

# A Study on The Satisfaction of Payroll Management System on Employee's Performance with Reference to Jambu Square

<sup>1</sup>Roobinika.G, <sup>2</sup>Ramprathap. K

<sup>1</sup>Student of II MBA, <sup>2</sup>Assistant Professor  
Master of Business Administration  
M. Kumarasamy college of Engineering  
Kauru, Tamil Nadu, India.

**Abstract-** Payroll management is a critical aspect of any organization's operations, involving the administration and disbursement of employee salaries, wages, bonuses, and other financial benefits. This abstract presents an overview of the satisfaction levels associated with a payroll management system, highlighting its benefits and impact on organizational performance. The positive relationship between satisfaction with the payroll management system and overall employee morale, engagement, and retention rates. The satisfaction of a payroll management system plays a pivotal role in driving organizational efficiency, employee satisfaction, and overall performance. Response were collected from 120 employees and tool used for research percentage analysis, chi-square, ANOVA. By understanding the factors influencing satisfaction and addressing potential challenges, organizations can leverage the benefits of an effective payroll management system to achieve operational excellence and create a positive work environment.

**Keywords:** payroll management, accuracy, disbursement, operational excellence, performance.

## 1.1 INTRODUCTION

**Payroll:** A payroll management system is a software to automate the payroll process. This system can be integrated with leave and attendance tracking system and employee self-service portal and are used to keep track of employees working hours, calculate salaries, calculate taxes and deductions, print payslip, etc.

Payroll management project helps to generate the rate of salary each month and it is also equipped with a system that can take care of the attendance of the employees in a firm. It keeps a track of the employees' attendance and on that basis, it generates the monthly salary.

## 1.2 OBJECTIVES OF THE STUDY

- To project aims at the study of the payroll management system and its effectiveness in the organization.
- To identify the HR role in payroll system and thereby to analyze the interface level between account and HR department in the organization.
- To know the different types of payroll methods

## 1.3 NEED FOR THE STUDY

- Payroll incorporates components of both human resources and finance. From data gathered to co piling, the payroll process includes calculations and reporting as well as integrating the data back into the organisations

## 1.4 SCOPE OF THE STUDY

- In future it helps to streamline salaries, bonuses, deductions, taxes and other necessary aspects of the net pay of all the employees in the organization.
- To ensure that their employees receive their salaries on time with the correct deductions and necessary withholdings.
- Examines things like the business activity employees, pay rates, wages and tax with holdings.

## 2.1 REVIEW OF LITERATURE

**C. Pragadeeshwaran (2010)**, A study on payroll software used in talent pro India HR. Pvt. Ltd and HR roll in payroll. The main objective is to know the payroll software's used in the organization and the roll of HR in payroll. The secondary objectives of this study are , To understand the HR roll in Payroll, To review the effectiveness of the Payroll process, To find about the software's used in Payroll process and satisfactory level of employees using this software's ,To analysis whether these software's are user friendly, To suggest the Latest Software's in achieving organizational objective. The study had confirmed that the company is having a good Software System. From this study, it is found that majority of the workers were satisfied with Software used.

**Ms. T. Pavani, Mrs. S. Dhanusha (2020)**, A study on payroll management system. This was published in Journal of Emerging Technologies and Innovative Research JETIR (ISSN-2349-5162). The aim of the study is to understand the interface level between account and HR department in the organisation in the payroll management system in Lexiko infra system. The management was in positive position to know whether the existing software system used is effective or not. To measure the satisfaction level of the employees using the software. To obtain the feedback from the employees which enable further improvement in existing software system. The study had confirmed that the company is having a good interface level between account and HR department in the organisation.

**Ms. Priyanka D. Singh, Ms. Suvarna S. Parteki, Ms. Ashwini N. Shingade, Ms. Shruti P. Wankhede, Prof. Pooja H. Rane (2022)**, Payroll management system : A Review. This was published in IJARIIE-ISSN(O)-2395-4396. The main aim of the payroll management system is to manage the details of payroll, employee, salary, appraisals, and working points. Payroll management system software developed for a company has been designed to achieve maximum efficiency and reduce the time taken to handle the payroll activity. It is designed to replace an existing manual record system there by reducing time taken for calculations and storing data.

