

IMPACT ON JOB SATISFACTION OF EMPLOYEES WORKING IN ESIC WITH SPECIAL REFERENCE TO TIRUNELVELI

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ABSTRACT

Job satisfaction is an individual's feeling regarding his or her work. It can be influenced by a multitude of factors. The term relates to the total relationship between an individual and the employer for which he is paid. Satisfaction does mean the simple feeling state accompanying the attainment of any goal the end state is feeling accompanying the attainment by an impulse of its objective. One of the main roles of the corporation is to ensure that employees are sufficiently satisfied with their jobs. Typically research has shown that satisfied employees or corporations are thought to be more productive. On the other hand, if workers are dissatisfied with their jobs, they are thought to be less productive and more prone to absenteeism and turnover. The general job satisfaction feedback will help in identifying the percentage of satisfied employees. Therefore, the researcher has taken the initiative to study the job satisfaction of employees in ESIC

Keywords: Job satisfaction, Motivational factors, welfare facility, Grievance Redressal, Working Environment.

1. INTRODUCTION

The Employees' State Insurance Scheme is an integrated measure of Social Insurance embodied in the employees' State Insurance Act and it is designed to accomplish the task of protecting 'employees' as defined in the Employees 'State Insurance Act, 1948 against the impact of incidences of sickness, maternity, disablement or death due to employment injury and to provide medical care to insured persons and their families. The ESI Scheme applies to factories and other establishment's viz. Road Transport, Hotels, Restaurants, Cinemas, Newspaper, shops, and Educational/Medical Institutions wherein 10 or more persons are employed. However in some States threshold limit for coverage of establishments is still 20. Employees of the aforesaid categories of factories and establishments, drawing wages upto Rs.21,000/- a month, are entitled to social security cover under the ESI Corporation has also decided to extend the benefits of the ESI Scheme to the workers deployed on the construction sites located in the implemented areas under ESI Scheme w.e.f. 1st August, 2015.

2. OBJECTIVES

- To measure the job satisfaction level of employees in ESIC.
- To identify the factors that motivates employees to improve their performance.
- To study the welfare facility provided to ESIC employees and the problems associated with their job.

3. RESEARCH METHODOLOGY

➤ Sampling design

The sample technique used in the study is convenience sampling method. In this study 120 respondents were selected and their responses were collected using structured questionnaire.

➤ Sample design

CATEGORY	NO. OF RESPONDENTS
Male	58
Female	62
Total	120

Sources of data

The present study is based on primary and secondary data. Primary data were collected from the employees of the ESIC of Thoothukudi and Tirunelveli using Questionnaire. Secondary data were collected from Books, Journals, Reports and Websites.

4. STATISTICAL TOOLS AND TECHNIQUES

The collected data were analyzed by using Excel and SPSS. Statistical tools like Percentage analysis, t-test, Chi-square test, ANOVA, Likert's scaling techniques and Garrett ranking.

5. REVIEW OF LITERATURE

Aswathy and Gupta (2010) in their study on organizational commitment of Indian managers in multinational companies found that the employee's commitment towards the organization is based mainly on their perceptions about the four organizational practices: organizational structure, management style, HR practices and non-work practices. They concluded that the employees' level and nature of commitment towards the organization is subject to the employer's employee-friendly and caring practices. That is, if an organization offers HRM systems aimed at employer-employee mutual benefit, employee's commitment levels do improve.

Raghunatha Reddy and Krishna Sudheer (2011) studied the Employee Involvement and Job Satisfaction in Indian Corporate sector. This study meant to find out the employee's attitude towards job satisfaction and job involvement. The findings of the study show that the managerial level of employees has low level of satisfaction and Engineers have low level of Job Involvement and supervisors have low level of commitment towards the organization.

ANALYSIS AND INTERPRETATION**TABLE NO 1
DEMOGRAPHIC VARIABLES**

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGE (IN YEARS)		
Below 30	30	25.0
30-40	62	52
40-50	18	15.0
Above 50	10	8
Total	120	100.0
GENDER		
Male	58	48.3
Female	62	51.7
Total	120	100.0
EDUCATIONAL QUALIFICATION		
HSC	16	13.3
UG	32	26.7
PG	46	38.3
Others	26	21.7
Total	120	100.0

Source: Primary data

Table 1 reveals that

- Majority (52 %) of the ESIC employees belong to the age group of 30 to 40 years
- Majority (48.3%) of the respondents are male employees while 51.7 percent of the respondents are female employees.
- Majority (38.3%) of the employees have completed post graduation.

TABLE NO 2
PROFESSIONAL VARIABLES

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Designation		
Insurance medical officer	22	18.3
Staff Nurse	44	36.7
Upper division clerk	18	15.0
Others	36	30.0
Total	120	100.0
Monthly Income (Rs.)		
Less than 20,000	2	1.7
20,000-40,000	38	31.7
40,000-60,000	44	36.7
Above 60,000	36	30.0
Total	120	100.0
Getting job		
Through employment office	14	11.7
Direct recruitment	37	30.8
Passing required Examination	69	57.5
Total	120	100.0
Experience		
Less than 1 year	2	1.73
1-5 years	36	30.0
6-10 years	56	46.7
Above 10 years	26	21.7
Total	120	100.0

Source: Primary data

Table 2 reveals that

- Majority of the employees (36.7%) are staff Nurses.
- Majority (36.7%) of the respondent's monthly income is between Rs. 40,000-60,000.
- Majority (57.5%) of the employees have acquired their job by passing the required eligibility examination.
- Majority (46.7%) of the employees have a working experience of 6-10 years.

