

A Study on Employee Satisfaction in the Underground Drilling Sector at Baba Machineries

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ABSTRACT

This research work is being done to measure the satisfaction level of various employees at Baba Machineries, Wani. Today to sustain in this cut throat competitive market it is very important to retain good employees that contribute towards the attainment of organizational goal and customer satisfaction as well. Many researchers has been working continuously in this area with different organizations but this is the first time that it is being conducted in Baba Machineries, Wani. We went ahead in this research with 14 employees. Data was collected based on structured questionnaire method considering some of the important factors namely Empowerment & Work Environment, Working Relation, Salary & Future prospects, Training & work Involvement and Job Rotation. We found the employees to be satisfied on the basis of above said five factors. We also found that a few important factors that normally contribute to the employee satisfaction didn't have much influence on employee satisfaction in Baba Machineries, Wani such as: welfare measures, role clarity, freedom of decision making and recognition at work. The innovativeness and creativeness of employees also took a back seat as far as satisfaction level was concerned

Keywords: Job Satisfaction, working environment, empowerment and job rotation

I. INTRODUCTION

No company can achieve its goals if it does not have the right set of employees. The employees in a company largely determine the success of the company. This is the reason why companies put in extensive efforts in choosing candidates for their company. Most of the times, skills and knowledge of the employee is considered to gauge his performance in the company. One factor that is being overlooked by most of the company owners is employee satisfaction.

Various surveys and researches have shown that employee satisfaction plays a pivotal role in performance of the candidate. If any company wants to draw out the best from its employees then it should provide best means to satisfy the need and requirements of its customers. Before one can know various ways to facilitate employee satisfaction, it is essential to understand what does it actually mean.

Definition of Employee Satisfaction:

Employee satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work. Many measures purport that employee satisfaction is a factor in employee motivation, employee goal achievement, and positive employee morale in the workplace.

Employee satisfaction, while generally a positive in your organization, can also become a downer if mediocre employees stay because they are satisfied and happy with your work environment.

Factors contributing to employee satisfaction include treating employees with respect, providing regular employee recognition, empowering employees, offering above industry-average benefits and compensation, providing employee perks and company activities, and positive management within a success framework of goals, measurements, and expectations.

The critical factor with employee satisfaction is that satisfied employees must do the job and make the contributions that the employer needs. If they don't, all that the employer does to provide an environment that satisfies employees is for naught.

Measuring Employee Satisfaction:

Employee satisfaction is often measured by anonymous employee satisfaction surveys that are administered periodically to gauge employee satisfaction. (I do not support these as most employers do them. See how to improve employee satisfaction surveys.)

In an employee satisfaction survey, employee satisfaction is looked at in areas such as:

- Management,
- Understanding of mission and vision,
- Empowerment,
- Teamwork,
- Communication, and
- Co-worker interaction.

The facets of employee satisfaction measured vary from company to company.

A second method used to measure employee satisfaction is meeting with small groups of employees and asking the same questions verbally.

Depending on the culture of the company, and whether employees feel free to provide feedback, either method can contribute knowledge about the degree of employee satisfaction to managers and employees.

Exit interviews are another way to assess employee satisfaction in that satisfied employees rarely leave companies.

The following points will show the importance of employee satisfaction easily.

• **In light of the organisation:**

1. It enhances employee retention and the company does not need to train employees repeatedly.
2. The overall productivity of the company is increased and it assists in achieving the goals of the company.
3. When employees are satisfied with their job they deal with customers in a better manner and thus customer satisfaction is achieved to great extent.
4. It helps the company in getting better services and products from its employees.
5. Money spent on training new candidates and recruitment of new candidates can be saved extensively.

• **In light of the employee:**

1. When the employee gets satisfactory services from the company initially, he tends to believe that same treatment would be offered in long run.
2. Employee would start taking interest in his work instead of worrying about other issues.
3. The employee starts feeling a sense of responsibility towards the organisation.
4. He deals with customers in a better way and builds strong relations with them.
5. They would try to produce better results in order to get appreciation from the company.

Factors Influencing Employee Satisfaction:

- Various factors exist in an organisation that contributes to area of employee satisfaction. Following are listed factors affecting employee satisfaction. They are:
- The brand name of the organisation is of utmost importance to the employees and it is considered when employee satisfaction is considered.
- The aims and objectives of the organisation where an employee works are likely to affect employee satisfaction.
- Salary and wage is one of the most important factors behind employee satisfaction. The salary should always be in accordance to the position of the employee in the company.
- Rewards and penalties are other important things that affect level of satisfaction of an employee in his job.
- The kind of treatment given by the supervisor to the employee largely determines his satisfaction level. It is always desired to treat employees in a good manner
- Working methods of the organisation determines the satisfactory level of an employee. It is true that every organisation has its own working methods but some freedom should also be given to the employees.
- It is essential to check that the personality of the employee matches the type of job being allotted to him.
- Expectations of the employee should also be in accordance to the level of organisation in which he or she is working.

Improving Employee Satisfaction:

If some organisation does not see employee satisfaction amongst its employees then there is nothing to be worried about. By following some steps, the organisation can improve employee satisfaction. One of the best possible ways is to conduct a feedback program. During this program, the organisation should take feedback from the employees so that they can know what the requirements of the employees are and what exactly they are getting in the organisation.

