

**A STUDY ON JOB SATISFACTION OF EMPLOYEES IN ELECTRICAL AND ELECTRONICS INDUSTRIES WITH SPECIAL REFERENCE TO MALAPPURAM DISTRICT**

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**INTRODUCTION**

Job satisfaction refers to a person feeling of satisfaction on job. Employees are main reason an organization could exist for a long time. Understanding and utilizing the implications of connection can increase satisfaction as well as performance which both are beneficial to employees and their employers.

This study attempts to look at job satisfaction and performance in a company in the electrical and electronics industry. In the electrical and electronics industry, goods, accessories, and lamps, business to be successful in a comparative market. It is important that managers know how their employees feel at work and what they want. The amount of effort that an employee expends towards accomplishing the company's goals depends on whether the employee believes that this effort will lead to the satisfaction of his or her own needs and desires.

Satisfaction among employees in a company gets better performance; they will perform. Job satisfaction is examined in its relationship with work performance. Factors contributing to job satisfaction were investigated to determine how the electronics industry might improve job satisfaction and work performance among its employees. It might improve job satisfaction and work performance among its employees. Satisfied employees have positive attitudes regarding their jobs. Satisfied workers tend to attend to work on time, are more concerned about the given targets, work speedily, work free of errors and omissions, show loyalty and commitment to the job, less dependability, suggest two ideas, tend to improve knowledge, willing to accept more responsibility, obey rules and regulations, less absenteeism and effort to remain in the presentation. The positive attitude will increase the quality and quantity of employees' performance, which can be achieved.

## **STATEMENT OF THE PROBLEM**

Many companies are facing intensive challenge in improving the employee job satisfaction as well job performance to make organization successful. Normally employees will more satisfy when they feel they are rewarded fairly for the work they have done. Hence employees are committed to industry have higher retention rates and tend to have higher productivity. Job satisfaction is another subjective topic that concerns employees job satisfaction appraisals and threaten the employee employer relationship by creating friction between employee and their supervisors. An organization which does not understand the problems of dissatisfied workers has to face several problems which ultimately affects in electronically and electrical production

## **OBJECTIVES OF THE STUDY**

- To study the job satisfaction of workers in electrical & electronic field.
- To study various factor determining job satisfaction of the employees.
- To examine the existing working condition in the industry or company.
- To give suggestion for improving job satisfaction.

## **SCOPE OF THE STUDY**

Job satisfaction is important to an organization successful. Much research have conducted into two ways of improving job satisfaction of employees in various sector in Malappuram district. Including engineer sector, electronics company's employers sector automobile manufacturing sector. However research had found that there is lack of study little research conducted on investigating the job satisfaction components which are among employee job performance in electronic industry. The scope of study will be emphasizing on local organization in electrical industries.

## **SIGNIFICANCE OF THE STUDY**

The study was conducted to analyze the driving factor for retention of employees. This study helps to analyze the reasons because which employees retaining in the organization. It is also help to know about job satisfaction in the organization in order to their employees who are

skilled and needful to the organization and to know level of satisfaction. Generally this research is trying to form the study's main objective to examine relationship between job satisfaction and job performance among employee in electronic industry. Hopefully the results of this research will be both theoretically and practically beneficial.

## **HYPOTHESIS**

### **Hypothesis 1**

H0: There is no significant difference between gender and satisfaction level H1:

H1: There is a significant difference between gender and satisfaction level

### **Hypothesis 2**

H0: There is no significant difference between education qualification and satisfaction level

H1: There is a significant difference between education qualification and satisfaction level

## **RESEARCH METHODOLOGY**

The research methodology is a way to solve the research problem. It help in studying how the project is done scientifically.

## **RESEARCH DESIGN**

It is a basic framework which provide the guidelines for research. It is required to gather a lot of primary and secondary data to find out the job satisfaction of employees in electrical and electronic industries. So a descriptive design is used.

## **POPULATION**

The study was conducted among employees in electrical and electronics sector in Malappuram district.

## **SAMPLE SIZE**

A survey conducted from employees in electrical and electronics by using questionnaire. A random sample of 60 selected from Malappuram for the study.

## **SAMPLING METHOD**

The samples are collected through convenient sampling method for the primary data.

## **SOURCE OF DATA**

Both primary data and secondary data are used in this study.

### 1. Primary data

Primary data collected through questionnaire, and interview which are basic methods of collecting primary data.

### 2. Secondary data

Secondary data is also used for collecting relevant data using from scholar, articles, websites, books etc.