### 3.1 RESEARCH METHODOLOGY

The exploratory study evaluates the relationship between Human Resource (HR) practices, organisational climate, and employee well-being from the lens of the social exchange theory. Therefore, data were analysed using simple percentage analysis.

### 3.2 RESEARCH DESIGN

The system is evaluated and steps for improvement are suggested. Information that was already available and collected through questionnaire used to make a critical evaluation of the system. Therefore, descriptive research was selected. The descriptive research describes or condition, it attempts to obtain a complete and an accurate description of the characteristics of a particular individual or a group or a situation.

### 3.3 METHOD OF DATA COLLECTION

There are two types of method for data collection.

- Primary method of data collection.
- Secondary method of data collection.

### 3.4 SAMPLE SIZE

This study is based on the survey covering a sample size of 110 employees working in admin section, finance section, HR and marketing department in Jambu Square.

### 3.5 SAMPLING TECHNIQUE

The study was conducted among the employees of Jambu Square, Bangalore by adopting simple random sampling technique.

Tools used for research

- Descriptive statistics
- Regression
- Chi square

### 3.6 LIMITATION

- Limited scope of research
- Time and resource constraints
- Subjectivity of opinions
- Dependence on secondary data source
- 

## 4.1 DATA ANALYSIS AND INTERPRETATION

### Percentage analysis

**Table No. 4.1.1**  
**Satisfaction of payroll system**

Satisfaction of payroll system	Frequency	percentage
Strongly disagree	9	8.7%
Disagree	16	15.5%
Neutral	22	21.4%
Agree	35	34.0%
Strongly agree	21	20.4%
Total	103	100.0%

(Source: primary data)

### Inference

The above table indicates that among 103 respondents on satisfaction of payroll system, 8.7 % strongly disagree, 15.5% disagree, 21.4% neutral, 34.0 % agree, 20.4% strongly agree.

### CHI SQUARE

#### Hypothesis

H0: there is no association between total years of experience in current organisation and pay and compensation package is adequate and fair comparison to performance.

H1: there is association between total years of experience in current organisation and pay and compensation package is adequate and fair comparison to performance.

### Table no. 4.1.2

#### Chi-Square Tests

	Value	Df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	56.44	12	.000

Likelihood Ratio	67.92	12	.000
Linear-by-Linear Association	.05	1	.824
N of valid cases	103		

#### Inference

From the above table 4.2.3, we come to know that calculated significance value is 0.824. as the calculated significance value is greater than 0.05, we reject the alternate hypothesis at 5% level of significance and conclude that there is no association with total years of experience in current organisation and pay and compensation package is adequate and fair comparison to performance, hence null hypothesis is accepted.

## REGRESSION

### Hypothesis

H0: there is no association with age and medical facility provided suites your health needs

H1: There is association with age and medical facility provided suites your health needs

**Table 4.3.3**

Coefficients (Medical facility provided suites your health needs)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.57	.23	.00	6.93	.000
Age of the respondents	.66	.08	.62	7.89	.000

#### Inference

From the above table 4.3.3, we come to know that calculated significance value is 0.000. as the calculated significance value is less than 0.01, we reject the Null hypothesis at 1% level of significance and conclude that there is association with age and medical facility provided suites your health needs hence alternate hypothesis is accepted.

## FINDINGS

- **PERCENTAGE ANALYSIS** : Majority of the respondents are (34.0%) are agree with the satisfaction of payroll system.
- **CHI SQUARE**: The calculated significance value is greater than 0.05, we reject the alternate hypothesis at 5% level of significance and conclude that there is no association with total years of experience in current organisation and pay and compensation package is adequate and fair comparison to performance, hence null hypothesis is accepted.
- **REGRESSION**: The calculated significance value is less than 0.01, we reject the Null hypothesis at 1% level of significance and conclude that there is association with age and medical facility provided suites your health needs, hence alternate hypothesis is accepted.

