



JOB SATISFACTION TOWARDS NEKSRTC IN BIDAR DISTRICT OF KARNATAKA

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ABSTRACT

In my project "A Study On Employee Satisfaction Towards NEKSRTC in Bidar" to the best result by the research study of the respondent, by the internal guide and external guide. The project is very helpful study of the academic project with effective research, the term employee satisfaction. The employees of NEKSRTC are giving good services to the people.

KEY WORDS: *Employee Satisfaction , internal guide and external guide.*

INTRODUCTION:

KSRTC was set up in 1961 under the provision of road transport corporation act,1950. It is wholly owned by the government of Karnataka. In august 1997, KSRTC was divided to form Bangalore metropolitan transport corporation (BMTTC). In November 1997, another new road transport corporation called North Western Karnataka Road Transport Corporation (NWKRTC) was formed to cater to the transportation needs of North Western parts of Karnataka. Later, the North Eastern Karnataka Road Transport Corporation (NWKRTC) was also formed with its corporate office in Gulbarga.

Satisfaction is the pleasure gained after doing a work. When a person is said to be satisfied he is happy with it. Thus, job satisfaction means the satisfaction a person gains after doing his duty. Employee's job satisfaction is important for his employer because if he is well satisfied with his work he will do his work with all his efforts.

Job satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often pre-determined by the occupation of that person's parent. There are a variety of factors that can influence a person's level of job satisfaction some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of working conditions, leadership and social relationships, and the challenge the job generates, and the clarity of the job description of requirements.

The father of scientific management, Taylor's (1911) approach to job satisfaction was based on a most pragmatic essentially pessimistic philosophy that Man is motivated by money alone. That the workers are essentially "Stupid and

Phlegmatic" and that they would be satisfied with work if they get higher economic return from it. Over the years, one has to move away from Taylor's solely monetary approach to a more humanistic orientation. From a simple explanation based on money to a more realistic but complex approach to job satisfaction, it has come a long way.

New dimensions of knowledge are added every day and with increasing understanding of new variables and their interplay in the field of job satisfaction has become difficult to comprehend.

TWO- FACTOR THEORY (Motivator –Hygiene theory)

Fredrick Herzberg's Two Factor theory attempts to explain satisfaction and motivation in the workplace. This theory states that satisfaction and dissatisfaction are driven by different factors motivation and hygiene factors, respectively. Motivating factors are those aspect of the job that make people want to perform, and provide people with satisfaction. These motivating factors are considered to be intrinsic to the job, or the work carried out- motivating factor include aspects of the working environment such as pay company polices, supervisory practices and other working conditions.

While Hertzberg's model stimulated much research, researchers have been unable to reliable empirically prove the model, with Hack man and Oldham suggesting that Hertzberg original formulation of the model may have been a methodological artifact. Furthermore, the theory does not consider individual differences, conversely predicting all employees will react in an identical manner to changes in motivating I hygiene factors. Finally, the model has been criticized in that it does not specify how motivating / hygiene factors are to be measured.

JOB CHARACTERISTICS MODEL:

Hachman and Oldham proposed the job characteristic model. Which is widely used as a frame work to study how particular job characteristic impact on job outcomes including job satisfaction. This model states that there are five core job characteristics (skill variety, task identity, task significance, autonomy, and feedback) which impact three critical psychological state (experienced meaning fullness, experienced responsibility for out coms and knowledge of the actual result) in turn influencing work outcomes (job satisfaction, absenteeism, work motivation etc.).The fine core job characteristics can be combined to form a motivating potential score for a job which can be sued as an index of how likely a job is to affect an employee's attitudes and behaviors. A meta-analysis of that assess the framework of the model provides some support for the validity of the job characteristic model.

OBJECTIVES OF THE STUDY:

- To Understand work efficiency of the employees.
- To know the perception of the employees towards their personal life and work life.
- To identify the key factors influencing their work life balance.
- To analyze the work life balance of the male NEKSRTC employees.

