

Job Satisfaction of Workers in The Telecom Industry

Abhinav Singh

Student, Galgotias University

Abstract: Job satisfaction comes from the Latin words "Satis" and "facere," which mean "enough and to do," respectively. Surveys on job satisfaction might provide the most useful data on perceptions and causes. Employee attitudes about job satisfaction can be either good or negative depending on whether they are satisfied or dissatisfied with their jobs. Negative emotions can be changed, and this pleasant sensation can be forced back in. This survey is unquestionably the most effective and efficient technique to get employees to express their genuine feelings. Any potential future course of action or development that involves employee involvement is taken into consideration. The management will learn about the readiness and acceptability of its employees. This survey also helps management resolve issues successfully by preventing misunderstandings. It was noted that some employees agreed to participate in the survey research during the study. A perfectly satisfied employee inspires confidence and excellent morale, which is beneficial to the firm as a whole

Keywords: Job satisfaction, Employees, Telecom industry

1. INTRODUCTION

The most significant resource in any firm is regarded as its human resources.

The talents and aptitudes of the hired people, which include executives, managers, and the rank and file employees, are the total of their innate abilities, learned knowledge, and acquired skills. It should be mentioned that to fulfil both personal and organizational objectives, human resources should be used as fully as feasible. So, the achievement of goals and the employee's performance are what matter most. Yet, job satisfaction and motivation have a significant impact on employee performance. The phrase refers to the entire working arrangement between an employee and his or her employer. The simple emotional state that comes together with achieving any goal is what is meant by satisfaction; the final state is the emotion that comes along with achieving an impulse's purpose. Lack of motivation at work does correlate with job happiness.

The variables influencing both job satisfaction and job discontent were described differently by research participants. The management will benefit and be able to know the impressions and inner thoughts regarding the job they are performing daily thanks to the survey made regarding job satisfaction in the telecom business. The phrase "work satisfaction" refers to and focuses on what telecom industry employees like and dislike. In this particular study, the researcher aims to pinpoint the reasons behind employees' pleasure and dissatisfaction. So, this is the most precise and accurate tool for identifying and eavesdropping on staff problems.

An employee's high motivation and morale inspire him to compete fiercely and give him the dynamism to handle obstacles, which keeps him in the company.

Every person possesses a special resource that, when used appropriately, may support and augment the organization's aims. Similar to how appropriate respiration and nutrition are essential for human health, so too is contentment with one's employment. The development of human resources is ultimately aided by this contentment.

Definition

The fulfilment one feels while working is known as job satisfaction, and it serves as motivation. What matters is job satisfaction, not self-satisfaction, happiness, or contentment.

"Any combination of psychological, physiological, and environmental variables that cause and individual honestly to claim I am content with my job," according to Hop Pock, constitutes job satisfaction. As the "pleasant emotional state arising from the appraisal of one's employment as attaining or helping the attainment of one's job values," job satisfaction is known.

Objectives of the Study

The main aim of the study is to analyse and examine level of job satisfaction among the TELECOM INDUSTRY employees and to know the problems faced by the employees of the various categories. The specific objectives are as follows:

- To provide information about the TELECOM INDUSTRY's profile, organisational structure, etc.
- To observe how satisfied employees are with their jobs and other aspects of their work lives.
- To determine the level of job satisfaction among employees in the TELECOM INDUSTRY and how that affects their performance on the job.
- To assess the workplace conditions in the TELECOM INDUSTRY.
- To assess employee satisfaction with their pay and other benefits.
- To make relevant recommendations for improving employee satisfaction across the board.

Scope of the Study

An analysis of telecom industry employees' job satisfaction has been attempted in the study.

Understanding the level of employee satisfaction in the TELECOM INDUSTRY is the aim of the study. The topic that most dissatisfies employees is then explained.

The seventeen job-related characteristics listed below have been used to analyse employee job satisfaction.

- Salary and monetary benefits
- Job security
- Promotion policy
- Working environment

- Employees participation in management
- Freedom of expressions
- Nature of job
- Interest taken by superiors
- Superiors and sub-ordinate relationship
- Medicare
- Loans
- Conveyance
- L.T.C.

Hypothesis

Everyone is aware that management must ensure employee satisfaction in order to complete the work effectively. Employees, however, determine if they are content.

Hence, increasing efficiency and effectiveness need a positive environment.

- Job satisfaction is a powerful motivator that maintains workers' morale high at all times.
- Increased employee job satisfaction improves how people view the company.
- Employee resistance to new implementations is decreased by job satisfaction.

Research Methodology

The researcher gathered information for this report from a variety of sources. The sources of data as follows:

Primary data: This data is gathered from first-hand information sources by the researcher, this data collection from employees, managers, clerks etc., by administering the questionnaire having face to face interaction with employees.

Secondary data: This will provide the theoretical framework necessary for the report's presentation, which can be found in a variety of places, including publications, office files, interoffice manuals, and websites.

Data Processing and Analysing

The degree of employee satisfaction was determined using data that was simply processed after being collected through the administration of questionnaires. Every response received a score, and the overall level of satisfaction was calculated.

Data is meticulously collated and analysed using satisfaction methodologies, as well as a number of graphics.

