

# A STUDY OF JOB SATISFACTION AMONG THE EMPLOYEES OF PETROL PUMPS WITH SPECIAL REFERENCE TO THRISSUR CORPORATION

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## ABSTRACT:

The definition of the concept of job satisfaction must begin with an identification of its epistemological roots. Since satisfaction is an emotional response the meaning of the concept can only be discovered and grasped by a process of introspection, that is, an act of conceptual identification directed to one's mental contents and processes. Job satisfaction may be defined as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience. The human resource is considered as the assets of every organization. It can determine the success and failure of an organization. So the effective management of human resources will help to increase the level of job satisfaction also. This project will give an insight that will facilitate the company to understand the welfare aspect that has been providing by the company and further more information about how to apply the correct measures to motivate their employees. It also studies the effectiveness of current welfare measures taken by the company.

**KEYWORDS:** job satisfaction, welfare facilities, problems faced by the employees

## INTRODUCTION:

Human Resource Management is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise of executives, supervisors, and the rank and file employees. It may be noted here that human resources should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. It is thus the employee's performance which ultimately decides and attainment of goals. However, the employee performance is to a large extent, influenced by motivation and job satisfaction. People join organizations with certain motives like security of income and job, better prospects in future, and satisfaction of social and psychological needs. Every person has different sets of needs at different times. It is the responsibility of management to recognize this basic fact and provide appropriate opportunities and environments to people at work to satisfy their needs. Job-satisfaction depends on the levels of intrinsic and extrinsic outcomes and how the job holder views those outcomes. These outcomes have different values for different people. For some people, responsible and challenging work may have neutral or even negative values. For other people, such work outcomes may have high positive values. People differ in the importance they attach to job-outcomes. Those differences alone would account for different levels of job-satisfaction for essentially the same job tasks. Another important individual difference is job-involvement. The concept of job satisfaction underwent several changes and in course of time several theories were advanced. There are vital differences among experts about the concept of job satisfaction .so it is necessary to measure the level of job satisfaction and the problems faced by them while working in petrol pumps.

## OBJECTIVES OF THE STUDY

1. To know the welfare facilities provided to the employees of petrol pumps
2. To measure the level of job satisfaction of the workers and problems faced by them

## STATEMENT OF THE PROBLEM

Job satisfaction plays significant role in the organization. The degree of job satisfaction affects an individual's physical and mental health. The quality of the human asset of the organization is its major source of advantage over other competing organization. It is an important element in employer-employee relationship. The root cause of failure of various business organizations is found to be employee dissatisfaction. It can also be said that the effective management of human resource in an organization plays an important role in the job satisfaction level of the employees. The problems faced by the staffs of petrol pumps are very important and it demands utmost care. So a careful study must be conducted to know the job satisfaction of petrol pump workers. This study aims at finding the job satisfaction of workers in petrol pumps in Trissur district.

## METHODOLOGY

The study is descriptive in nature as it describes the opinions of a particular group with respect to job satisfaction. Considering the location advantage and time constraint, the study has been confined to the Thrissur Corporation. The employees at petrol pumps in Thrissur corporation is the population, Out of this, 60 employees are selected through simple random technique. Data is collected from those who are available, have enough time and interest in filling the questionnaire.

The study has been carried out with the help of primary and secondary data. Primary data are collected with the help of questionnaire. Secondary data are collected from journals, magazines etc. For analyzing the collected data statistical tools like simple percentage is used.

## LIMITATIONS OF THE STUDY

1. This study only confined to a sample of 60 employees. Hence, the results drawn may not be accurate.
2. Respondents reluctance while answering the questions is another limitation of this study.

## REVIEW OF LITERATURE

- **Elizabeth George (2013)<sup>1</sup>**, in the study titled “A study on the effect of psychological empowerment on job satisfaction and job related stress among the bank employees” assess the dimensions of psychological empowerment among bank employees and its dimensions with job satisfactions. She came up with the conclusion that job related stress of employees are negatively related with their psychological empowerment which means higher the psychological empowerment lower the job related stress.
- **Saurabh Arya (2013)<sup>2</sup>** in a study on the topic “A study of teaching aptitude and job satisfaction of teachers in relation to the academic achievement of their students” states that some teachers are bestowed upon with high degree of teaching aptitude while some are not privileged of its meaning thereby of low scores. Positive teaching aptitude is found in all the teachers of the sample, also male teachers are found better than female teachers in the field of teaching aptitude. More or less job satisfaction is found among all the teachers of the sample under study. Some of the teachers are well satisfied with their job while some are not satisfied.
- **Jonathan Westover and Jeannette Taylor (2008)<sup>3</sup>** in their study noted the cross-national difference in job satisfaction on and its determinants over time (1989-2005), which in turn impact long term work productivity and performance. For all countries findings clearly show that intrinsic rewards explain the most variance in the respondents job satisfaction followed by work relation with management. In contrast public service motivation fit and work relations with co-workers are found to play a less prominent role in shaping job satisfaction.
- **Sharma and Ghosh (2006)<sup>4</sup>** job satisfaction is a complex variable and influenced by situational factors of the job as well as the dispositional characteristics of the individual.

## DATA ANALYSIS AND INTERPRETATION

Table showing demographic profile of respondents

Demographic factors	Categories	No.of respondents	Percentage
Age	Below 30 years	7	11.70
	30-60 years	44	73.33
	Above 60 years	9	15
Gender	male	41	68.30
	female	19	31.70

<sup>1</sup> George, Elizabeth (2013), A Study On The Effect Of Psychological Empowerment On Job Satisfaction And Job Related Stress Among The Bank Employees, 257 p.

