

A study on job satisfaction of employees at GOPAL SNACKS PVT. LTD

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Abstract: This study is about job satisfaction of employees at GOPAL SNACKS PVT. LTD This study has major aim is to find out is there any impact of satisfaction on performance and also helpful in various other ways like to determine to understand job satisfaction level of employees in food industries, identify work characteristics will have a positive relationship with job satisfaction, study the impact of job satisfaction on the overall growth of employees as well as the objectives. for that questionnaire though data were collected and by applying chi-square test for hypotheses testing, derived the conclusion that there is direct relationship between satisfaction and performance.

Key Words: *Job satisfaction, satisfaction & performance*

INTRODUCTION:

Lofquist and Davis (1991), defined job satisfaction as “an individual’s positive affective reaction of the target environment as a result of the individual’s appraisal of the extent to which his or her needs are fulfilled by the environment”.

Job satisfaction refers to an employee’s feeling of satisfaction on the job, which are acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. Job satisfaction relates to the relationship between an individual and the employer for which he/her is paid. Satisfaction means simple feeling of attainment of any goal or objective. Job dissatisfaction brings an absence of the motivation at work.

Perceived satisfaction on the job is reflected by the needs of sense of fulfilment and expectation for the job to be interesting, challenging and personally satisfying. Job satisfaction is also an achievement indicator in the career developmental tasks.

LITERATURE REVIEW:

1. (Mrs. Pratibha Pant , Prof. P. C. Kavidayal , & Dr. Hitesh Kumar Pant , Aug 2013) Job satisfaction is a key means for improving the performance of employees and maintaining relationship between employers and employees. Main object of this research is to make direction to improve the situation for

making practical policy to improve the satisfaction level among employees. The impact of work stress of job satisfaction on employees towards FMCG sector in Uttarakhand.

2. **(Abdul Raziq & Raheela Maulabakhsh, October 2014)** One of the many challenges for a business is to satisfy its employees in order to handle with the ever changing and progress environment and to achieve success and remain in competition. The objective of this paper is to analyse impact of working environment on employee job satisfaction.
3. **(Kamil Erkan Kabak, Asım sen, Kenan Gocer, Secil Kucuksoylemez, & Gungor)** In most situations managing the strategy execution process include best practices of Total Quality Management through increasing employee job satisfaction. The main objective of this study is to measure the impact of TQM activities on the job satisfaction for companies in the service sector of Turkey with an empirical analysis.
4. **(Dr. Sherry, 2018)** Job satisfaction is one of the most synthesis areas that the managers are facing now days especially when it comes to managing their employee. Today's organizations sees that Job Satisfaction as a critical subject which is given due importance by the higher official and policy makers of organizations.
5. **(Ms. LIZMARIA VARGHESE, MARCH 2021)** Job satisfaction is evaluated as a key issue by the entrepreneur where efforts are taken on programs. Every organisation is giving higher priority to keep their employees with job satisfaction by providing several facilities which improve satisfaction and which reduce job dissatisfaction. The main object of this study is to understand that job satisfaction level of employees in supreme food industries.
6. **(Dr.P.Samimuthu Sait, 2018)** Job satisfaction implicate doing a job one enjoys, doing is well and being suitably rewarded for one's efforts. Job satisfaction further implies commitment and happiness with one's work. The main purpose of this research is to assess the satisfaction level of employees with regard to monetary and non-monetary benefits from employment at BHEL Trichirappalli.
7. **(Wasaf Inayat & Muhammad Jahanzeb Khan, August 2021)** Job satisfaction is the positive and negative feelings of an employee towards their job or it is the amount of happiness connected with the job therefore, job satisfaction is one of the most widely spread researched topics in the field of organizational psychology. The main purpose of this study is the present research was to study the effect of job satisfaction on the performance of employees working in private sector organizations of Peshawar, Pakistan.
8. **(R. Naga Bhavya Sree & R. Satyavathi, September-October 2017)** The study of job satisfaction improve management with a range of information concern to job, employee, environment etc. which facilitated it in decision making and correcting the path of organizational policies and behaviour. It indicates general level of satisfaction in the organization about its programmes, policies etc.

9. **(Gnaneshwar Koorella & Dr.R.Perumal, March 2019)** Employee satisfaction and loyalty represents one of the most key problems faced by the managers when it comes to managing their employees. Employees are the most valuable resource for all organizations, the longer an employee works for a company the more valuable it becomes. The main objective of the study is to study the level of satisfaction of respondents towards standing rules, grievances short out system and disciplinary action, interest and boredom.
10. **(Mrs Anju K J & Mr.Sona George, September 2015)** Job satisfaction is one of the important factors which have drawn attention of managers in the organization. Job satisfaction is very important because most of the employee spend a major portion of their life at their working place. The objective of this research is to evaluate how human resource factors (general factors) affect the satisfaction level of employees in BPCL - Kochi Refinery Limited.