Definition of Job Satisfaction

The phrase "I am content with the job" is one approach to describe job satisfaction. Hop Pock shed some light on employment happiness in 1935. On occupational happiness, he looked at 32 studies. Prior to 1933, a mix of psychological, physiological, and environmental factors contributed to someone being able to state with honesty, "I am content with my employment." Any organization's ability to succeed depends on how well its human resources are utilised and motivated. The organisational culture and the relationship between management and employees are both influenced by job satisfaction. Work satisfaction comes from the Latin words "Satis" and "facere," which mean "enough and to do," respectively. An employee's general attitude towards his or her employment is referred to as job satisfaction.

- Situational Factor.
- Individual Characteristics.
- Group and social relationship outside the job.

The culmination of all of these and many other individual attitudes is job satisfaction. Many intellectuals believe it to be a communal force rather than a singular entity.

Every person has some requirements and wants that must be satisfied. Any job that satisfies these criteria offers fulfilment. When a person is pleased with their work, it inspires motivation and curiosity, which leads to enjoyment or happiness at work. Hence, happiness is essential to every area of an individual's existence; without happiness, surviving becomes exceedingly challenging.

Meaning of Job Satisfaction

The term job satisfaction refers to an employee's general attitude towards his job.

- Work satisfaction is a measure of how positively or negatively employees feel about their work. Perhaps the first step in understanding job satisfaction should be to define the distinctions between concepts like attitudes, motivation, and morale.
- A job is an essential part of life. Job satisfaction has an impact on one's total level of happiness, and as a result, contentment also results from a complicated collection of conditions, just as motivation.

Job Satisfaction Leads To

- Motivates towards high productivity.
- Want to remain with organization.
- Act effectively in crisis.
- Accept necessary changes without resentment or resistance.
- Encourages employees' involvement in the company.

2. THEORIES ON JOB SATISFACTION

When it comes to the idea of job satisfaction, experts have significant disagreements. Regarding job happiness, there are four methods/theories. They are as follows:

1. Fulfilment theory
2. Discrepancy theory
3. Equity theory
4. Two-factor theory

1. Fulfilment theory

This theory's primary objective is to gauge a person's level of happiness in terms of the rewards they receive or the degree to which their requirements are met. Work happiness cannot be just viewed as a function of how much money an individual makes at work; it also depends on how strongly an individual desires something and how high his aspirations are in a given field. The fundamental issue with his methodology, as noted by Maslow, is that there is a significant gap between what people really receive and what they hope to receive, which makes work satisfaction dependent on both factors.

2. Discrepancy Theory

According to this theory's proponents, a person's job happiness is a result of both what he or she actually obtains and what they hope to receive or expect to receive. Whether or whether over satisfaction is a component of dissatisfaction and, if so, how it differs from dissatisfaction are not made obvious by this method.

3. Equity Theory

The proponents of this theory are of the view that a person's satisfaction determined by his perceived equity which in from is determined by his input-output balance when compared to others input-output balance. Input-output balance is the perceived ratio of what a person received from his job relative to what he contributes to the job.

4. Two-Factor Theory

Herzberg, Mausner, Paterson, and Capwell refined this theory by designating particular factors as satisfiers and dissatisfiers. Achievement, responsibility, and recognition are examples of satisfiers; their presence increases contentment while their absence does not increase unhappiness. On the other side, elements like supervision, pay, and working conditions are examples of dissatisfiers. While their existence does not lead to job happiness, their absence causes dissatisfaction. As a person can experience both satisfaction and dissatisfaction at the same moment, this notion is seen as false.

3. DETERMINANTS OF JOB SATISFACTION

Abraham A. Kumar asserts that there are two different factors that affect a person's level of job satisfaction. These are:

- 1. Organization Variables
- 2. Personal Variables

1. Organization variables:

- Occupational Level: The level of satisfaction of the workers increases with the level of the job. This is due to the prestige and self-control associated with higher level occupations. There is a connection between occupation and job satisfaction. Because of the social reference group theory, some jobs are valued more highly than others in our society. As a result, those in values-based jobs are more popular than those in non-value-based jobs. The partnership might also result from meeting a need.
- Job content: Greater the variation in job content and less the repetitiveness with which the tasks must be performed, the greater the satisfaction of the individuals involved. Since job content in terms of variety and nature of tasks called for is a function of occupational level. The theoretical arguments given above apply here also.
- Considerate Leadership: People to be treated with consideration. Hence considerate leadership results in higher job satisfaction than in inconsiderate leadership.
- Pay and Promotional opportunities: All other things being equal these two variables are positively related to job satisfaction.
- Interaction among Employees: Here the question is, when interaction in the work group is a source of job satisfaction and when it is not.

Interaction is more satisfying when:

- It results in the cognition that other person's attitudes are similar to ones own since, these permits are ready calculability of the others behaviour and constitutes a validation of one's self.
- It results in being accepted by other and
- It facilitates and achievement of goals.