SCOPE OF THE STUDY:

work/life balance is gradually becoming a major issue in India. This study focuses on finding out the factors affecting the work life Balance of KSRTC employees. Further, this study could come up with identifying work life balance policies, enhancement of working relationship between colleagues and increase in level of production and satisfaction, and point out way to decrease the stress and burnout in work/life.

METHODOLOGY ADOPTED:

The data was required from two source namely primary and secondary and primary data was generated using a questionnaire supervisor personally.

DATA COLLECTION METHODS:

Primary data is collected from the 60 respondents' employees by asking question of the survey

SECONDARY DATA:

Secondary data is collected by the official website of the NEKSRTC.

LIMITATION OF THE STUDY:

Limitations are the hurdles that generally occur during the research work. It is inevitable and the research should be careful as this limitation put some barriers in coming out with the accurate result.

Study is only related to work life balance issues of employees in KSRTC sector

It excludes the female employees

Only some employees are considered in this study.

DATA ANALYSIS:**Table 1**

Since how many years have you been working with neksrtc organization

Particular	No of respondent	% of respondent
0-2 year	25	42
2-4 year	15	25
More than 4 year	20	33
Total	60	100

(Source: Primary Data)

Showing the above table working with NEKSRTC organization 0-2 year 42%, 2-4 year 25% More than 4 years 33%

Table 2

How is the working environment?

Particular	No of respondent	% of respondent
Participative	20	33
Autonomy	25	42
whimsical	10	17
Red Tapism	5	8
Total	60	100

(Source: Primary Data)

Showing the above table working environment Participative 33% Autonomy 42% Whimsical 17% Tapism 08%.

Table 3

Do you think your work is according to your qualification and skills?

Particular	No of respondent	% of respondent
Yes	40	67
No	20	33
Total	60	100

(Source : Primary Data)

Showing the above table qualification and skills % of respondent of Yes 67% and No 33%

Table 4
Are you satisfied with the top Management?

Particular	No of respondent	% of respondent
Yes	30	50
No	30	50
Total	60	100

(Source: Primary Data)

Showing the above table Top Management % of respondent of Yes 50% and No 50%

Table 5
Are you satisfied with the working hours at NEKSRTC Organization?

Particular	No of respondent	% of respondent
Yes	35	58
No	25	42
Total	60	100

(Source : Primary Data)

Showing the above table In working hours at NEKSRTC Organization % of respondent of Yes 58% and No 42%

Table 6
Do you have necessary authority to perform your duties effectively?

Particular	No of respondent	% of respondent
Yes	25	42
No	35	58
Total	60	100

(Source:Primary Data)

Showing the above table in the above diagram the % of respondent of Yes 42% and No 58%

Table 7
Does your organization organize any counseling programs for the employees?

Particular	No of respondent	% of respondent
Yes	48	80
No	12	20
Total	60	100

(Source : Primary Data)

Showing the above table from the diagram Counseling Program for the Employees the % of respondent of Yes 80% and No 20%

Table 8**Do the employees share experience to help each other?**

Particular	No of respondent	% of respondent
Yes	30	50
No	30	50
Total	60	100

(Source: Primary Data)

The diagram Experience to help each other shows that the % of respondent of Yes 50% and No 50%

Table 9**Do you appreciate if the desired work / targets is accomplished?**

Particular	No of respondent	% of respondent
Yes	25	42
No	35	58
Total	60	100

(Source: Primary Data)

From the above diagram desired work/target are accomplished the % of respondent of Yes 42% and No 58%

Table 10**Your Overall Satisfaction as an employee of NEKSRTC Origination?**

Particular	No of respondent	% of respondent
Highly Satisfied	5	8
Satisfied	10	17
Average	15	25
Dissatisfied	25	42
Highly Satisfied	5	8
Total	60	100

(Source : Primary Data)

From the above diagram it is clear that Satisfaction as an employee of NEKSRTC organization of highly satisfied 8% Satisfied 17% Average 25% dissatisfied 42% and highly dissatisfied 8%