RESEARCH PROBLEM:

- The study is conducted to measure the level of satisfaction among the employees of GOPAL SNACKS PVT. LTD.
- If the employees are satisfied then it creates positive impact on performance, so it is require studying Job Satisfaction.

RESEARCH OBJECTIVE:

- To Study impact of satisfaction on performance.
- To understand job satisfaction level of employees in food industries.
- To identify work characteristics will have a positive relationship with job satisfaction.
- To study the impact of job satisfaction on the overall growth of employees as well as the objectives.

SCOPE OF THE STUDY:

The study entitled “A study on job satisfaction of employees of GOPAL SNACKS PVT. LTD is to analyse the job satisfaction level of the employees and their problems. The study is conducted at food industries to find the factors which determine job satisfaction and the way it influences productivity in the organization. Job satisfaction is the mental feeling of favourableness which an individual has about his/her job. It is very important because a significant amount of an employee’s life is spent at their workplace.

RESEARCH DESIGN:

RESEARCH DESIGN	Descriptive
SOURCE OF DATA COLLECTION	Primary and secondary
POPULATION OF THE STUDY	1000
SAMPLE SIZE	100
SAMPLING TECHNIQUE	Convenience Sampling
PLACE OF RESEARCH	Rajkot
DATA COLLECTION TOOL	Questionnaire
TEST APPLIED	Chi – square

DATA ANALYSIS & INTERPRETATION:

1. DEPARTMENT:

Table 1. Department & No. of respondents:

DEPARTMENT	NO. OF EMPLOYEES	%
Box Packing	50	50%
Production	19	19%
Dispatch	9	9%
Workshop	6	6%
Loading	8	8%
Roll printing	8	8%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there is 50% employees are work in box packing, 19% employees work in production department, 9% employees work in dispatch department, 6% employees work in workshop department, 8% employees work in loading department and 8% roll printing.

2. HOW MANY YEARS YOU HAVE BEEN WORKING IN GOPAL SNACKS PVT. LTD.?

Table 2. Experience & No. of respondents:

Years	NO. OF EMPLOYEES	%
0 - 2 years	19	19%
2 - 4 years	36	36%
4 - 6 years	31	31%
6 - 8 years	4	4%
8 years above	10	10%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 19% employees have been working between 0 – 2 years, 36% employees have been working between 2 – 4 years, 31% employees have been working between 4 – 6 years, 4% employees have been working between 6 – 8 years, 10% employees have been working between 8 years above in GOPAL SNACKS PVT. LTD out of 100 employees.

3. DO YOU HAVE GOOD RELATIONSHIP WITH OTHER EMPLOYEES?

Table 3. Relationship with other employees & No. of respondents

Particulars	No. of employees	%
Yes	100	100%
No	0	00%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there is percentages of good relationships with other employees are 100%.

4. DO YOU FEEL WORKING ENVIRONMENT IS HIGHLY SATISFACTORY IN GOPAL SNACKS PVT. LTD.?

Table 4. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	45	45%
Agree	38	38%
Neutral	13	13%
Disagree	2	2%

Strongly Disagree	2	2%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 45% employees are strongly agree, 38% employees are agree, 13% employees are neutral, 2% employees are disagree, 2% employees are strongly disagree on feeling of working environment is highly satisfied in GOPAL SNACKS PVT. LTD

5. DO YOU FEEL THAT YOUR JOB IS SECURE?

Table 5. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	32	32%
Agree	52	52%
Neutral	12	12%
Disagree	2	2%
Strongly Disagree	2	2%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 32% employees are strongly agree, 52% employees are agree, 12% employees are neutral, 2% employees are disagree, 2% employees are strongly disagree on feeling of job security in GOPAL SNACKS PVT. LTD

6. DO YOU FEEL THAT YOUR PERFORMANCE IS FAIRLY EVALUATED?

Table 6. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	46	46%
Agree	33	33%
Neutral	18	18%
Disagree	0	0%
Strongly Disagree	3	3%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 46% employees are strongly agree, 33% employees are agree, 18% employees are neutral, 0% employees are disagree, 3% employees are strongly disagree on supervisors are evaluate performance is fairly in GOPAL SNACKS PVT. LTD

7. HOW WELL DOES YOUR MANAGER OR SUPERVISOR RESPOND TO YOUR MISTAKES?

Table 7. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	40	40%
Agree	34	34%
Neutral	11	11%
Disagree	2	2%
Strongly Disagree	2	2%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 40% employees are strongly agree, 34% employees are agree, 22% employees are neutral, 2% employees are disagree, 2% employees are strongly disagree on how manager or supervisor are responding to their employee's mistakes in GOPAL SNACKS PVT. LTD.

