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# A STUDY ON EMPLOYEE JOB SATISFACTION AT GENPACT

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## ABSTRACT

Job satisfaction refers to one's feelings towards one's job. If the employees expectations are fulfilled (or) the employees get higher than what he / she feels satisfied. If the job satisfaction increases organization commitment will increased. This results in the higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees. In this study, 125 no's of respondents have been taken as sample. Percentage analysis, weighted average, chi-square have been incorporated for research analysis. The study helped in revealing the level of satisfaction of employees with reference to the various factors provided in the organization. This study clearly shows that employees under organization are more or less satisfied with the job. The organization should consider on the salary, relationship of employees and supervisors, grievance handling and give more opportunity for the new employees.

**Keywords:** Job satisfaction, Job rotation, Employees, Organization culture.

## Introduction

The most precious resource in any firm is considered to be its human resources. The talents and aptitudes of the hired people, which include executives, managers, and the rank and file workers, are the total of their innate abilities, learned knowledge, and acquired skills. It should be mentioned that in order to accomplish both personal and organizational objectives, human resources should be used-as fully as feasible. Thus, the achievement of objectives and the employee's performance are what matter most. However, work happiness and motivation have a significant impact on employee performance

According to Hop pock, a person's level of work satisfaction may be accurately determinedby a person's "any combination of psychological, physiological, and environmental conditions."

The phrase "pleasurable emotional state arising from the evaluation of one's employment as attaining or enabling the attainment of one's job values" is used to characterize job satisfaction.

The term "job satisfaction" refers to a person's sense of fulfillment when working, which serves as a driving force to do so. It is the work fulfillment, not the self-satisfaction, pleasure, or contentment.

**Sources of job fulfillment**

B**enefits of Job Satisfaction for Employees**

A. One advantage of employee job satisfaction surveys is that they provide management withan overall sense of how satisfied employees are with their jobs. Additionally, surveys reveal certain employee groupings as well as areas of pleasure or unhappiness (such with employee services). In other words, a survey provides information on how workers feel about their employment, the aspects of their occupations that are most important to them, the departments that are most impacted, and the people whose sentiments are involved (for example, supervision, employee or staff specialists). The survey is a potent diagnostic tool for identifying personnel issues.

B. Another advantage of the surveys is improved communication. People chat to one other while they arrange the poll, talks about it, and debate the results. The upward communication that occurs when staff members are encouraged to speak on what's genuinely on their thoughts is very advantageous to the business.

**Need for the study**

Most qualified workers. Performance reviews have become crucial for both workers and employers in various ways in order to achieve this goal. Numerous psychological and behavioral traits must also be taken into consideration when assessing workers in accordance with their professional and social elements. This technique of assessment has developed into a superior dimension of helping and controlling the performance of personnel in the globally competitive company environment.

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**Scope of the study**

Well suited personnel. Performance review has grown to be a crucial need for both companies and workers in many ways in order to achieve this goal. Numerous psychological and behavioral traits should also be taken into consideration when assessing workers in accordance with their professional and social elements. This technique of assessment has developed into a superior dimension of supporting and controlling workers' performance in a competitive corporate climate that permeates the whole world.

**Objectives Of the study**

- To study a concept of job satisfaction.
- To investigate factors effecting job satisfaction.
- To identify the level of job satisfaction in an organization.
- To suggest suitable measures to improve job satisfaction.

**Research Methodology**

**Research design**

The research is primarily descriptive in nature. In descriptive design, a researcher is primarily concerned with explaining the scenario or subject under investigation. It is a theory-based design technique that is produced by collecting and evaluating data.

Sampling

The sample technique utilized for data gathering is convenient sampling. The conveniencesampling method is a non-probability strategy.

Sampling size

It indicates the numbers of people to be surveyed.

**Sampling technique**Non probability **Sources of data**

- ✓ Primary Data
- ✓ Secondary Data

**Primary Data**

Primary source of data was collected by questionnaire.

