



A STUDY ON EMPLOYEE JOB PLEASURE OR SATISFACTION CONCERNING RELIANCE JIO INFOCOMM LTD UDAIPUR, RAJASTHAN

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INTRODUCTION

Human Resource Management is the management of employee's skills, abilities, talents, aptitudes, creative abilities etc. For growth and development of every organization, it requires four important factors i.e., MONEY, MATERIAL, MACHINERY AND MEN. The success and failure of any organization depend upon the effective combination of these factors.

"Human Resource Management is a major component of the broader managerial function and has branches extending throughout and beyond each organization" -*Rakesh. K. Chopra*

Edward Flippo - "Personnel management is the planning, organizing, directing and controlling of the procurement, development, compensation, integration, maintenance and separation of the human resource to the end that individual, organizational and societal objectives are accomplished."

Human beings are public beings and hardly ever live and work in isolation. We always plan, develop and manage our relations both consciously and unconsciously. The relations are the outcome of our actions and depend to a great extent upon our ability to manage our actions. From childhood, every individual acquires knowledge and experience in understanding others and how to behave in every situation in life. Later we carry forward this learning and understanding in carrying and managing relations at our workplace. The whole context of Human Resource Management revolves around this core matter of managing relations at the workplace.

Definitions of HRM Human resources management (HRM) is a management function concerned with hiring, motivating and maintaining people in an organization. It focuses on people in organizations.

Job satisfaction survey can give the most valuable information about the perceptions and causes. For satisfaction/dissatisfaction among the employee's attitude towards job satisfaction may be either positive or negative. This positive feeling can be re-in forced and negative feelings can be rectified. This survey can be treated as the most effective and efficient way, which makes the workers express their inner and real feelings undoubtedly. For any future course of action/ development, which involves employee's participation, is considered.

The management will get a picture of their employee's acceptance and readiness. This survey also enables to avoid misinterpretations and helps management in solving problems effectively. It is observed during study some of the employees accepted the proposal survey research. A perfectly contentment and satisfaction motivates an employee to be confident with high morale, it is an asset to the organization as a whole.

Thus the high motivation and morale of an employee make him remain in the organization and encourage him to face cut-throat competition and gives him enough dynamism to face challenges. Every human being possesses his unique resource, if properly channels it by supportive and supplement, ultimately for achieving organizational goals. As proper breathing and diet are necessary to a healthy human being so as is contentment to job satisfaction. This contentedness ultimately acts as a key factor in human resource development.

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

Hoppock describes job satisfaction as "any combination of psychological, physiological and environmental circumstances that cause and person truthfully to say I am satisfied with my job. Job



satisfaction is defined as the “pleasurable emotional state resulting from the appraisal of one’s job as achieving or facilitating the achievement of one’s job values.

NEED & IMPORTANCE AND OBJECTIVES OF THE STUDY

- Most of the times skills and knowledge of the employee is considered to gauge his performance in the company. One factor that is being overlooked by the company owner is employee satisfaction
- If the company wants to draw out the best from its employees, then it should provide the best means to satisfy the need and requirement of its employees.
- To analyze and examine the level of job satisfaction among the JIO Info-com ltd, Udaipur employees and to know the problems faced by the employees of the various categories.
- To present a profile of JIO and organizational structure etc.,
- To observe the level of satisfaction among employees relating to the nature of the job and other factors.
- To identify the extent of job satisfaction in the JIO Centre employees and its impact on the job performance of the employees.
- To evaluate the working atmosphere in JIO Centre.
- To examine gratification regarding the salary and other benefits of its employees.
- To suggest suitable measures to improve the overall satisfaction of the employees in the organization.

METHODOLOGY

The research methodology is a way to systematically solve any research problem. It may be understood as a science of studying how research is done scientifically.

RESEARCH DESIGN:

A research design is the arrangement of conditions for collection and analysis of data

PRIMARY DATA: It is collected freshly for the first time and this happened to be original. Methods include- observation method, interview method, through questionnaire etc.

