

## **“THE JOB SATISFACTION OF EMPLOYEES WITH SPECIAL REFERENCE TO APSPDCL AT TIRUPATHI”**

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***Abstract:***

*Full fill the requirements of employees at workplace in the organization are some time difficult task but when employees full fill his/her requirements will have better satisfaction to work hard. The purpose of the study is to know the satisfaction levels of employees and whether there is consistency in levels of job satisfaction of employees in the organization. The study has taken both primary data and secondary data, and framed the questionnaire. Collect the data through conveniences sampling method of sample size 90 and followed by percentage method.*

***Key words: Job satisfaction, Statement of the problem, Methodology, Findings, Suggestions***

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**Introduction:**

*The concept of Job Satisfaction is a managerial aspect and deals mainly with the performance evaluation of manpower in an organization. Job satisfaction is very important because most of the people spend a major portion of their life at working place. Moreover, job satisfaction has its impact on the general life of the employees also, because a satisfied employee is a contented and happy human being. A highly satisfied worker has better physical and mental well being. For the organization, job satisfaction of its workers means a work force that is motivated and committed to high quality performance. Increased productivity the quantity and quality of the output per hour worked seems to be a byproduct of improved quality of working life. It is important to note that the literature on the relationship between job satisfaction and productivity is neither conclusive nor consistent. Job satisfaction benefits the organization includes reduction in complaints and grievances, absenteeism, turnover, and termination; as well as improved punctuality and worker morale. Job satisfaction is also linked to a healthier work force and has been found to be a good indicator of longevity.*

**Reviews:**

***Bil and Wanyama (2001)** examined the automation and its impact on the Job Satisfaction among the staff of the Margaret Thatcher Library, Moi University, Kenya. The University Librarian, his deputy and systems librarians were interviewed face to face and also distributed questionnaires to all other library staff. It was found that there were problems within the library regarding training and access to automated systems of interest. However, staff viewed automation as enrichment and a source of satisfaction in their jobs. There must be implemented concrete plans for consistent structured in house training, free access to the available software, additional systems staff and centralized databases for automation to boost Job satisfaction.*

***Thornton (2001)** presented a paper on Job Satisfaction of African American Female Librarians at the Big 12 plus Libraries Consortium Diversity Conference, held at the University of Texas. It examined the responses of the 98 female respondents to survey on Job satisfaction of librarians of African Descent employed in 79 Association of Research Libraries (ARL), academic libraries in relation to other gender studies on Job satisfaction of librarians. It provided information*

*about the perception of the survey respondents regarding isolation in the workplace, racial discrimination in the workplace and diversity programmes.*

**Panigrahi and Lakshmikanta (2010)** studied Job Satisfaction among Non Government College Librarians in West Bengal. It was based on 200 Non-Government College Librarians out of 275. The objectives of the study were: 1. Identification of the factors involved in Job Satisfaction and dissatisfaction among Non-Government College Librarians in West Bengal, 2. providing some suggestions on the basis of findings for their satisfaction in their Jobs. Both questionnaire and interview procedures were used in data collection. The analysis revealed that the respondents felt positive towards their job, whereas, 49.61 per cent expressed negative towards their job. 61.97 per cent of the respondents showed their negative attitude and 38.03% showed their positive attitude towards the work environment factors. 67% of respondents expressed their negative attitude and 33% expressed positive approach on their need factor. He suggested that the librarians need to give attention to the constantly changing technology. It also suggested that the College authorities be sympathetic to remove the factors of dissatisfaction and to provide better library services towards its user community.

**Hart, (2011)** investigated the Job satisfaction at South African University Library undergoing change on many fronts. The study included 31 members of staff and primary data were collected through interview and questionnaire. The study found a “love-hate” relationship between respondents and their work. Analyses revealed that 61% reported overall Job Satisfaction with the core work of an academic library, providing the information needs of readers. However only 51% claimed to be proud of working at their library and 50% were open to other job offers. Causes for restlessness included a sense of stagnation, frustration with inadequate resources, and anger at poor remuneration.

**Balasubramanian, (2011)** studied the Job Satisfaction of Librarians in Tirunelveli. He stated that the Job Satisfaction refers to an individual’s complex reaction towards his job. It seems eminently logical that a happy employee is a better employee. This article studied about Job Satisfaction of Library professionals. The study concluded that job satisfaction of an employee is related to an individual’s expectations and attainment of their perceptions.