**Secondary Data**

Secondary source of data was collected from books journals magazines websites

**Tools for data collection**

The research uses this method of data collection where is a set of question asked to be respondents in a limited span of time simultaneously the research himself answer /responds out the questionnaire**.**

**Plan of analysis**

Diagrammatic representation through graphs and charts

Suitable inferences will be made after applying necessary statistical tools.Findings & suggestions will be given to make the study more useful.

**Limitations of the study**

Only the genpact company was included in the research.The information is only gathered from 125 workers.

Only production department personnel are eligible for the research. The study's conclusions and observations are solely dependent on the respondents' potentially skewedresponses.

**Review of Literature**

In his study, **Ismail (2018)** an essential component of HRM activity is compensation. It includes rewards, pay structure, compensations, compensations, and more compensation. Pay and compensation are two often used phrases with comparable meanings in organizations. When representatives felt their salary was adequate, it led to a greater level of job contentment in the associations that was being looked at.

**Jones & George (2017)** found that when employees have close relationships with theirmanagers and co-workers, they are more receptive to the demands of the association and its forerunners and are stronger, more entertaining, and more profitable. Positive relationshipsare a representative's natural source of motivation and ensure their job satisfaction.

In his analysis**, Klein man (2018**) said that transformational and value-based authority styles effectively increase job contentment. Representatives who are happy respond strongly to the two-style methods.

In their analysis, **Hackman and Oldham (2018)** created an assessment of occupational satisfaction that included a five-factor model.With the current work on employment, the components are recognized. These three factors include assignment noteworthiness, task personality, and ability diversity. In light of the argument that skill

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diversity, task personality, and task significance, independence, and input contribute to confidence in the organization, job contentment, and a greater act drive, this model led to the activity attributes exhibit.

**Caldwell & Nord (2018)** found that relationships among co-workers are important for boththe success of associations and the satisfaction of one's professional life. However, linkages have decreased, making it harder for organizations to deal with internal issues, targeted weights, and a faltering economy.

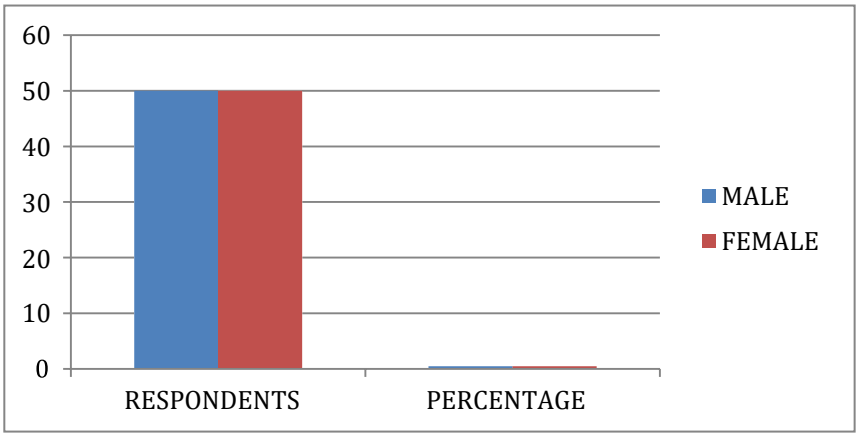
**Cook & Wall (2018)** point out that it is crucial that trust in the traits, skills, decisions, practices, actions, and preferences of one's co-workers be present while carrying out anactivity.

**Begley & Pierce (2018)** found that one effect bad relationships have on businesses is that employees are less willing to engage in beneficial activities out of fear of being mistreated.They generally dislike job changes or any employment that forces them to become more dependent on various representations. This kind of behavior is inappropriate while workingin group or fostering strong relationships.

**Data Analysis and Interpretation**

**GENDER**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| MALE | 50 | 50% |
| FEMALE | 50 | 50% |




**Interpretation**

This table shows that among respondents, there are 50% male respondents and 50% femalerespondents.

