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WORKERS JOB SATISFACTION: A SOCIOLOGICAL STUDY OF MID DAY MEAL WORKERS OF BIDAR DISTRICT

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ABSTRACT:

Workers job satisfaction is essential to face the dynamic and ever-increasing challenges of the government and added sector especially to mid-day meals workers. The main aim of this study is to examine the satisfaction level of the workers towards conditions, Grievance handling systems, Relationship with Colleagues, Job insecurity, Personal factors and other factor.

KEYWORDS: *job satisfaction , mid-day meals , Colleagues, Job insecurity, Personal factors.*



INTRODUCTION

The most significant asset which is essential for successful Human Resource operation of all other resources of the organization. Therefore, when human resource is satisfied, then productivity level increases. "Workers who have higher job satisfaction are usually less absent, less likely to leave, more productive, more likely to display organizational commitment and more likely to be satisfied with their lives" (Lease 1998). Again, due to the modern privatization there is very tough competition among the different units in the industry including the service industry. So, it is very important for an organization to maintain a proper working culture for all the workers of organization. Job satisfaction is described as a part of life satisfaction. Job satisfaction is combination of positive and negative feelings that workers have towards their work (Davis et al., 1985). As per Hulin et al., (1985) model of the job satisfaction is the function of the balance between work role inputs (e.g., education, time and effort) and the work role outputs (e.g., pay, status, working conditions, wages, fringe benefits, task importance and intrinsic aspects of the job). There are lots of factors that have some influence on workers' level of job satisfaction.

REVIEW OF LITERATURES:

Some of the important studies were done related to the subject. Those studies are shown here.

Parul Jhajharia and Havisha Gupta (2015), their research paper "A Study of Employee satisfaction and its impact of Employee Retention in Retail Sector" aims at measuring

Employee Satisfaction and its impact on employee retention. The study suggests that the biggest impact on a company's productivity is the satisfaction of the workers.

R.Anitha (2011), in her paper "A Study on Job Satisfaction of paper Mill workers with special reference to Udumalpet and Palani Taluk", the main aim is to analyse the satisfaction level of paper mill workers. The study shows that only 44% of the workers are satisfied with the working conditions, 31% of them with the welfare facilities, 44% of them with the accident compensation and 42% of them are satisfied with the rewards provided and 52% of them are satisfied with the grievance handling procedure. The organization may give importance to certain factors such as Canteen, rest room facilities, rewards, recognition and promotion policy so that satisfaction of the workers may be improved further.

Abdul Raziq and Raheela Maulabakhsha (2015), in their paper "impact of working environment on Job Satisfaction", objective is to analyze the impact of working environment on employee job satisfaction. The result indicates a positive relationship between working environment and employee job satisfaction.

Main objective of the present study are:

1. To examine the satisfaction level of the workers, towards working conditions.
2. To know major problems, restrictions for workers satisfaction
3. To give some observations and suggestions based on the findings of the study.
4. To understand the working condition of mid day meal workers.

Limitation and area of the study:

The study is based on the data furnished by the Mid-day meals workers and the observations made during the survey. An element of personal bias may effect the data some extent. Further, the results of this study may be applicable only to areas similar to that of the study area. With due awareness of these limitations, an attempt is made to analyse the "Job Satisfaction of mid-day meals workers" practiced in hospitality industry in the study area.

The present research is taken in the north-east Karnataka state i.e. Bidar, which is crown of Karnataka which is now in Kalyana Karnataka consist of 8 talukas school education spread in urban and rural areas. The government programme mid day meal provision in almost all government and some of the aided schools, present study related to these school mid day meal workers.

Methodology and Sample size:

The data is collected from both primary and secondary sources. Primary data is called through interview schedule and the secondary data is collected from books, magazines, and websites etc. The micro level empirical part of the research study was based on a field survey confined to the Mid-day meals in the Bidar of Karnataka. The study will be carried out with a structured questionnaire to Mid-day meals workers of Bidar District in Karnataka.

For the purpose of the study, the samples of 100 Mid-day meals workers were selected from 29 Mid-day meals. Convenience method of sampling is used to collect the data from the respondents.