## CONCLUSION

Based on the available research, some conclusions can be drawn regarding the satisfaction of the payroll management system for employees. Conducting surveys and cost-benefit analyses can help identify areas for improvement in customer service. Additionally, asking employees to rate their experience with the payroll staff can provide valuable insights into the ways in which the system can be improved. It's important to note that job satisfaction is not the only factor that influences employee retention, and low turnover does not necessarily guarantee employee satisfaction or productivity. Therefore, it's crucial to also investigate the reasons for retention and work to reinforce those factors

## REFERENCES:

1. C. Pragadeeshwaran (2010), A study on payroll software used in talent pro India HR. Pvt. Ltd and HR roll in payroll.
2. Ms. T. Pavani, Mrs. S. Dhanusha (2020), A study on payroll management system. This was published in Journal of Emerging Technologies and Innovative Research JETIR (ISSN-2349-5162)
3. Ms. Priyanka D. Singh, Ms. Suvarna S. Parteki, Ms. Ashwini N. Shingade, Ms. Shruti P. Wankhede, Prof. Pooja H. Rane (2022), Payroll management system: A Review. This was published in IJARIIIE-ISSN(O)-2395-4396.
4. Kritika Maharajan, Shilpa Shukla, Nitasha Soni (2015), A Review of computerized payroll system. This was published in International Journal of advanced research in computer and communication Engineering.
5. Ms. Syed Arzoo Karina (2020), A detailed study of impact of employee's engagement on performance and satisfaction level of employees at Bajaj Allianz Pvt Ltd. This was published in G.S College of Commerce and Economics, Nagpur.
6. Kritika Maharajan, Shilpa Shukla, Nitasha Soni (2015), A Review of computerized payroll system. This was published in International Journal of advanced research in computer and communication Engineering.
7. Muhammad Azeem, Masud Ur Rehman (2020), salary management system. This was published in academia.edu.
8. Rafiqul Alam Khan (2019), A project report on payroll management system. This was published in Bangladesh open university.
9. Sonia Singh (2018), Development of payroll system of employees. This was published in Journal of Emerging Technologies and Innovative Research JETIR.

10. Joshua Dickson (2018), Design and implementation of state civil service payroll accounting system. This was published in academia.edu.
11. Praveen Kumar (2019), SRS employee payroll management. This was published in academia. Edu.
12. Annette Coz (2021), The importance of employee participation in determining pay system effectiveness. This was published in international journal of management review 2 (4), 357-375, 2000.
13. Edward E Lawler, Susan G Cohen (2021), Designing pay systems for teams. ACA journal 1 (1), 6-19, 1992.
14. Mohan Thite, Kuldeep Sandhu (2014), Australasian Journal of Information Systems 18 (2), Critical success factors of a payroll system–A system life cycle approach.
15. Zulkarnain Yusuf, Anuar Nawawi, Ahmad Saiful Azlin Puteh Salin (2020), The effectiveness of payroll system in the public sector to prevent fraud. Journal of Financial Crime
16. Fariza Hanim Rusly, Aidi Ahmi, Yurita Yakimin Abdul Talib, Khairina Rosli (2018), Payroll system: A bibliometric analysis of the literature. AIP Conference Proceedings 2016 (1), 020124.
17. Marta M Elvira, Mary E Graham (2002), Pay system formalization and sex-related earnings effects. Organization Science 13 (6), 601-617, 2002.
18. Gurlal Singh (2014), Implementation and Development of a Proposed Payroll System International Journal of Research, 954-965.
19. William P Bridges, Robert L Nelson (2019), Markets in hierarchies: Organizational and market influences on gender inequality in a state pay system. American Journal of Sociology 95 (3), 616-658
20. Steve Werner, Deniz S Ones (2020), Determinants of Perceived Pay Inequities: The Effects of Comparison Other Characteristics and Pay-System Communication. Journal of Applied Social Psychology 30 (6), 1281-1309.