**A successful hiring the marital status of respondents**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| MARRIED | 55 | 55% |
| UNMARRIED | 45 | 45% |

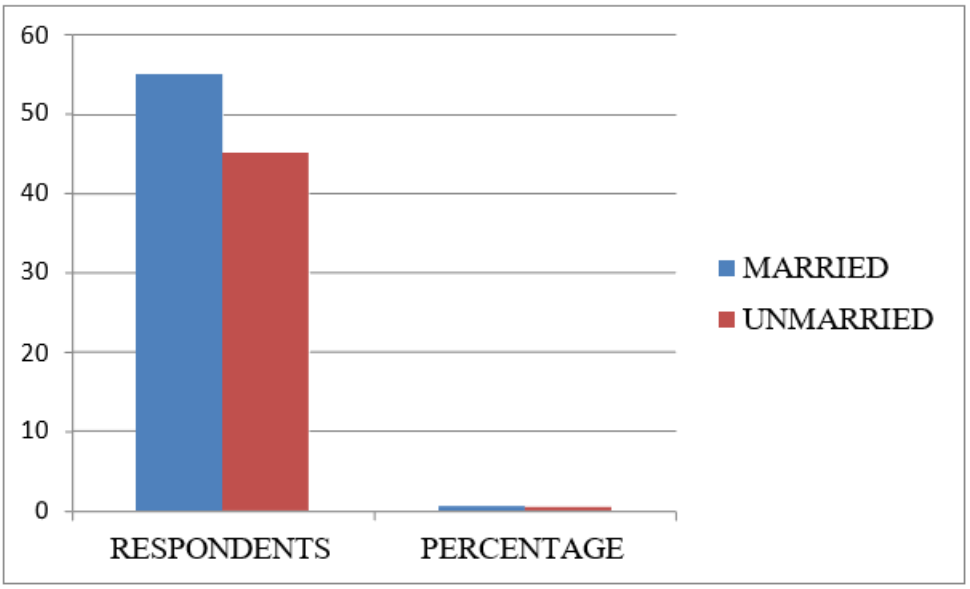
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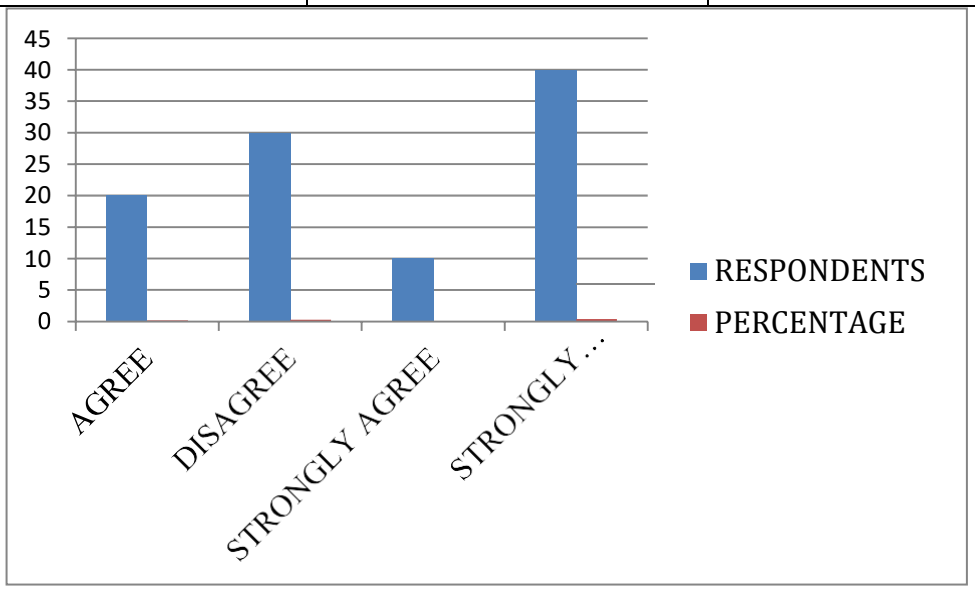



**Interpretation**

Out of 100 responses, this table shows that 55 percent of them are married and 45 percent are notmarried.

