research can be called as descriptive research. The major purpose of descriptive research is description of the state of affairs as it exists at present. The population of the study is faculty members working in Nehru Arts and Science College Coimbatore. In this study, the researcher has adopted simple random sampling technique to collect the relevant data. The researcher distributed 200 questionnaires and has got only 75 properly filled-in questionnaires which were considered for further analysis in the study and remaining 125 questionnaires were rejected/not considered by the researcher as they are incomplete. Therefore, the sample size of the study is 75. The sample population mainly had the age category between 25 and 50.

Results and Discussions

Table 1 : Distribution of respondents based on Salary Provided in Institution

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	40	53
Satisfied	10	13
Neutral	5	6
Dissatisfied	10	13
Highly Dissatisfied	10	13

Table 2 : Distribution of respondents based on Employment Contract Provided by Institution at the time of joining

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	50	60
Satisfied	10	14
Neutral	2	2
Dissatisfied	5	6
Highly Dissatisfied	8	1

Table 3: Distribution of respondents based on Induction Program Provided in Institution for New Joinees

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	30	40
Satisfied	5	6
Neutral	0	0
Dissatisfied	25	33
Highly Dissatisfied	15	20

Table 4: Distribution of respondents based on Yearly Increment Provided in Institution

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	25	33

Satisfied	15	20
Neutral	5	6
Dissatisfied	20	26
Highly Dissatisfied	10	14

Table 5: Distribution of respondents based on Code of Conduct Followed in the organisation

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	40	53
Satisfied	30	40
Neutral	5	6
Dissatisfied	5	6
Highly Dissatisfied	5	6

Table 6: Distribution of respondents based on Employee Termination Policy followed in Institution

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	10	14
Satisfied	20	26
Neutral	5	6
Dissatisfied	30	40
Highly Dissatisfied	10	14

Table 7: Distribution of respondents based on Maternity and Paternity Leave Provided in Institution

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	5	6
Satisfied	5	6
Neutral	0	0
Dissatisfied	30	40
Highly Dissatisfied	35	46

Table 8: Distribution of respondents based on Grievance management System provided at the institution for Teaching and Non-Teaching Staffs

Level of satisfaction	No. of respondents	Percentage
Highly Satisfied	0	0
Satisfied	5	6
Neutral	0	0
Dissatisfied	30	40
Highly Dissatisfied	35	46

Findings

From the above response regarding various parameters, we derive at the following conclusions:-

- 1) Overall the Staffs are not satisfactory regarding the HR Practices followed in the institution
- 2) Staffs have been deployed to do more of clerical and administrative works these gives less time for staffs on involving to their core area of job and research activities
- 3) Sufficient leaves are not granted to staffs having maternity issues
- 4) The Salary structure of staffs are not at all based on UGC Guidelines and based on qualification

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- 5) Though there is a Grievance Management System Prevalent in the institution, it is not properly utilized
 - 6) HR have no Authority to involve in any issues of the staffs, unlike in Industry the powers of the HR are limited
 - 7) Code of Conduct and Employment contract provided at the time of joining the institution is satisfactory based on the response received from the staffs

Conclusion

In conclusion, the motivation factors have a strong influence on job satisfaction resulting in any positive feelings that accompany human, who is trying to keep this state as long as possible, which leads to further efforts. Job satisfaction represents one of the most complex areas facing today's managers when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the *motivation* of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. There is a considerable impact of the employees' perceptions for the nature of his work and the level of overall job satisfaction.

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