SECONDARY DATA: it is the data which is already been collected by someone else and already been passed through the statistical process. Sources include- government, technical and trade journals, books, magazines, newspapers, public records. The general information related to organizational profile in Reliance JIO Info-com is collected through the study of records brochures, internet and forms

SAMPLING: The technique I have chosen is simple random technique. This technique helped to choose a group of employees which made work easier. The sample size is 30

SCOPE OF THE STUDY

In the survey, an attempt has been made to analyse the job satisfaction of employees of JIO Info-com ltd, Udaipur, Rajasthan. The National Head Quarters of the JIO Info-com is situated at which as South Head Quarters at Chennai and State Head Quarters in Vijayawada Rajasthan and an Area Office at Vizag. The study tries to understand the level of satisfaction among the employees of JIO centre, Udaipur. It further explains the area on which employees are most dissatisfied.

Job satisfaction of the employees has been analysed based on the following job-related factors.

- Salary and monetary benefits
- Job security
- Promotion policy
- Working environment
- Employees participation in management
- Freedom of expressions
- Nature of job
- The interest was taken by superiors
- Superiors and sub-ordinate relationship



- Work-life balance

LIMITATIONS

The prime difficulties which I faced in the collection of information are

- The period for carrying out the research was short as a result of which many facts have been left unexplored
- Lack of time and other resources is why because it was not possible to survey a large level.
- Only 30 employees have been chosen which is a small number, to represent the whole population.
- Some answers of the employees may be biased.
- Respondents have marked the answers in the questionnaire which may be socially incorrect irrespective of their actual feelings.

INDUSTRY PROFILE: JIO INFOCOMM LTD

Reliance Jio Info-com Limited or Jio is an LTE mobile network operator in India. It is a wholly-owned subsidiary of Reliance Industries headquartered in Navi Mumbai, Maharashtra that provides wireless 4G LTE service network (without 2G/3G-based services) and is the only 'Volte-only' (voice over LTE) operator in the country which lacks legacy network support of 2G and 3G, with coverage across all 22 telecom circles in India. The services were first beta-launched to Jio's partners and employees on 27 December 2015 on the eve of 83rd birth anniversary of late Dhirubhai Ambani, founder of Reliance Industries, and later services were commercially launched on 5th September 2016.

THEORETICAL ASPECTS OF JOB SATISFACTION

"I am satisfied with the job" is one way to define job satisfaction. Limelight on job satisfaction was brought by Hop pock in 1935. He reviewed 32 studies on job satisfaction. Before 1933 the job satisfaction is a combination of psychological, physiological and environmental circumstances that course to say truthfully that "I am satisfied with my job."

The success of any organization depends on the effective utilization and motivation of human resources. Job satisfaction is an integral of the organizational climate and important element in management and employee relationship. Job satisfaction is derived from the Latin words "Satis" and "facere", which means "enough and to do" respectively. Job satisfaction refers to an employee's general attitude towards his job. Job satisfaction is the ultimate function of all these and many individual attitudes put together. Many thinkers consider it a collective force and not a unitary phenomenon. Every individual has some needs and desires that need to be fulfilled. Any job, which fulfils these needs, provides satisfaction. Satisfaction is one's contentment job that induces motivation and interest in work, which creates pleasure or happiness from the job. Hence satisfaction plays a vital role in every aspect of an individual's life, without life satisfaction it becomes very difficult to survive.

MEANING

Job satisfaction is the favorableness or un-favorableness with which employees view their work. To understand job satisfaction, perhaps the first step should be to demarcate the boundaries among such terms as attitudes motivation and morale. A job is an important part of life. Job satisfaction influences one's general life satisfaction. The result is that satisfaction arises from a complex set of circumstances in the same way the motivation does.

Job Satisfaction Leads To

- Motivates towards high productivity.
- Want to remain with the organization.
- Act effectively in a crisis. Accept necessary changes without resentment or resistance.
- Promotes the interest of the workers in the organization.