2. Personal Variables

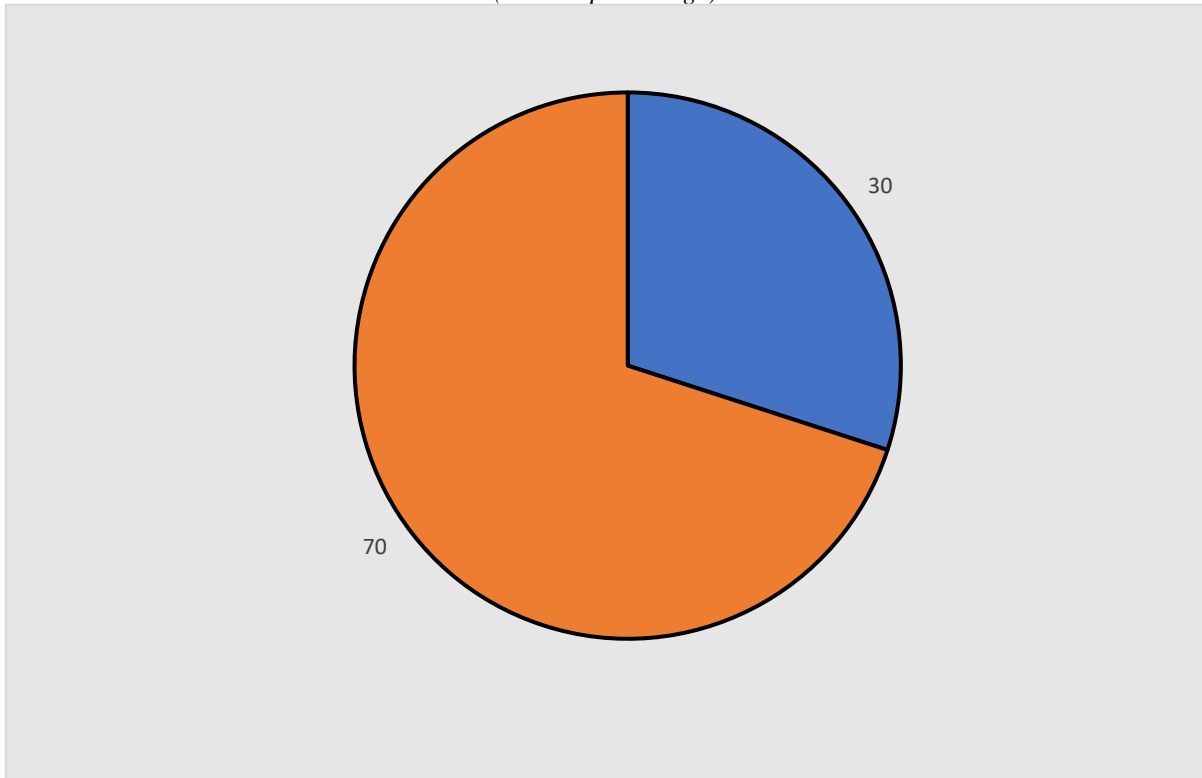
For some people, it seems that most professions will be unsatisfying regardless of the organisational circumstances, whereas for others, this difference is due to a personal component. The personal factors are sex, age, educational attainment, role perception, and age.

Data Analysis and Interpretation

- 1. Do you feel satisfied with the pay you receive?

YES	NO
70	30

(Data in percentage)



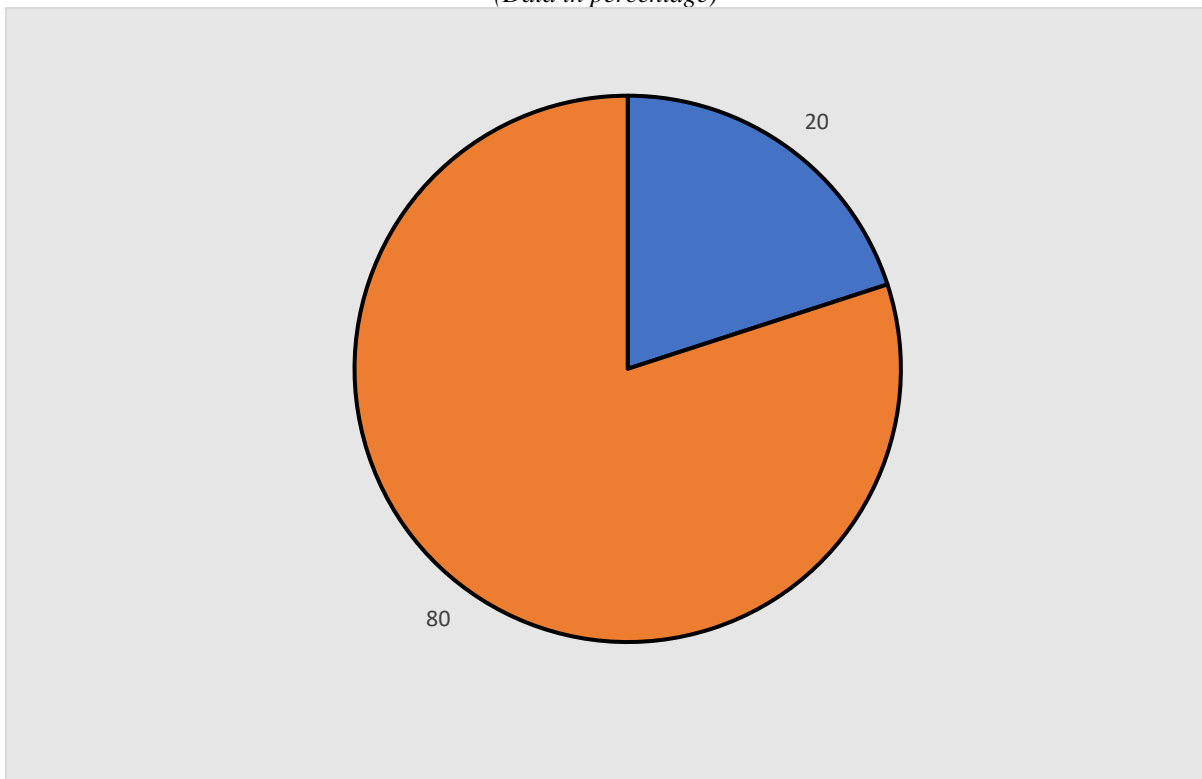
Interpretation:

According to the tabular and pie chart data depiction, 70% of the employees are happy with their pay. Among the workers, only 30% believe that their pay should be increased.