**What would you say about the culture of your workplace?**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| AGREE | 20 | 20% |
| DISAGREE | 30 | 30% |
| STRONGLY AGREE | 10 | 10% |
| STRONGLY DISAGREE | 40 | 40% |




**Interpretation**

This table illustrates what 20 percent of respondents who agree, 30 percent of respondents who disagree, 10 percent of respondents who strongly agree, and 40 percent of respondents who strongly disagree have to say about the workplace culture.

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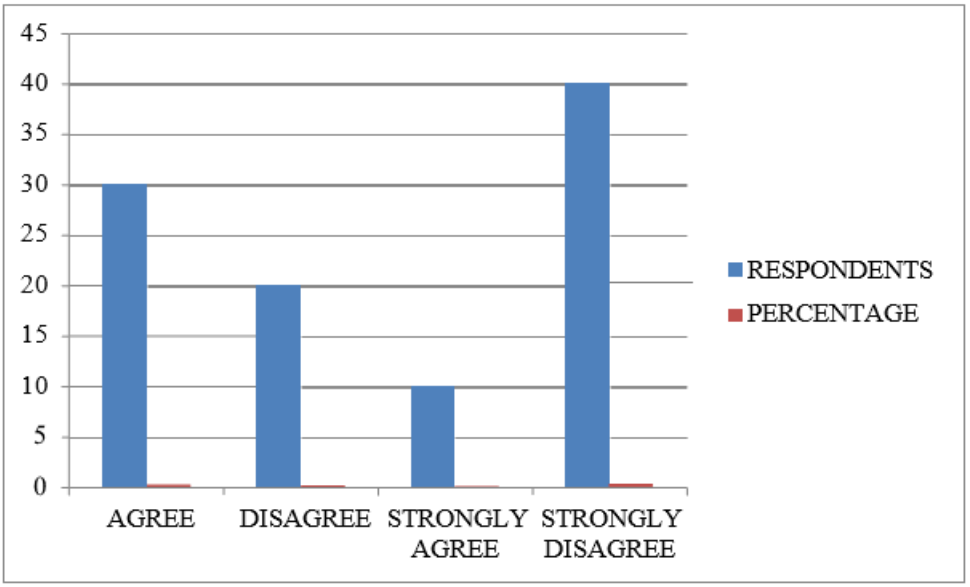
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**1. Do you believe that your employer offers you the right benefits?**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| AGREE | 30 | 30% |
| DISAGREE | 20 | 20% |
| STRONGLY AGREE | 10 | 10% |
| STRONGLY DISAGREE | 40 | 40% |




**Interpretation**

The following table shows the percentages of respondents who agree, disagree, and strongly agree that your workplace provides you with the proper benefits: 30% agree, 20% disagree, 10%strongly agree, and 40% strongly disagree.

**2. Would you suggest this business to others looking for jobs like to these?**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| AGREE | 15 | 15% |
| DISAGREE | 25 | 25% |
| STRONGLY AGREE | 35 | 35% |
| STRONGLY DISAGREE | 25 | 25% |