Data Analysis is done through basic statistical methods. The relevant data are presented in appropriate tables in this paper. Some of the relevant and interesting data are presented in the form of percentage.

Table -1 Worker Working Conditions

Level of satisfaction	Number	Percent
Highly satisfied	38	30.40
Satisfied	65	52.00
Neither Satisfied nor dissatisfied	16	12.80
Dissatisfied	06	04.60
Total	125	100.00

Source: Field Survey

The study reveals that 30.40 per cent of the mid-day meals workers are highly satisfied with the working conditions prevailing in the unit, majority (52 per cent) of the workers are satisfied with the conditions, 12.80 per cent of the workers are neither satisfied nor dissatisfied with the working conditions, 4.60 per cent of the workers are dissatisfied.

Table -2 Problems in workers job satisfaction

Level of satisfaction	Number	Percent
Highly satisfied	43	34.40
Satisfied	66	52.80
Neither Satisfied nor dissatisfied	12	09.60
Dissatisfied	04	03.20
Total	125	100.00

Source: Field Survey

The study shows that 34.40 per cent of the mid-day meals workers are highly satisfied with the problem handling systems, majority (52.80 per cent) of the workers are satisfied with the systems, 9.60 percent of the workers are neither satisfied nor dissatisfied with the grievance handling systems, 3.20 per cent of the workers are dissatisfied.

Table -3 Mid day meal worker inter relation

Level of satisfaction	Number	Percent
Highly satisfied	41	32.80
Satisfied	59	47.50
Neither Satisfied nor dissatisfied	14	11.20
Dissatisfied	11	08.80
Total	125	100.00

Source: Field Survey

The study shows that 32.80 per cent of the mid-day meals workers are highly satisfied with the supportive and positive relationship of their colleagues, majority (47.50 per cent) of the workers are satisfied, 11.20 per cent of the workers are neither satisfied nor dissatisfied, 8.80 per cent of the workers are dissatisfied.

Table -4 Satisfaction on Job Security Provisions

Level of satisfaction	Number	Percent
Highly satisfied	40	32.00
Satisfied	67	53.60
Neither Satisfied nor dissatisfied	11	08.80
Dissatisfied	07	05.60
Total	125	100.00

Source: Field Survey

The study shows that 32 percent of the mid-day meals workers are highly satisfied with the job security provisions, majority (53.60 per cent) of the workers are mere satisfied with the safety measures, 8.80 percent of the workers are neither satisfied nor dissatisfied with the policies, 5.60 per cent of the workers are dissatisfied.

OBSERVATIONS AND SUGGESTIONS

From the above table some of the important observations and suggestions are found which are shown below.

- ❖ The study shows the majority of the respondents in the mid-day meals workers (38.40 per cent) fall in the age group 25-35 in the study area.
- ❖ The study indicates that majority (75.20 per cent) of the respondents are male.
- ❖ The study presents that majority (63.20 per cent) of the respondents is single.
- ❖ The study indicates that most of the workers (42.40 per cent) working in the mid-day meals have only primary education.
- ❖ It is inferred that majority (48.80 per cent) of the respondents are working in servicing department.
- ❖ The study reveals is that the most of the respondents (48.80 per cent) are earing less than 10,000.

RECOMMENDATIONS

The observation and findings of the study reveals that the service units in the study are lack the relationship between workers and other colleagues, it should be given due consideration. Workers welfare measures and job security should be given utmost importance. So that the workers turnover may be restricted. The government should provident fund, maternity leave along with payment of the workers and promotions must be given based on educational qualification and experience, and if these factors are given little more care, the to assign some training regarding health and hygienic to mid-day meals workers with high level of satisfaction, organizational commitment and involvement. This will in turn lead to effectiveness and efficiency in their work which leads to increased productivity.

CONCLUSION:

The workers attitude naturally reflect the moral of the service unit and satisfied workers are extremely important because they represent the unit to the public. Every service unit should develop strategies that support the work environment and increase the employee morale and satisfaction to enhance employee performance and productivity, which ultimately results in high profits, customer satisfaction as well as customer retention. The management give attention to provide different kinds of facilities to their workers so as to satisfy their

workers. A good work environment, good reward and good work conditions can increase employee job satisfaction and the workers will try to give their best which can increase the employee work performance.

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