2. Does Your Business Have Any Incentives Pay Schemes for Effective Work?

YES	NO
80	20

(Data in percentage)



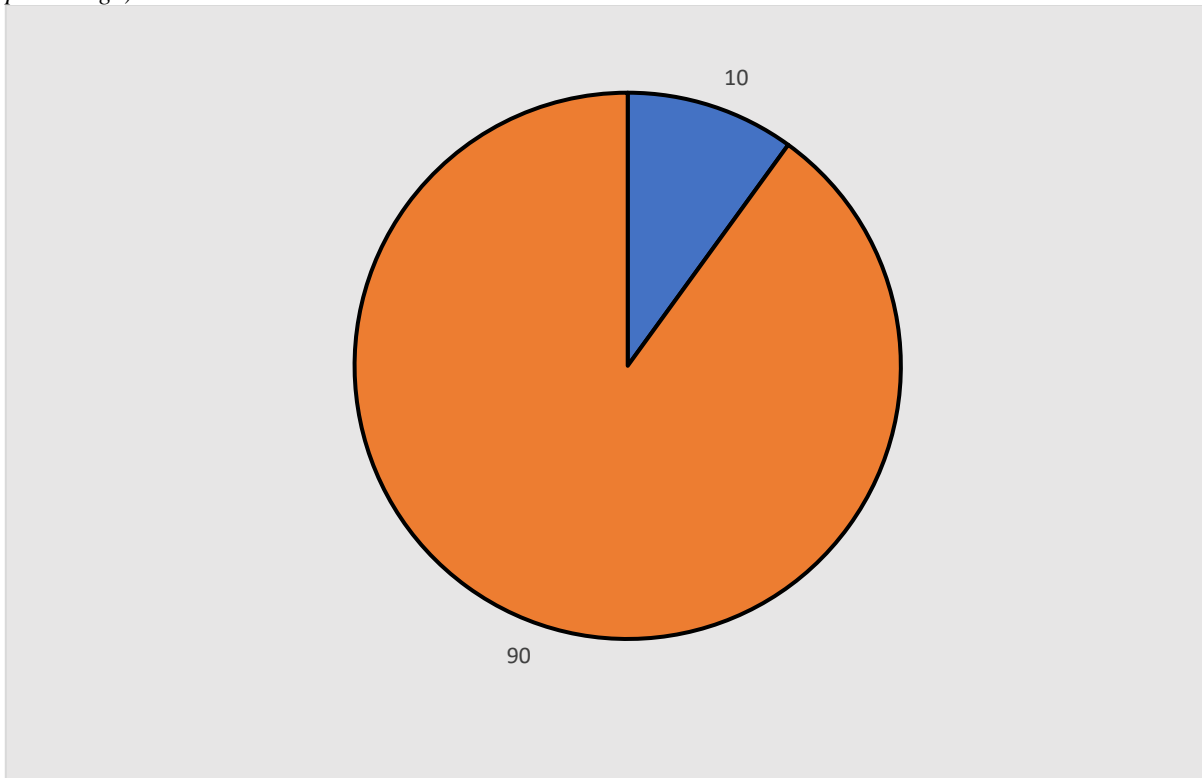
Interpretation:

According to the tabular and graphical displays of the data, 80% of the employees believe that the company should have a pay system that rewards effective performance.

3. How satisfied are you with the current working environment and conditions?

YES	NO
90	10

(Data in percentage)



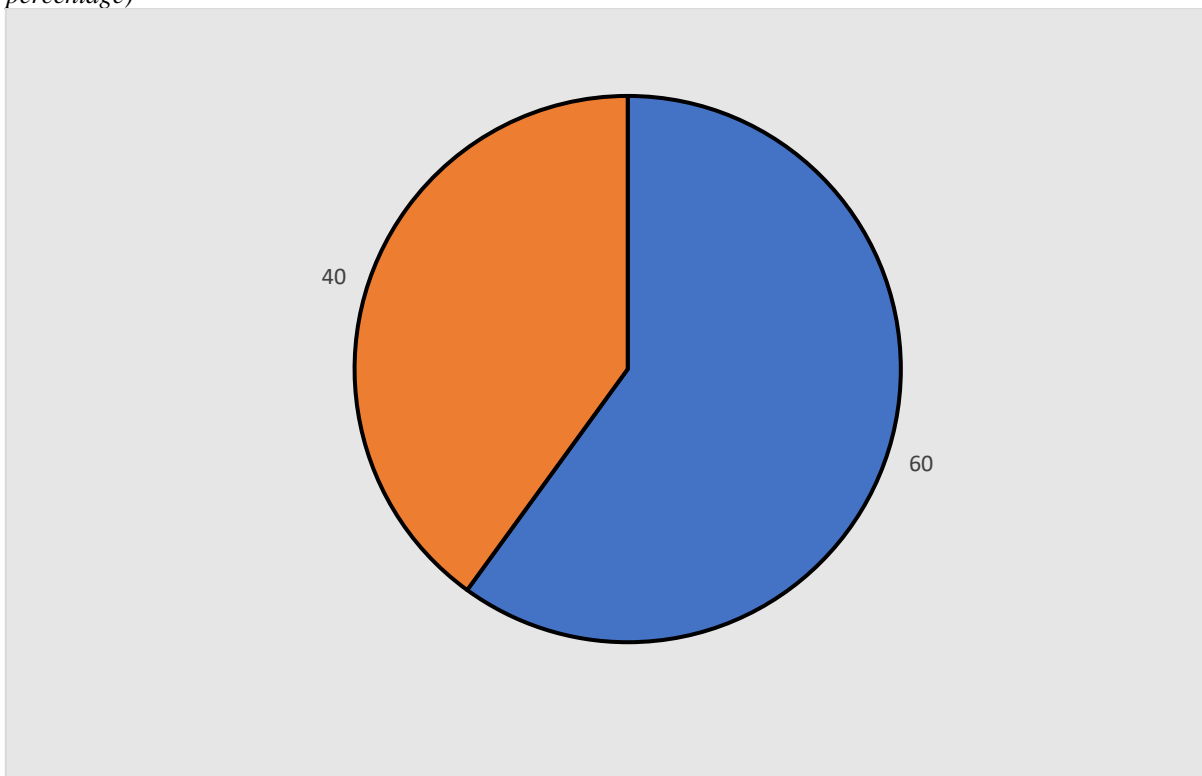
Interpretation:

The tabular and graphical data representations show that the majority of employees are content with their current working circumstances and environment.

4. Is the Management Approachable and Compassionate to Your Workstation Issues?

To Some extent	To Large extent
60	40

(Data in percentage)



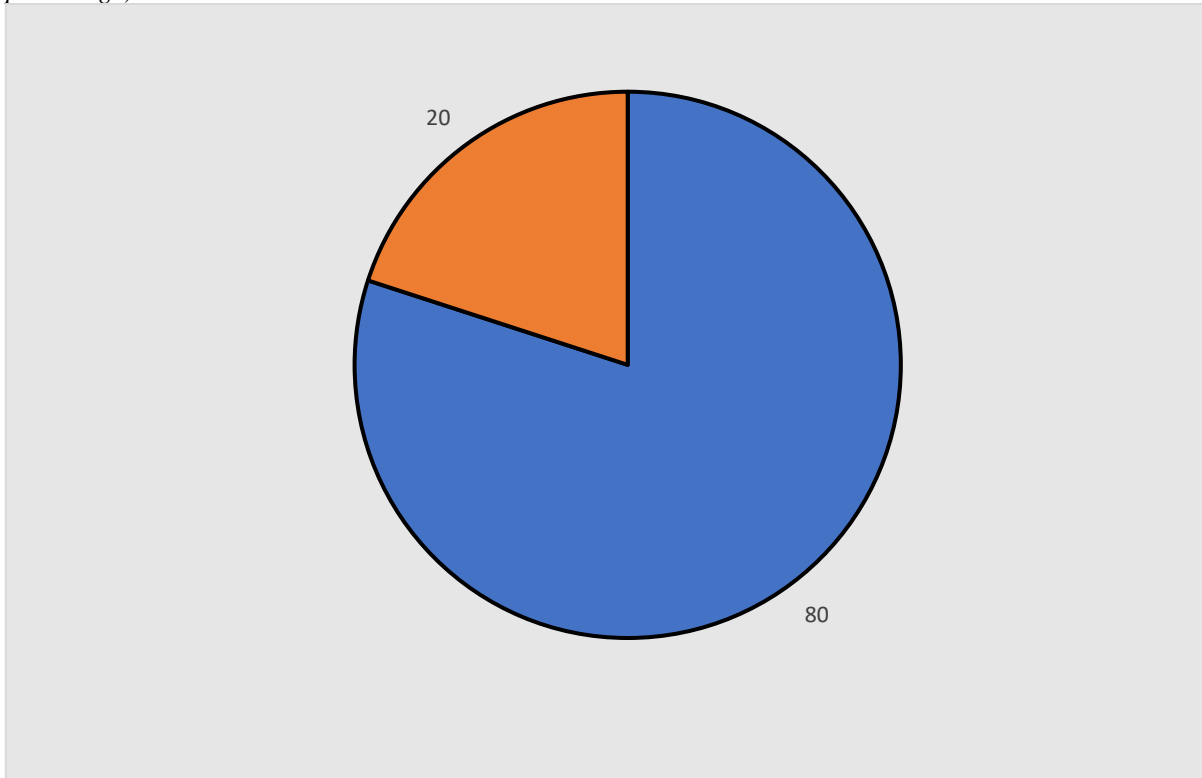
Interpretation:

According to data presented in tabular and graphical form, 60% of employees believe that management is somewhat understanding of the issues they confront at work.