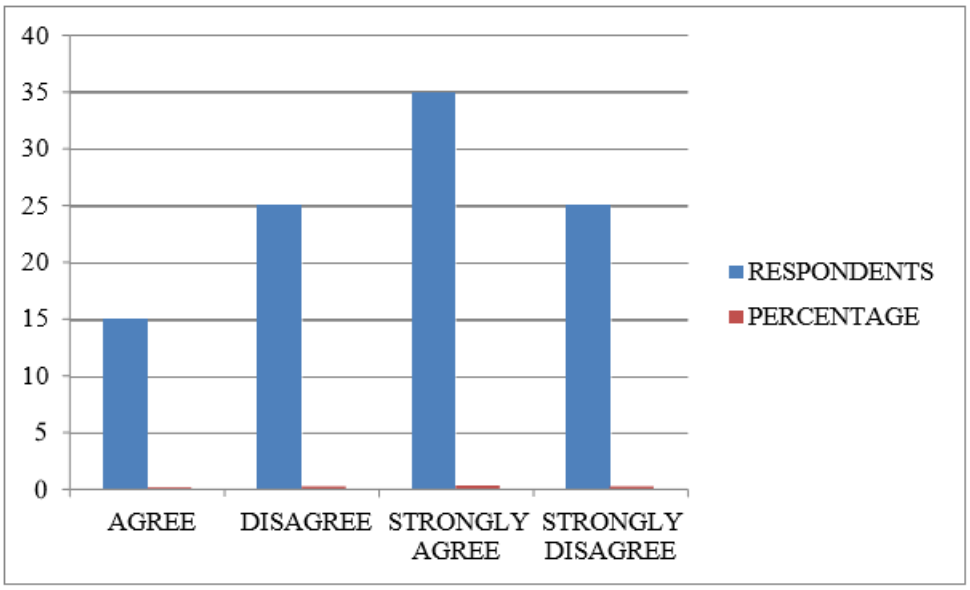
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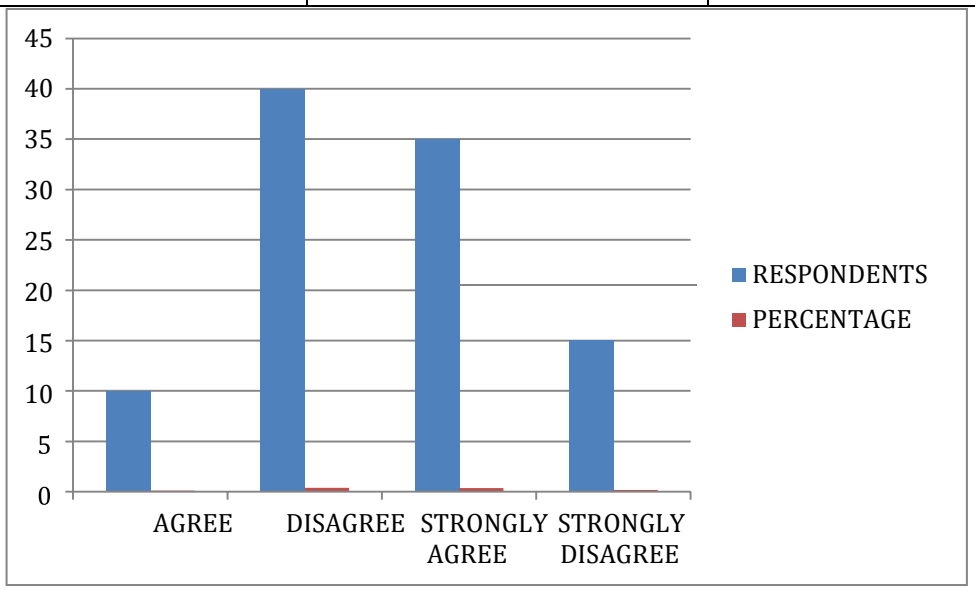



**Interpretation**

The percentages of responders that strongly agree, disagree, and agree with this statement areshown in the table below: 15% agree, 25% disagree, 35% strongly agree, and 25% strongly disagree that this company should hire additional job seekers.