Table 11**How is the physical working condition in the Organization?**

Particular	No of respondent	% of respondent
Good	30	50
Average	25	42
Poor	5	8
Total	60	100

(Source : Primary Data)

In the above diagram it shows that the physical working condition in the organization of Good 50% Average 42% Poor 8%

Table 12**Does the top management involve employees in the management decisions?**

Particular	No of respondent	% of respondent
Yes	35	58
No	25	42
Total	60	100

(Source : Primary Data)

The diagram shows that % of respondent of Yes 58% and No 42%

Table 13**Does the organization provide medical facility for employees?**

Particular	No of Response	% of Response
Yes	40	67
No	20	33
Total	60	100

(Source : Primary Data)

From the above diagram it shows that the medical facility for employees of Yes 67% and No 33%

Table 14**Are you satisfied with the welfare facilities provided to the employees by the recognition?**

Particular	No of despondence	% of Response
Yes	30	50
No	30	50
Total	60	100

(Source: Primary Data)

From the diagram shows that the welfare facilities provided to the employees by the organization Yes 50% and No 50%

Table 15**Which of the following factor motivates you?**

Particular	No of respondent	of respondent
Salary Increase	20	33
Promotion	5	8
Depart	15	25
Motivational talks	10	17
Recognition	10	17
Total	60	100

(Source : Primary Data)

The column diagram shows that which factor motivates you most Salary Increase 33% Promotion 8% Dept. 25% Motivational talks 17% Recognition 17%

Table 16
Do you think there are good career prospect in your organization?

Particular	No of respondent	% of respondent
Yes	40	67
No	20	33
Total	60	100

(Source : Primary Data)

From the above the diagram it shows that the Good career prospect in your organization Yes 67% and No 33%

FINDINGS:

- Employees are satisfied with Good pay as the key Motivating Factor for work efficiency.
- Employees are satisfied with Salary offering at NEKSRTC.
- Majority of the employees don't have other source of income
- Majority of the employees are placed by direct appointment at NEKSRTC.
- Majority of employees are satisfied with employment conditions prevailing in Organization.
- Majority of employees are satisfied with promotion and transfer policy.
- Employees are satisfied with physical working conditions at NEKSRTC.
- Employees have a good chemistry between work group i.e. between different classes of work designation.
- Employees are satisfied with working hours at NEKSRTC.
- There is a mixture of opinions for conflicts being resolved at NEKSRTC, with maximum pool towards dissatisfaction.
- Maximum Employees are satisfied with existing canteen facilities. This provides good with quality to employees.
- They prefer medical facility to accident compensation.
- Employees feel that they require housing accommodation more, than education and transportation facility.
- Most of the employees feel that salary is not sufficient and
- salary offerings play a key role in employee satisfaction, in turn industrial growth.

SUGGESTION:

- Provision of reasonable wages plays an important role in improving the standard of living. This single factor is important for a worker than any other. So, the company must provide adequate wages to the workers.
- Systematic planning reduces hurdles at workplace and it ensures smooth flow work methods. So, the method of planning the work would be maintained as before to attain the goals very effectively.
- The mutual cooperation between employees at work place is very important to carry out the work at time, so, the organization should take providing scope for communication with other departments.
- Adequate canteen facilities would be necessary to maintain the health and safety the employees. So, the canteen facilities must be improved and the management must vary in this regard.
- Attractive schemes from NEKSRTC would activate employees and increase individualistic work efficiency.

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- Extra and intra mural facilities are also the boosting factors for efficient work source.
 - Overtime allowances are sometimes resourceful factors for organization value and its hike factors.

CONCLUSION:

Findings and suggestion are based on the survey conducted and these points are to be looked in to and steps are to be taken in this regard for higher growth. From the analysis I conclude that the job provides the opportunity to the accepted that at times there is a considerable flexibility in co-coordinating with work and they are satisfied with the existing inter personal communication. In NEKSRTC they follow the systematic planning and review process to evaluate the performance of employees.

From analysis it was also observed that was there is a scope for the improvement of working conditions in NEKSRTC.

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