8. THE CHANCE TO LEARN SOMETHING NEW?

Table 8. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	36	36%
Agree	32	31%
Neutral	20	20%
Disagree	10	10%
Strongly Disagree	2	2%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 36% employees are strongly agree, 32% employees are agree, 20% employees are neutral, 10% employees are disagree, 2% employees are strongly disagree on employees are learn something new in GOPAL SNACKS PVT. LTD

9. HOW MUCH ARE YOU SATISFIED WITH THE FACILITIES PROVIDING TO YOU?

Table 9. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	45	45%
Agree	28	28%
Neutral	22	22%
Disagree	3	3%
Strongly Disagree	2	2%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 45% employees are strongly agree, 28% employees are agree, 22% employees are neutral, 3% employees are disagree, 2% employees are strongly disagree on how employees satisfied on providing welfare facilities by GOPAL SNACKS PVT. LTD

10. LEVEL OF UNDERSTANDING OF HR AND WELFARE POLICY

Table 10. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	37	37%
Agree	32	32%
Neutral	19	19%
Disagree	6	6%
Strongly Disagree	6	6%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 37% employees are strongly agree, 32% employees are agree, 19% employees are neutral, 6% employees are disagree, 6% employees are strongly disagree on understanding level of HR and welfare policy in GOPAL SNACKS PVT. LTD

11. HOW MUCH ARE YOU SATISFIED WITH THE WAGES PAID TO YOU?

Table 11. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	44	44%
Agree	35	35%
Neutral	13	13%
Disagree	3	3%
Strongly Disagree	5	5%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 44% employees are strongly agree, 35% employees are agree, 13% employees are neutral, 3% employees are disagree, 5% employees are strongly disagree on satisfaction level of wages are paid to employees in GOPAL SNACKS PVT. LTD

12. OVERALL, HOW SATISFIED ARE YOU WORKING AT GOPAL SNACKS PVT. LTD.?

Table 12. Responses of question & No. of respondents

	NO. OF EMPLOYEES	%
Strongly Agree	46	46%
Agree	31	31%
Neutral	18	18%
Disagree	1	1%
Strongly Disagree	4	4%
Total	100	100%

INTERPRETATION:

From the above pie chart we can interpret that in GOPAL SNACKS PVT. LTD. there are 46% employees are strongly agree, 31% employees are agree, 18% employees are neutral, 1% employees are disagree, 4% employees are strongly disagree on overall satisfaction level in GOPAL SNACKS PVT. LTD

FORMULATION OF HYPOTHESIS:

H0: There is no significant difference between job satisfactions on performances of employees at Gopal snack PVT.

H1: There is significant difference between job satisfactions on performances of employees at Gopal snack PVT.

TESTING OF HYPOTHESIS:

Table 13. Chi-square test

	O	E	O - E	(O - E) ²	(O - E) ² /E
Strongly Agree	46	20	26	676	33.8
Agree	31	20	11	121	6.05
Neutral	18	20	-2	4	0.2
Dis Agree	1	20	-19	361	18.05
Strongly Disagree	4	20	-16	256	12.8
	100	100			70.9

Degree of freedom: $5 - 1 = 4$

Calculate Value: 70.9

Table Value: 9.49

Conclusion: H0 is rejected and H1 is accepted so here we can say that impact of job satisfaction on performance of employees in GOPAL SNECKS PVT. LTD

FINDINGS :

- Good working environment in the GOPAL SNACKS PVT LTD
- 70% to 80% employees feel that working environment is highly satisfactory.
- 80% employees are feeling job is secure.
- 79% employees are believed that performances are fairly evaluated.
- 78% employees satisfied with the facilities provided.
- There are Healthy relationship between employee and employer
- Most of employees are satisfied with their work or job roll.

SUGGESTION:

- GOPAL SNACKS PVT LTD's supply chain management are very weak it's have to be more stronger
- There is need to marketing on their manufacturing products because many people are not aware about to GOPAL SNACKS PVT LTD products like, wafer, Papad, kurkure and many more products.
- They have needed to change the package design, colour so that customers are attracted and this packaging design is very old.

CONCLUSION:

- GOPAL SNACKS PVT LTD wants to increase wage rate 22 to 25 one hour so workers may satisfy with job.
- Most of employees are highly satisfied with their job.
- GOPAL SNACKS PVT LTD was help to solve problem so that employee may get more satisfaction
- Most of employees are satisfied with provided facilities in GOPAL SNACKS PVT LTD.

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