5. Do you feel that the organization's facilities meet your needs?

To Some extent	To Large extent
80	20

(Data in percentage)



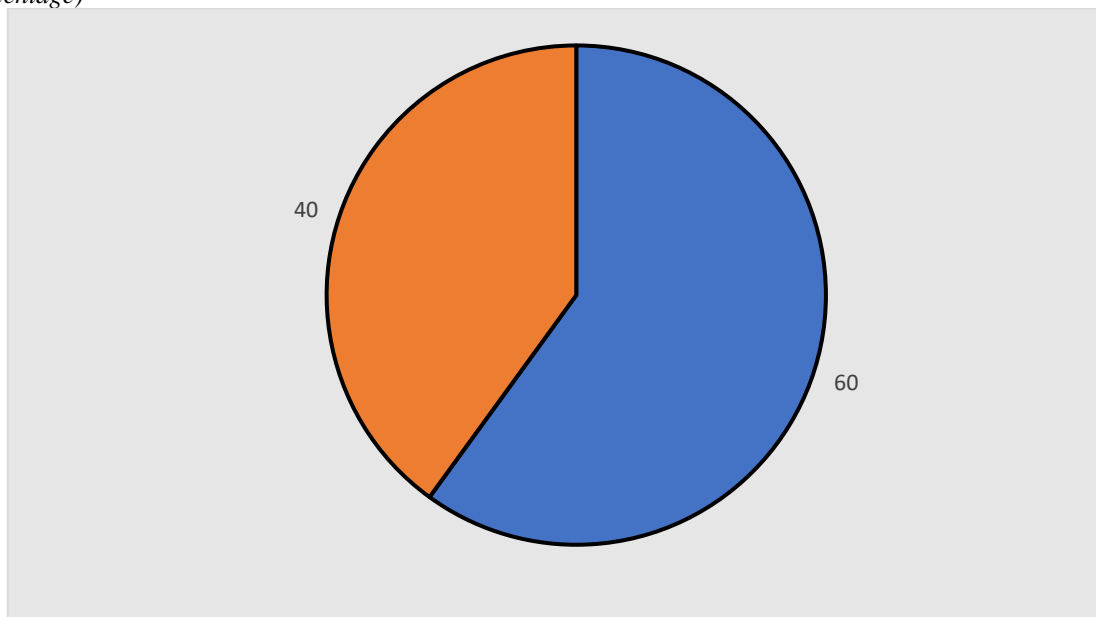
Interpretation:

According to data presented in tabular and graphical form, the majority of employees are happy with the amenities offered by the business.

6. Does the management get along well with the employees?

To Some extent	To Large extent
60	40

(Data in percentage)



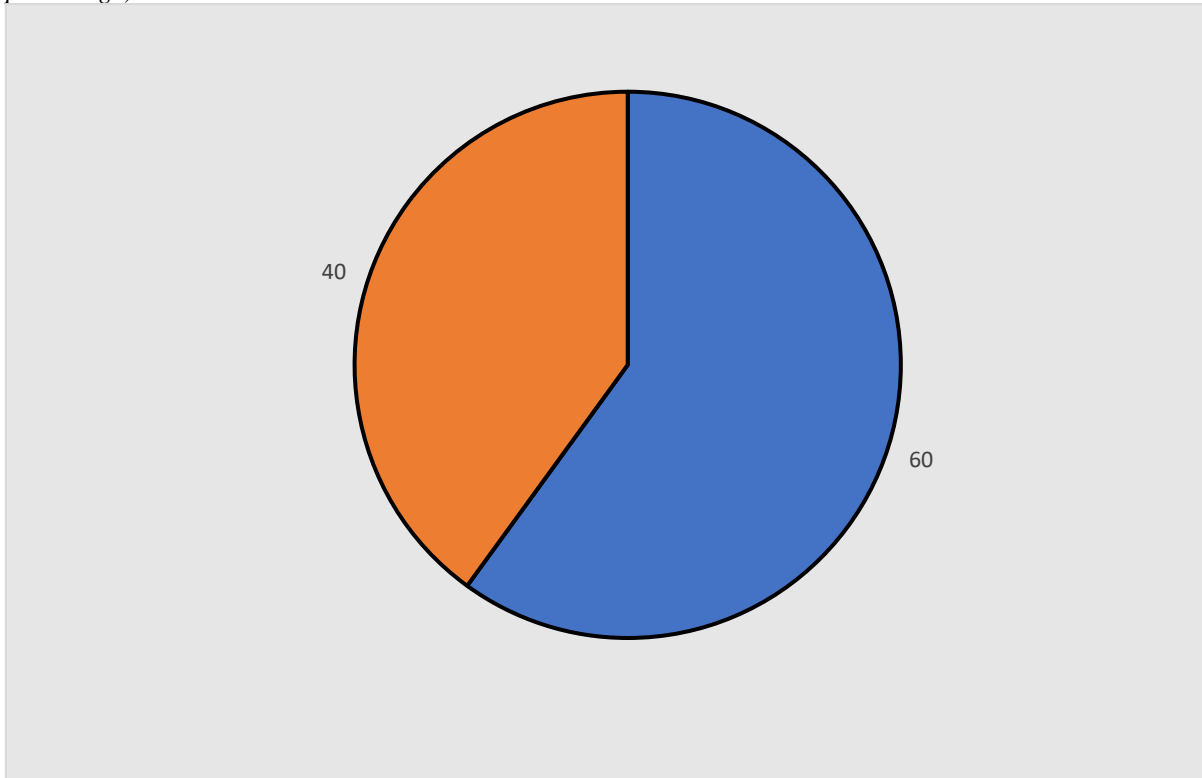
Interpretation:

According to the tabular and graphical displays of the data, 60% of the employees believe that the management has a good relationship with the workforce, and only 40% believe that this relationship needs to be strengthened.