## **TOOLS FOR DATA COLLECTION**

Data required for the study is collected by using structured questionnaire.

## **TOOLS FOR ANALYSIS**

The satisfied tools used for study are percentage, weighted average, rank, chi-square

## **Degree of satisfaction**

The table shows, reason behind to determine degree of satisfaction of employees through ranking

ATTRIBUTES	RANK								TOTAL
	1	2	3	4	5	6	7	8	
Speed and curve	27	9	9	3	3	4	3	2	60
Allowance given are adequate	3	37	3	6	3	3	2	3	60
Salary structure is better when compared to other companies	15	3	20	9	3	5	3	2	60
Bonus given to me is reasonable	3	3	3	28	15	5	2	1	60
Medical leave provided is adequate	3	4	5	6	24	9	4	5	60

Retirement benefits are satisfactory	6	3	4	2	5	22	9	9	60
Canteen facilities provided are satisfactory	6	2	3	1	1	3	29	15	60
Overtime benefits are satisfactory	2	3	3	3	3	6	10	30	60

### WEIGHTED RANKING

ATTRIBUTES	RANK								TOTAL	RANK
	1*8	2*7	3*6	4*5	5*4	6*3	7*2	8*1		
Speed and curve	216	63	54	15	12	12	6	2	380	II
Allowance given are adequate	24	259	18	30	12	9	4	3	359	III
Salary structure is better when compared to other companies	220	21	120	45	12	15	6	2	441	I
Bonus given to me is reasonable	24	21	18	140	60	15	4	1	283	IV
Medical leave provided is adequate	24	28	30	30	96	27	8	5	248	V
Retirement benefits are satisfactory	48	21	24	10	20	66	18	9	237	VI
Canteen facilities provided are satisfactory	48	14	18	5	4	9	58	15	171	VII
Overtime benefits are satisfactory	16	21	18	15	12	18	20	30	150	VIII

### INTERPRETATION

It has been shown through ranking that employees get more degree of satisfaction and less satisfaction through some factors. Employees satisfaction comes first is through salary structure is better when compared to other industries.. 2<sup>nd</sup> position is for speed and curve. The factor allowance are given are adequate have 3<sup>rd</sup> position. And to next degree of satisfaction is for bonus given to employees reasonable. The fifth place is the medical leave given to them by the company. Employees are satisfied on 6<sup>th</sup> position with the benefits they get after retirement. The least satisfied with them are canteen

facilities and overtime benefits ranked seventh and eighth

**FACTORS CONSIDERING PURCHASE DECISION OF ELECTRICAL AND ELECTRONIC DEVICE**

ATTRIBUTES	RANK					TOTAL
	1	2	3	4	5	
Traditional belief and culture	33	9	12	3	3	60
No side effect	9	21	9	15	6	60
Efficiency	15	8	30	3	4	60
Availability	15	12	3	15	15	60
Affordability	3	6	6	12	33	60

ATTRIBUTES	RANK					TOTAL	RANK
	1*5	2*4	3*3	4*2	5*1		
Traditional belief and culture	165	36	36	12	3	216	I
No side effect	45	84	27	60	6	193	IV
Efficiency	75	32	90	12	4	213	II
Availability	75	48	9	60	15	207	III
Affordability	15	24	18	48	33	138	V

**INTERPRETATION**

The table reveals, under employee’s perspective of considering purchase decision employees gives 1<sup>st</sup> rank for traditional belief and culture for purchase consideration of electronic and electrical devices. The second purchase consideration is for efficiency of electronic and electrical devices. 3<sup>rd</sup> position is for availability. Employees think the factor in affordability may have purchase decision prefer 5<sup>th</sup> rank on purchase consideration of their devices.

## TESTING OF HYPOTHESIS

### Hypothesis 1

H0: There is no significant difference between gender and satisfaction level

H1: There is a significant difference between gender and satisfaction level

Table 1

### Testing of hypothesis

level of satisfaction with the industry * gender Crosstabulation				
Count				
		gender		Total
		male	female	
level of satisfaction with the industry	highly dissatisfied	0	1	1
	dissatisfied	0	3	3
	neutral	19	2	21
	satisfied	27	0	27
	highly satisfied	8	0	8
Total		54	6	60

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	39.894 <sup>a</sup>	4	.000
Likelihood Ratio	25.801	4	.000
Linear-by-Linear Association	20.177	1	.000
N of Valid Cases	60		

### Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.632	.000
N of Valid Cases		60	

## INTERPRETATION

The above table shows that there is any significant difference between gender and satisfaction level. Here the significant level is 0.000 it is less than table value at 5% level of significant 0.05, so the null hypothesis is rejected. It means a there is significant difference between gender and satisfaction level.