*Khan and Ahmed (2013) conducted a study to measure the job satisfaction of library professionals serving in public sector Universities of Khyber Pakhtunkhwa, Pakistan. A total of 49 responses were collected and analyzed. The study reveals that although library professionals working in these institutions were slightly satisfied with their nature of work, they were dissatisfied with supervision, benefits, promotion, revision of service structure, promotion policies, improvement in academic qualification and advance training were suggested by the researcher.*

**Company profile:**

*APSPDCL was formed in April 1, 2000 to serve Krishna, Guntur, Prakasam, Nellore, Chittoor and Kadapa districts with a vision to become an efficient utility supplying reliable and quality power, promoting economic development and being self-reliant commercially. As on 31st March 2015, SPDCL has a robust distribution network to cater to customers spread across 118119 sq. Km representing 439 mandals. After the bifurcation of the erstwhile Andhra Pradesh into the two new states of Andhra Pradesh and Telangana on 2nd June-2014, two more districts Anantapur and Kurnool were added to the Southern Power Distribution Company of AP Ltd. . The Corporate Office and Headquarters of APSPDCL is at Tirupathi City Quality power at economic rates acts a catalyst in transforming the state by fostering growth in agricultural, industrial and commercial areas while meeting the increasing domestic demand*

**Statement of the problem:**

*Job satisfaction is the positive sign of employee about his work at workplace. Enhancing of satisfaction levels to the employees will always increase the productivity levels. The problem defined here is whether there is consistency of employee Job satisfaction or not, and how management taking the steps to increase the satisfaction levels to employees*

**Objectives of the study:**

- *To Study the satisfaction level of employees towards their job*
- *To Study the effectiveness of welfare measures taken by the company*
- *To Study the level of Pay and paid fairly employee contribution*
- *To Study the satisfaction of employees with Top management*

**Methodology:**

The research has conducted both primary and secondary data, primary data through questionnaires by using 3,4,5 point rating scales, the secondary data through previous studies. The sample size here is 90 which has collected through convenience sampling method. And the collected data has calculated through percentage method and represent the data in tabular form with findings and suggestions.

**Findings of the study:**

- In the total of 90 respondents, 46 respondents (51%) are strongly satisfied with their job and 44 respondents (49%) are just satisfied with their job.
- In the total of 90 respondents, 38 respondents (42%) are strongly satisfied , 49 respondents (54%) are just satisfied and 3 respondents (4%) are not satisfied with the welfare facilities provided by the company.
- In the total of 90 respondents, 53 respondents (59%) are happy and 37 respondents (41%) are not happy with the level of pay and paid fairly employee contribution.
- In the total of 90 respondents, 37 respondents (41%) are strongly satisfied, 44 respondents (49%) are satisfied, 9 respondents (10%) are not satisfied with the top management support.

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**Suggestions:**

- The 100 % commitment levels leads to better productivity, in the same way employees need 100% satisfaction in all areas. The company have to look on to increase 100% job satisfaction levels to the employees.
- Identify the welfare facilities provided by the company and the employees who are not getting the all welfare facilities and improve and provide the welfare facilities to all the employees.
- It is better to change the level of pay to the employees and consider their contribution then pay.
- In every organization the employees need top management support. Analyze where the employees expecting better support from top management and give support to them to increase the productivity and satisfaction levels.

**Conclusion:**

*Job satisfaction has its impact on the general life of the employees also, because a satisfied employee is a contented and happy human being. A highly satisfied worker has better physical and mental well being. Job satisfaction is the important factor in the organization to measure the productivity and performance of the organization for this the employee needs better motivation. So the company needs to look over, where the employees are not getting satisfaction and maintain consistency in the satisfaction levels. The company should introduce special strategies to increase the job satisfaction levels to the employees.*

**List of tables:****Table:1**

*It's showing the opinion of respondents on satisfied with their job.*

<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
<i>Strongly agree</i>	46	51%
<i>Agree</i>	44	49%
<i>Dis-agree</i>	0	0
<i>Strongly dis-agree</i>	0	0
<i>Total</i>	90	100%

**Table:2**

*It's showing the opinion of respondents on welfare facilities provided to the employee by the organization is satisfactory.*

<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
<i>Strongly agree</i>	38	42%
<i>Agree</i>	49	54%
<i>Dis-agree</i>	3	4%
<i>Strongly dis-agree</i>	0	0%
<i>Total</i>	90	100%

**Table:3**

*It's showing the opinion of respondents on employee pay level and contribution.*

<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
<i>Yes</i>	53	59%
<i>No</i>	37	41%
<i>No-opinion</i>	0	0
<i>Total</i>	90	100%

**Table:4**

*It's showing the opinions of respondents on employees are satisfied with the top management.*

<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
<i>Strongly agree</i>	37	41%
<i>Agree</i>	44	49%
<i>Dis-agree</i>	9	10%
<i>Strongly dis-agree</i>	0	0
<i>Total</i>	90	100%

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