7. Do you believe that your interests are truly protected by company policies?

To Some extent	To Large extent
60	40

(Data in percentage)



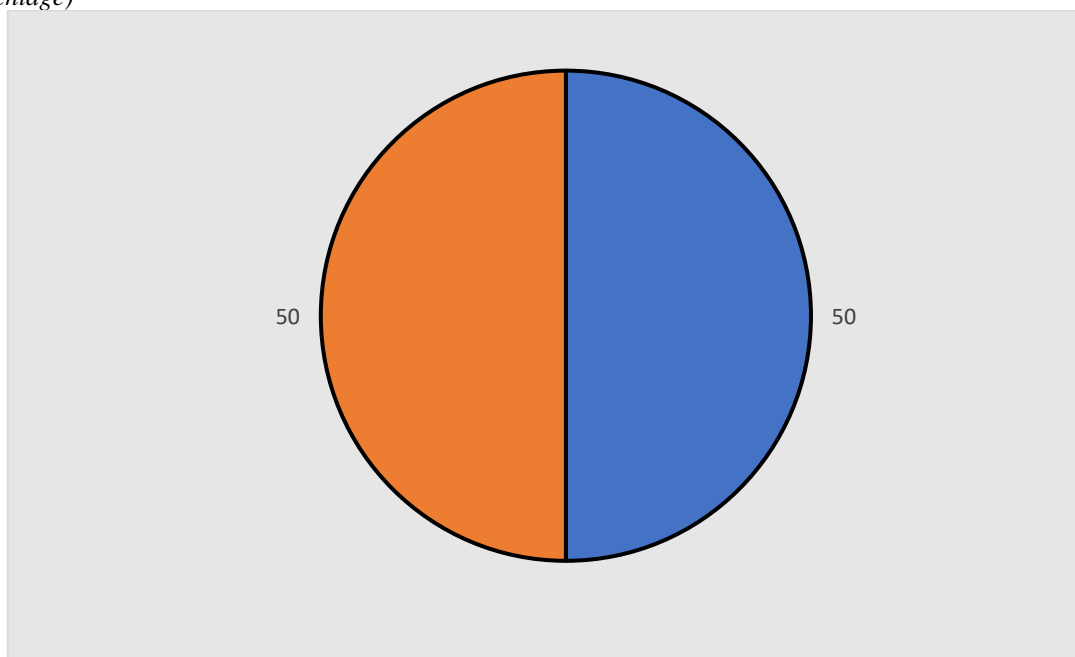
Interpretation:

According to data presented in tabular and graphical form, 60% of employees believe that corporate rules effectively defend their interests. Among them, 40% believe their interests aren't being protected.

8. Do you encounter any issues with the current management structure?

To Some extent	To Large extent
50	50

(Data in percentage)



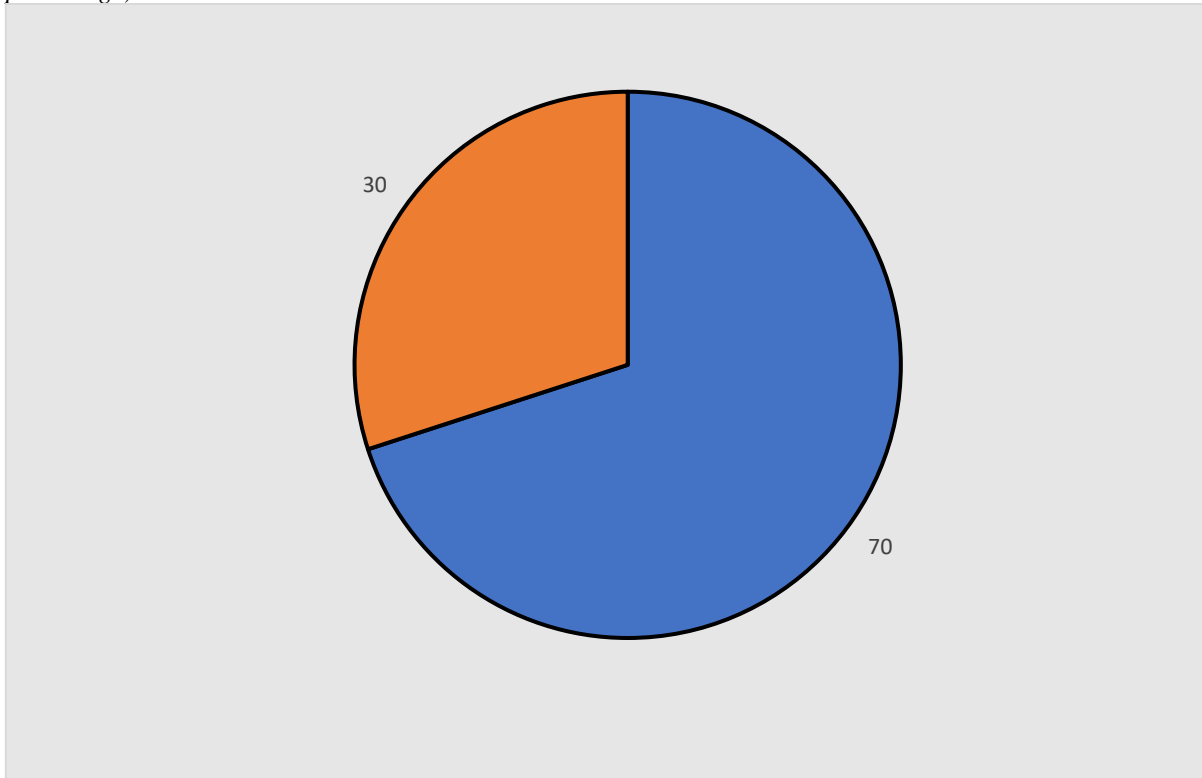
Interpretation:

Just 50% of the employees are content with the current management setup, according to the tabular and graphical depiction of the data, while the other 50% are dissatisfied and believe that the system should alter.