### Hypothesis 2

H0: There is no significant difference between education qualification and satisfaction level

H1: There is significant difference between education qualification and satisfaction level Table 4.26

## TESTING OF HYPOTHESIS

**level of satisfaction with the industry \* education qualification Cross tabulation**  
Count

		education qualification				Total
		UG	PG	B.TEC H	Diplom a	
level of satisfaction with the industry	highly dissatisfied	0	0	0	1	1
	dissatisfied	0	0	0	3	3
	neutral	0	1	15	5	21
	satisfied	13	14	0	0	27
	highly satisfied	8	0	0	0	8
Total		21	15	15	9	60

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	87.429 <sup>a</sup>	12	.000



Likelihood Ratio	93.491	12	.000
Linear-by-Linear Association	43.899	1	.000
N of Valid Cases	60		

a. 14 cells (70.0%) have expected count less than 5. The minimum expected count is .15.

### Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.770	.000
N of Valid Cases	60	

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.

### INTERPRETATION

The above table shows that there is any significant difference between education level and satisfaction level. Here the significant level is 0.000 it is less than table value at 5% level of significant 0.05, so the null hypothesis is rejected. It means there is a significant difference between education level and satisfaction level.

### FINDINGS

- The study reveals that employees earning monthly income in between 30,000-40,000 rupees
- 35% of employees are came by direct applications for got knowledge about present job
- It is found that 45% of employees are satisfied with their industries of electronic and electrical
- There are 85% of employees are advice to their relatives and friends to join their working industry.
- 30% of employees unsatisfied factors during working in the industry is on job

security and poor working condition

- It is found that field of company's condition of safety provisions are adequate have 43% of neutral grade by employees.
- There are 65% of employees provided training facility and 35% of employees doesn't got training facility
- It is found that according to employees opinion, 20% of respondents have satisfactory in existing communication system of the company
- Employees satisfaction comes first for through salary structure is better when compared to other industries
- There are 55% employees would like to follow through repairing the products damaged before manufacturing
- It is among employees there shall be work is distributed their team. In this case it have 25% of employees are respond in each factors like always, very often, sometimes, not at all were considering their work distributing evenly across employees group
- 70% of employees got adequate opportunities for promotions and career development by company
- It is found that under employee's perspective of considering purchase decision were employees gives 1<sup>st</sup> rank for traditional belief and culture
- 50% of employees company always gave them availability of technologies to do job well
- There are 30% is successful work reaction when employees put electronic and electrical devices for work force manufacture
- It is employees feels in job utilization of skill and abilities have 30% in each factors like strongly agree, agree, neutral statement
- It is found that 45% of employees grade for their understanding measurement satisfaction of intrinsic job factor of job is giving psychological satisfaction and the job is interesting have equal percentage of satisfied and neutral graded by employees.
- There are 35% of employees got most satisfaction in working condition
- 80% of employees are recommend their friends for appointing as an employee on their same position in the company
- There are employees own 40% of the work force interest is to work in the

company for five years.

- It is found that 40% of employees are describing workplace culture as atmosphere in the organization.
- From the study I found that there is a significant difference between gender and satisfaction level
- There is a significant difference between education qualification and satisfaction level

## **CONCLUSION**

Employee satisfaction is the terminology used to describe whether employees are happy and comfortable and accomplishing their desires and needs at work. Employee satisfaction can also be based on the effect of an individual's experience of work, or the quality of their working life. Employee satisfaction can be well understood in terms of its connection with some key factors, such as well-being, stress at work, control at work, working condition etc. employee satisfaction is based on how the industries treats them, effective employee satisfaction for individuals reflects from the emotional feeling they have about their job.

The study is carried out on the topic job satisfaction of employees in electronics and electrical with special reference to Malappuram district. For this study a total of 60 respondents are selected on the basis of convenience sampling from Malappuram district. The study mainly focused on job satisfaction of workers in electrical and electronic field.

From the study I conclude that most of the employees satisfied with the job and the existing working condition available to them. But still there are many area that an employer work on. If positive measures are taken by the employer by accepting the suggestions of the study it will not only useful to the employer but also to the employees since they are at the receiving end.

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