**3. For the job you perform, how much do you get paid?**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| AGREE | 10 | 10% |
| DISAGREE | 40 | 40% |
| STRONGLY AGREE | 35 | 35% |
| STRONGLY DISAGREE | 15 | 15% |



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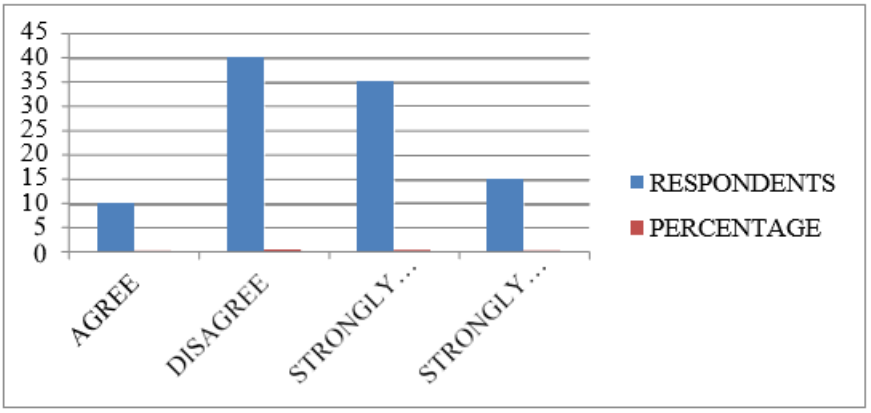
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**Interpretation**

In the table below, the proportions of respondents who strongly agree, disagree, and agree withthis statement are shown. The percentages of agreement are as follows: 10% agree, 40% disagree, 35% strongly agree, and 15% highly agree.

**4. Do you prefer working purely from the office, a mixed approach (three to four times per weekin the office), or remotely?**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| AGREE | 15 | 15% |
| DISAGREE | 25 | 25% |
| STRONGLY AGREE | 25 | 25% |
| STRONGLY DISAGREE | 35 | 35% |




**Interpretation**

The percentages of responders that strongly agree, disagree, and agree with this statement are shown in the table below. 15% of respondents agree, 25% disagree, 25% strongly agree, and 35% strongly agree. Three to four times a week in the office is a reasonable amount of time for amixed approach, or working remotely

**5. Do you feel secure enough to go back to work?**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| AGREE | 10 | 10% |
| DISAGREE | 15 | 15% |
| STRONGLY AGREE | 45 | 45% |
| STRONGLY DISAGREE | 30 | 30% |

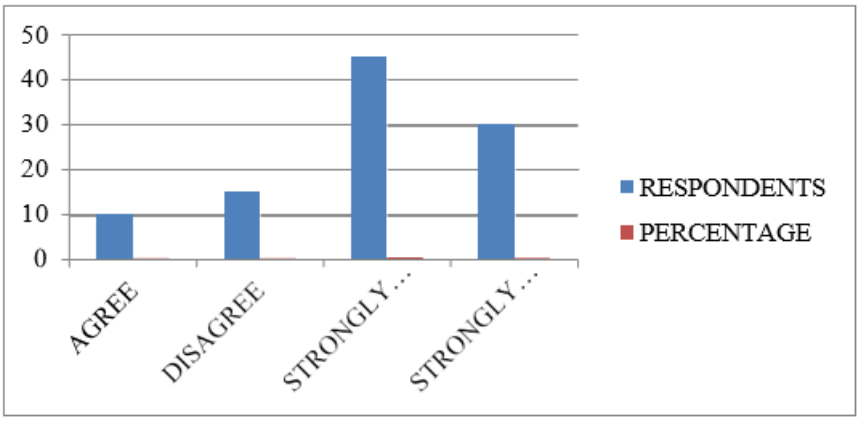
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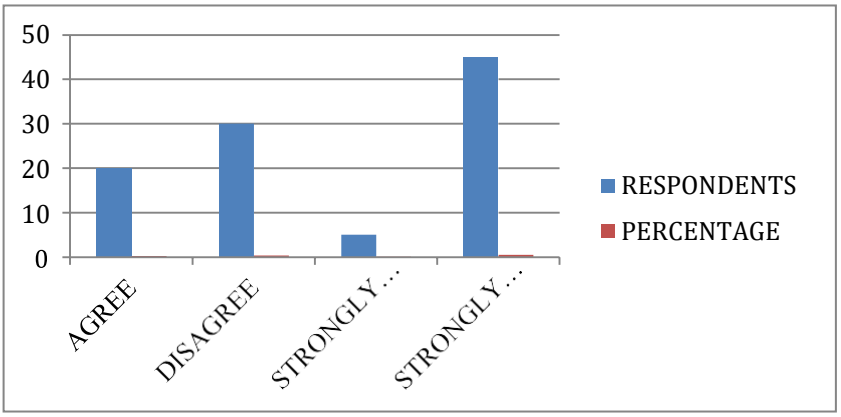