Theories

There are vital differences among experts about the concept of job satisfaction. There are four approaches/ theories of job satisfaction. They are:



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

(1) Fulfilment theory: The main aim of this theory is to measure satisfaction in terms of rewards a person receives or the extent to which his needs are satisfied. Job satisfaction cannot be regarded merely as a function of how much a person receives from his job but it is the strength of the individual's desire of his level of aspiration in a particular area. The main difficulty in his approach as observed by willing is that job satisfaction is not only a function of what a person receives but also what he feels he should receive, as there would be a considerable difference in the actual and expectations of persons.

(2) Discrepancy Theory: The proponents of this theory is that satisfaction is the function of what a person receives from his job satisfaction and what he thanks receives or expects to receive. This approach does not make it clear whether or not over satisfaction is a part of dissatisfaction and if so, how it differs from dissatisfaction.

(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: This theory was developed by Herzberg, Manusner, Paterson and Cap well who identified certain factors as satisfiers and dissatisfies. Factors such as achievement, recognition responsibility etc., are satisfiers, the presence of which causes satisfaction but their absence does not result in dissatisfaction, on the other hand, the factors such as supervision salary, working conditions etc. are dis-satisfiers the absence of which cause dissatisfaction however their presence does not result in job satisfaction. This theory is considered invalid as a person can get both satisfaction and dissatisfaction at the same time.

DETERMINANTS OF JOB SATISFACTION

According to Abraham A. Kumar there two types of variables, which determine the job satisfaction of an individual. These are:

1. Organization Variables
2. Personal Variables

1. Organization variables:

I. Occupational Level: The higher the level of the job, the greater the satisfaction of the individuals. This is because a higher level of jobs carries greater prestige and self-control. This relationship between occupational level and job satisfaction stems from social reference group theory in our society values some jobs more than others. Hence people in values like them more than those who are in no valued jobs. The relationship may also stem from the need fulfilment theory.

II. 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.

III. Considerate Leadership: People to be treated with consideration. Hence considerate leadership results in higher job satisfaction than inconsiderate leadership.

IV. Pay and Promotional opportunities: All other things being equal these two variables are positively related to job satisfaction.

V. Interaction among Employees: Here the question is, when interaction in the workgroup is a source of job satisfaction and when it is not. Interaction is more satisfying when:



(a) It results in the cognition that other person's attitudes are similar to ones own since this permits are ready calculability of the behaviour of the other and constitutes a validation of one's self.

(b) It results in being accepted by others and

(c) It facilitates and achievement of goals.

2. Personal Variables

For some people, it appears that most jobs will be dissatisfying irrespective of the organizational conditions, where for other most jobs will be satisfying personal variable for this difference.

i) Age

ii) Educational Level

iii) Role perception

iv) Sex

DATA ANALYSIS AND INTERPRETATION

- The sample size of 30 was taken randomly which includes employees of various departments of Jio Info-com PVT ltd at Jio Centre Udaipur. The collected database has been analyzed and interpreted.
- In the graphical representation, the sale was taken 0-30 representing percentage and response of the respondents.

1. How do you feel about your job in the organization?

S. No	Opinion	No of respondents	Percentage
1	Highly satisfied	5	16.6667
2	Satisfied	25	83.3333
3	Dissatisfied	0	0
4	Highly dissatisfied	0	0

2. Are you extremely proud to tell people that I work for this organisation?

3. Do you think that existing Human resource in the organisation is sufficient for doing the maximum or required position in their particular department?

S. No	Opinion	No of respondents	Percentage
1	More sufficient	4	13.3333
2	Sufficient	22	73.3334
3	Not sufficient	4	13.3333

3. Do you think that existing Human resource in the organisation is sufficient for doing the maximum or required position in their particular department?

S. No	Opinion	No of respondents	Percentage
1	More sufficient	4	13.33
2	Sufficient	22	73.33
3	Not sufficient	4	13.33

4. How satisfied are you with the information you receive from management and communication with senior employees on what is going on in your division/company?