9. Do you believe that changes should be made to company policies?

To Some extent	To Large extent
70	30

(Data in percentage)



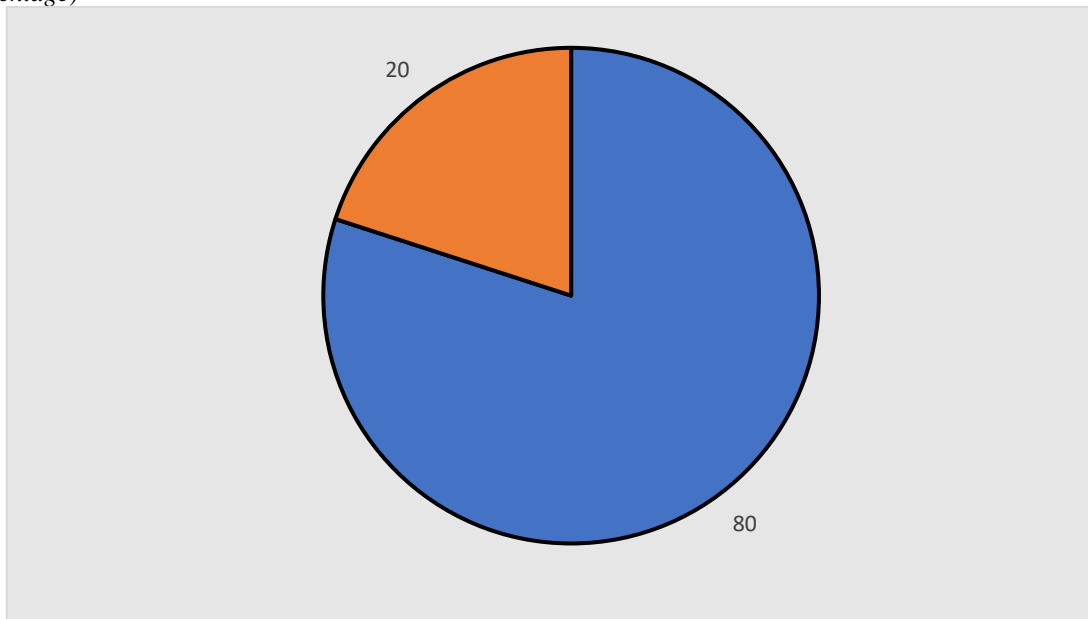
Interpretation:

According to data presented in tabular and graphical form, 70% of employees believe that the company's policies need to be modified, and 30% believe that they are satisfactory.

10. Does the business offer training to help you perform better? If so, how pleased are you with the instruction you received?

To Some extent	To Large extent
80	20

(Data in percentage)



Interpretation:

According to data presented in tabular and graphical form, practically all of the employees are happy with the performance-enhancing training they received from the organisation.

4. CONCLUSION

The efficient operation of personnel, among other things, is essential to a nation's economic prosperity. In order to do this, superiors and the government should take the appropriate actions to ensure that employees are happy in their current positions.

- Nearly majority of the employees are happy with their salaries.
- 70% of employees believe that the company should implement a pay incentive programme to reward productive performance.
- Employees are content with the current working environment and feel secure in their position.
- 70% of the employees feel that the management is sympathetic to some level in their challenges experienced at workplace.
- The relationship between the management and the employees is excellent.
- Employees are satisfied with the facilities provided to them and are free to speak openly with management about their concerns.
- Supervisors are available to answer questions and provide assistance with performance enhancement.
- 70% of employees believe that the corporate policies do, in fact, safeguard their interests.
- 50% of the employees is happy with the current management structure.
- 60% of the employees believes that the corporate policies need to be modified.
- Employees are pleased with the performance-enhancing training they received.
- The firm offers its employees financial benefits such as loans for housing, education, and medical expenses.
- The organisation pays the wounded workers' expenses.
 - The wounded employees also receive medical benefits.

Overall, telecom industry employees are very satisfied with their jobs, which motivates them to work hard and enthusiastically towards their organization's objectives.

Suggestions

- 50% of the employees thinks the current management should be replaced.
- 40% of the employees believes that the corporate policies need to be altered.
- 30% of the employees believes that the corporate policies need to be modified since they are unable to safeguard their interests.
- The majority of employees believe that the company should implement a wage incentive program to reward productive labour.
- The management needs to be more understanding and supportive of the issues that the employees are having in the workplace.

REFERENCE

1. Ashwathappa. K, 2014, Human Resource Management Tata Mc Graw Hill Publications.
2. C.B. Mamoria, 2000, Human Resource Management
3. Deith Davis. 2012, Human Relation at Work.
4. <https://www.adp.com>
5. <https://en.wikipedia.org>
6. <https://www.investindia.gov.in>
7. P. Subba Rao, 1999, Essentials of Human Resources and Industrial Relations.
8. Tripathi. 2010, Personnel management & industrial Relations.