**Interpretation**

The following table displays the percentages of respondents who strongly agree, disagree, and agree with this statement. 10% of respondents concur, 15% disagree, 45% strongly agree, and 30% highly agree that they feel comfortable enough to return to work.

**6. What suggestions do you have for how we might help you in the next year?**

| CATEGORY | RESPONDENTS | PERCENTAGE |
|---|---|---|
| AGREE | 20 | 20% |
| DISAGREE | 30 | 30% |
| STRONGLY AGREE | 5 | 5% |
| STRONGLY DISAGREE | 45 | 45% |




**Interpretation**

The percentages of responders that strongly disagree, disagree, and agree with this statement are shown in the table below. For how we could assist you in the next year, 20% of respondents agree, 30% disagree, 5% strongly agree, and 45% extremely agree.

**Findings, Suggestions and ConclusionFindings**

**Findings**

- In this table, out of 100 responses, 20-30 respondents represent 20%, 31-40 respondents represent 30%, 41-50 respondents represent 40%, and 50 respondents and above represent 10%.
- This table shows that among respondents, there are 50% male respondents and 50% female respondents.

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- Out of 100 responses, this table shows that 55 percent of them are married and 45 percent are not married.
- This table illustrates what 20 percent of respondents who agree, 30 percent of respondents who disagree, 10 percent of respondents who strongly agree, and 40 percent of respondents who strongly disagree have to say about the workplace culture.
- The following table shows the percentages of respondents who agree, disagree, and strongly agree that your workplace provides you with the proper benefits: 30% agree, 20% disagree, 10% strongly agree, and 40% strongly disagree.
- The percentages of responders that strongly agree, disagree, and agree with this statement are shown in the table below: 15% agree, 25% disagree, 35% strongly agree, and 25% strongly disagree that this company should hire additional job seekers.
- In the table below, the proportions of respondents who strongly agree, disagree, and agree with this statement are shown. The percentages of agreement are as follows: 10% agree, 40% disagree, 35% strongly agree, and 15% highly agree.
- The percentages of responders that strongly agree, disagree, and agree with this statement are shown in the table below. 15% of respondents agree, 25% disagree, 25% strongly agree, and 35% strongly agree. Three to four times a week in the office is a reasonable amount of time for a mixed approach, or working remotely.
- The percentages of responders that strongly disagree, disagree, and agree with thisstatement are shown in the table below. For how we could assist you in the next year, 20% of respondents agree, 30% disagree, 5% strongly agree, and 45% extremely agree.

**Suggestions**

All institutions must address employee happiness, organizational commitment, organizational loyalty, and the nature of the job due to the fast development of information technology and communication. Organizational success and how well they accomplish their goals are largely influenced by the amount of employee commitment to the company, which in turn affects how well they perform at work. Many studies and researches, examining the impacts of job satisfaction level on the level of employee's organizational commitment, many of these studies have shown that the level of employee's organizational commitment is directly affected by the level of job satisfaction.

**Conclusion**

The analytical portion of this thesis's findings revealed that firms that prioritize their workers' wants and needs and encourage communication amongst them will see an increase in jobsatisfaction, which is a crucial element in achieving organizational commitment. The capacity of the company to retain its upstanding personnel will rise due to the high level of job satisfaction, which will enhance the degree of organizational commitment among all employees.

According to the study's findings, one of the primary causes of workers' lack of organizational engagement is insufficient applications.

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