II. RESEARCH METHODOLOGY

We have conducted personal interview of 14 employees with the same questionnaire to collect the data. After collecting the data, the analysis part was carried out. The main aim of the study is to find out morale level of the employees of the Baba Machineries, Wani which can be observed through the responses given by the employees in questionnaire and in personal interview. Our main objective is to find out whether employees of the Baba Machineries, Wani are expecting monetary benefits to boost their morale or not.

The working culture provided by the administrative authorities in the Baba Machineries, Wani is satisfying their employee or not will also be an important outcome of the study. The data would be then tabulated and analyzed in the form of Pie Diagrams for a better representation. The tools of Data Analysis would show the absolute numbers and percentage.

It will directly help us to understand the satisfactory level of employees in Baba Machineries, Wani.

- **Primary Data Collection**

Primary Source:

Questionnaire and Personal interview
Sample questionnaire is as given below-

DEAR RESPONDENT,

I am, a student MBA. (HRM). I am underlying a project named "Employee's satisfaction on sites of Underground Drilling Works at Baba Machineries". So by filling this questionnaire please help me in completing my research project.

Name :

Age :

Address :

Contact No. :

Year of Experience :

1. Are you satisfied with your job?

●Yes ●No

2. How long have you worked for Baba Machineries, Wani?

☐ Less than one year

☐ One year to less than two years

☐ Two years to less than five years

☐ Five years to less than ten years

☐ Ten years or more

3. How is working environment in Baba Machineries, Wani?

●Good ●Satisfactory ●Not Satisfactory

4. Do you feel proud to work at Baba Machineries, Wani?

●Yes ●No

5. Do you have opportunity to learn new skills on the job?

●Yes ●No

6. Do you feel that your work is recognized in your organization?

●Yes ●No

7. Have you the opportunities for advancement?

●Yes ●No

8. The staff of the Baba Machineries, Wani is:

- ☐ Co-operative
- ☐ Authoritative
- ☐ Troublesome
- ☐ Indifferent

9. How will you categorized your job?

- ☐ Static
- ☐ Creative
- ☐ Challenging
- ☐ Interesting

10. What according to you is best technique to boost morale?

●Monetary ●Non-monetary

11. How do you find the working condition in your work place?

●Good ●Satisfactory ●Not Satisfactory

12. How is your relationship with the fellow workers?

●Good ●Satisfactory ●Not Satisfactory

13. What kind of communication is there in your organization?

●Effective ●Ineffective

14. How often do you have the feeling of giving up?

- ☐ Always
- ☐ Sometimes
- ☐ Never

15. Are you satisfied with the grievance handling machinery of your organization?

●Yes ●No

16. What kind of relationship you are having with your superiors?

●Formal ●Informal

17. Does your company provide career planning?

●Yes ●No

18. What according to you are the factors which lead to high morale?

- ☐ Effective supervision
- ☐ Good relationship
- ☐ Team building
- ☐ Employee empowerment
- ☐ Reduction in grievances

19. What according to you are the factors which lead to low morale?

- ☐ High rate of labour turnover
- ☐ Ineffective supervision

- ☐ *Rigid decision making*
- ☐ *Frustration among workers*
- ☐ *Excessive complaints and grievances*

20. Does your management encourage in over all development of the employees?

• Yes • No

▪ **Sampling Design**

Universe:

Various Divisions/ Departments under Baba Machineries, Wani

Sample size:

14 employees

Sample Composition:

Human Resource Manager: 01

Maintenance manager : 01

Assistant : 01

Workers : 09

Operator : 02

▪ **Sampling Procedure**

Simple Random Sampling would be used to select the sample from the Baba Machineries, Wani.

▪ **Secondary Data Collection**

I propose to get the secondary data from:

- Previous in-house studies.
- Earlier complaints and past employees.

The proposed study is expected to contribute the following:

- Contribute ideas and suggestions to individuals (employees and jobseekers) in enhancing their morale and thereby improve performance levels.
- Provide an organizational development tool to organization in the relatively new field of employee morale and based on empirical research data.
- Help teams and department employees to identify access and manage their own and other's morale level thereby improving working relationships, organizational climate and joint effectiveness.

III. DATA ANALYSIS AND INTERPRETATION

For analysing and interpreting the data we will be using following graphical tools:

- Pie Chart

In this research, we have found that 2 out of 14 are unsatisfied rest 12 are happy with their job.

IV. CONCLUSIONS

On the basis of above points we can say that employee attitudes typically reflect the moral of the company. In areas of customer service and sales, happy employees are extremely important because they represent the company to the public.

So, every organization should develop strategies that strengthen the work environment and increase the employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately results in high profits, customer satisfaction as well as customer retention.

- Almost all the employees working at Baba Machineries, Wani are satisfied.
- Very few employees have some complaints which can be solved with dedicated action.

- Morale of employees, monetary rewards, inter-employee communication and relation with administration body are some of the factors which affect the satisfaction level of employees.
- Morale of employees directly influences the productivity and efficiency.
- Monetary rewards, good behavior at work place and equality to raise voice are some of the measures to raise the morale of employees.
- Satisfaction of employees increases the productivity and efficiency of employees.
- Some increase in monetary rewards and some safety measures at work place must be required to increase morale of employee of Baba Machineries so as to improve satisfaction level.
- The employee of Baba Machineries are expecting monetary benefits for the morale boosting,
- Good working culture is being provided by the administrative heads for employees to work at Baba Machineries, Wani.

Conclusion could also be made that with timely surveys and working in the welfare of employees in raising up their morale and helping them to satisfy their needs, the production level and the overall efficiency of the company can rise remarkably.

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