<sup>2</sup> Sourabh Arya (2013), “A Study On Teaching Aptitude And Job Satisfaction Of Teachers In Relation To The Academic Achievement Of Their Students”

<sup>3</sup> Westover Jonathan, Jeannette Taylor (2008), IDSR journal of business and management issue 8 page no. 253-256.

<sup>4</sup> Sharma and Ghosh (2006), “job satisfaction and job performance”. *Indian journal of industrial relations* volume: 2 page no. 48-52

Marital status	single	13	21.70
	married	47	78.30
Educational qualification	Below SSLC	23	38.3
	SSLC –PLUS TWO	34	56.67
	UG	3	5
Income level	Below 5000	2	3.30
	5000-10000	53	88.30
	Above 10000	5	8.40
Experience	Less than 1 year	6	10.00
	1 to 5 years	23	38.30
	Above 5 years	31	51.70
Health issues	Yes	33	55
	no	27	45

(source: primary data)

### Interpretation

Among the respondents more than half of the respondents are at age of 30-60. Majority of the respondents are male employees and respondents are of the qualification of plus two. 88 % of the respondents get a salary in between 5000-10000. Half of the respondents have an experience of more than 5 years. Half of the respondents are affected from health issues.

**Table showing satisfaction level.**

variables	Strongly satisfied		satisfied		Neutral		Dissatisfied		Strongly dissatisfied	
	No	%	No	%	No	%	No	%	No	%
Working hours	8	13.3	41	68.3	4	6.70	5	8.30	2	3.4
Shift system	18	30	30	50	2	3.30	10	16.7	0	0
Location of work	27	45	18	30	5	8.30	10	16.7	0	0
Leave offered	26	43.3	26	43.3	0	0	8	13.4	0	0
Infrastructure facility	46	76.7	5	8.30	3	5	2	3.30	4	6.7
Safety offered	34	56.7	16	26.7	8	13.3	2	3.30	0	0
Salary packages	5	8.30	3	5	6	10	33	55	13	21.7
Other benefits provided	9	15	33	55	8	13.30	8	13.30	2	3.40
Job security	5	8.40	35	58.30	14	23.30	6	10.0	0	0
Relation with co-worker	49	81.7	8	13.30	3	5	0	0	0	0
Relation with superior	36	60	17	28.30	3	5	0	0	4	7
Relation with customers	5	8.30	20	33.30	10	16.80	20	33.30	5	8.30
Management support	11	18.3	33	55	14	23.30	2	3.40	0	0

(source: primary data)

## Interpretation

More than half of the respondents are satisfied with current working hours. Half of the respondents are satisfied with the shift system. Most of the employees are satisfied with the location of work, leave offered, infrastructure facility job security, relation with co-workers, with superior, and with the management. More than half of the respondents are dissatisfied with the current salary packages and they have a neutral opinion about the relation with customers.

## FINDINGS

- \* More than 50% of respondents constitute of the male category.
- \* More than half of the respondents are belongs to the age group 46-60.
- \* More than half of the employees have an experience of above 5 years.
- \* Employees have a neutral response towards level of satisfaction with customers.
- \* 75% of the employees responded that they can't able to afford the family expenses with the current salary which they have been receiving.
- \* 55% of the employees said that they are suffering from many health problems by working in the petrol pump.
- \* Around 80% of the employees are satisfied with the present working hours, whereas others not.
- \* Some petrol pumps are still adopting unfriendly shift systems which dissatisfy the employees more.
- \* More than 75% of the employees are satisfied with their location of work.
- \* Only 13.4% of the employees are dissatisfied with the leave offered. Other employees are satisfied with the leave provided.
- \* Around 90% of the total respondents are satisfied with the infrastructure facilities of the petrol pumps.
- \* Only a small percentage of employees, that is, 3.3% are dissatisfied with the safety offered.
- \* 2/3<sup>rd</sup> of the total respondents are dissatisfied with the salary provided to them.
- \* 70% of the total respondents are satisfied with the benefits offered to them.
- \* 90% of the employees are satisfied with the job security offered to them.
- \* No employees are dissatisfied with the relationship with their co-workers.
- \* It can be evident from the above chart that only a small number of employees are dissatisfied with the relationship with their superiors (7%).
- \* The employees who satisfied and dissatisfied with the customer behavior are shown the same percentage.
- \* Only 3% of the total employees are dissatisfied with the management support. Other employees are satisfied with the same.
- \* When the government suddenly call for a change in price, it is difficult to manage for 55% of the employees. Other employees do not have such difficulties.

## SUGGESTIONS

- \* 75% of the employees responded that they can't able to afford the family expenses with the current salary which they have been receiving and 2/3<sup>rd</sup> of the total respondents are dissatisfied with the salary provided to them. This shows that the salary provided to the employees are insufficient to meet their family expenditure. So the management should take adequate steps to increase the salary of their workers.
- \* 55% of the employees said that they are suffering from many health problems by working in the petrol pump. This shows inadequacy of medical and recreation facilities in petrol pumps. So the management should provide these facilities in each petrol pumps.

- \* Some petrol pumps are still adopting unfriendly shift systems which dissatisfy the employees more. So measures should be taken to adopt the shift system which does not dissatisfy the employees.

## CONCLUSION

The main objective of this study is to know the welfare facilities provided to the employees and to know the level of satisfaction of the employees in their job. From this study, we can concluded that more number of employees are satisfied with the welfare facilities provided to them and the major factor which dissatisfies them more is salary scale. Some employees suffer from health problems also. So it is necessary to take measures to provide medical facilities as well as recreational facilities to the employees and to provide a reasonable salary which will helps them to meet their expenditure.

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