S. No	Opinion	No of respondents	Percentage
1	Highly satisfied	10	33.3333
2	Satisfied	20	66.6667
3	Dissatisfied	0	0
4	Highly dissatisfied	0	0

5. What is the opinion about the salary pay in the organization?

S. No	Opinion	No of respondents	Percentage
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1	Highly satisfied	5	16.6667
2	Satisfied	19	63.3333
3	Dissatisfied	6	20
4	Highly dissatisfied	0	0

6. Do you get the wages/salaries regularly?

1	YES	26	86.66
2	NO	04	13.33

7. To what extent are you happy with the promotion system in your organisation?

S. No	Opinion	No of respondents	Percentage
1	To a great extent	12	40
2	To some extent	18	60
3	Little extent	0	0

8. How do you feel about the rules in your organisation?

S. No.	Opinion	No of respondents	Percentage
1	Highly satisfied	6	20
2	Satisfied	24	80
3	Dissatisfied	0	0
4	Highly dissatisfied	0	0

9. What is the opinion about the relation between the co-workers in the organization?

S. No.	Opinion	No of respondents	Percentage
1	GOOD	30	100
2	BAD	0	0

10. How do you feel about the welfare facilities provided by the organization?

S. No	Opinion	No of respondents	Percentage
1	Highly satisfied	8	26.6667
2	Satisfied	20	66.6667
3	Dissatisfied	2	6.6666
4	Highly dissatisfied	0	0

11. What is the level of management's involvement in the problem solving of the employees?

S. NO	OPINION	NO OF RESPONDENTS	PERCENTAGE
1	To a great extent	18	60
2	To some extent	9	30
3	Little extent	3	10
S NO	OPINION	NO OF RESPONDENTS	PERCENTAGE
1	Yes	21	70
2	No	9	30

12. Do employee have job security in the organization?

13. What is the employee opinion about the allowances given to them in the organisation?

S No	Opinion	No of respondents	Percentage
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1	Highly satisfied	4	13.3333
2	Satisfied	20	66.6667
3	Dissatisfied	6	20
4	Highly dissatisfied	0	0

14. What is your opinion about the organizational working hours?

S No	Opinion	No of respondents	Percentage
1	Comfortable	21	70
2	Uncomfortable	6	20
3	Under pressure	3	10
4	No comment	0	0

15. How satisfied are you with your job, considering all the aspects?

S.NO	OPINION	NO OF RESPONDENTS	PERCENTAGE
1	Highly satisfied	9	30
2	Satisfied	21	70
3	Dissatisfied	0	0
4	Highly dissatisfied	0	0

FINDINGS

- In JIO Centre there is a good relationship between management and employees.
- The employees are satisfied with top-level management.
- The working hours and work allotted to employees are satisfactory.
- Supervisors are ready to clear the doubts and help in improving their performance.
- Facilities provided to the employees are good
- There is a good recognition to the employees.
- Employees are satisfied with the facilities provided to them and are free to express their views freely to the management.

SUGGESTIONS

- To increase the job satisfaction level of employees, the company should focus on incentives and reward structure rather than only on motivational sessions.
- Recruitment should be done for the right person for the right job based on their educational qualification, so it can be the factor for an effective job.
- Company should give promotion to those employees who deserve it.
- Increase in salary can motivate the employees to draw the best job.
- To make its employees loyal, the company should make them feel that their job is secured.
- Majority of the employees feel that there should be an incentive wage scheme and an increase in salary for efficient work in the organization

CONCLUSION

All the conclusions are drawn based on the interpretation of primary data regarding the job satisfaction of employees of JIO centre, Udaipur.

- From the analysis and interpretation, it is concluded that most of the employees are satisfied with the workplace and very few are not satisfied which is negligible in number.
- In the case of working hours, most of them are satisfied with the timings.



- From the study, it is clear that employees are satisfied with the motivation provided by the management.
- This study shows that only a few employees strongly feel that their pay structure is good.
- From the analysis, it is clear that employees are happy and convenient with the working hours.
- This study shows that very small numbers of employees are satisfied with the job security and most of the employees don't feel that their job is secured.

Finally, I conclude that JIO Infocomm Ltd, Jio centre Udaipur management is maintaining good harmony with its employees.

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