TABLE NO 3
MOTIVATION FOR BETTER PERFORMANCE

FACTORS	NO. OF RESPONDENTS	PERCENTAGE
By increments	28	23.3
By words of praise	58	48.3
By promotion	26	21.7
None	8	6.7
Total	120	100.0

Source: primary Data

Table 3 shows that Performance encouragement. Out of 120 employees, 48.3 percent of the employees are encouraged by words of praise, 23.3 percent of the employees are encouraged by increments, 21.7 percent of the employees are encouraged by promotion and 6.7 percent of the employees are not encouraged by their employers.

TABLE NO 4
RANKING THE PROBLEM OF THE EMPLOYEES

PARTICULAR	MEAN SCORE	RANK
Psychological stress	2.28	I
High work load	2.53	II
No-response from insured men or insured women	3.05	III
Improper facility at work place	3.32	IV
Dissatisfactory time schedule	3.82	V

Source: Primary Data

Table 4 clearly indicates the problems of the employees while working in ESIC. It found that 'Psychological stress' is ranked first with a mean score of (2.28), followed by 'High work load' ranked as second (2.53), 'No-response from insured men or insured women' ranked as third (3.05), 'Improper facility at work place' ranked as fourth (3.32), while 'Dissatisfactory time schedule' was placed at the trail end with a mean score of 3.82. Thus, it is inferred that most of the employees are affected in 'psychological stress' is the foremost problem among employees working in ESIC.

TABLE NO 5
RANKING THE WELFARE FACILITY OF THE EMPLOYEES

PARTICULAR	MEAN SCORE	RANK
Medical facility	2.67	I
Educational facilities for children	3.53	II
Personal loan	3.98	III
Canteen facility	4.22	IV
Conveyance facility	4.23	V
Accommodation facilities	4.62	VI
House building Allowances	4.67	VII

Source: Primary Data

Table 5 clearly shows that the welfare facilities offered to the employees. It is found that, 'Medical facility' is ranked first with a mean score of 2.67, followed by 'Educational facilities for children' as second (3.53), 'Personal loan' ranked as third (3.98), 'Canteen facility' ranked as fourth (4.22), 'Conveyance facility' which ranked as fifth (4.23) and 'Accommodation facilities' which ranked as sixth (4.62) while 'House building Allowances' was placed at the trail end with a mean score of 4.67.

TABLE NO 6
RELATIONSHIP BETWEEN EDUCATION AND JOB PROMOTION

H₀: There is no significant relationship between education and job promotion.

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Chi-Square Tests

FACTOR	CRITICAL VALUE	DF	SIG. VALUE
Pearson Chi-Square	16.310 ^a	12	.177
a. 13 cells (65.0%) have expected count less than 5.			
b. The minimum expected count is .07.			

Significant at 5% level

Table 6 shows the association between the education and job promotion. It is found that $p=0.177$ ($p>0.05$), and so the null hypothesis is accepted. Therefore, it is concluded that there is no significant relationship between education and job promotion.

TABLE NO 7
RELATIONSHIP BETWEEN EDUCATIONAL QUALIFICATION AND PERSONAL GROWTH & CAREER DEVELOPMENT

H₀: There is no relationship between Educational Qualification and Personal growth & career development.

H₁: There is a relationship between Educational Qualification and Personal growth & career development.

ANOVA						
PARTICULAR	SOURCE OF VARIATIONS	SUM OF SQUARES	DF	MEAN SQUARE	F	P VALUE
Availability of schemes for personal growth and development.	Between Groups	3.397	3	1.132	1.002	.395
	Within Groups	131.103	116	1.130		
	Total	134.500	119			
Conduct of programme for personal growth and development.	Between Groups	11.260	3	3.753	3.627	.015
	Within Groups	120.040	116	1.035		
	Total	131.300	119			
Involvement of employees in HRD activities and decision making process.	Between Groups	1.938	3	.646	.670	.572
	Within Groups	111.929	116	.965		
	Total	113.867	119			
Opportunities provided for feedback and counseling facilities.	Between Groups	6.649	3	2.216	2.019	.115
	Within Groups	127.317	116	1.098		
	Total	133.967	119			

Sources: Primary Data

Table 7 shows the p-value 0.010 which is less than 0.05 for the statement 'Selection criteria followed for promotions'. Therefore the null hypothesis is rejected at 5% level of significance for this statement indicating that there is a relationship between Educational Qualification and Personal

growth & career development. For all other statements the P value is greater than 0.05, hence for these statements the null hypotheses is accepted. Therefore it would be concluded that there is no relationship between Educational Qualification and Personal growth & career development for all variables except 'selection criteria followed for promotion'.

RELATIONSHIP BETWEEN GENDER AND WORK RELATIONSHIP

H₀: There is no significant relationship between Gender and Work relationship.

H₁: There is a significant relationship between Gender and Work relationship.

**TABLE NO 8
INDEPENDENT SAMPLE T-TEST**

PARTICULARS	GENDER WISE CLASSIFICATION	N	MEAN	STD. DEVIATION	T-VALUE	P-VALUE
My superior is actively involved in my career development.	Male	58	3.59	1.044	0.33	0.974
	Female	62	3.58	.801		

Source: Primary Data

The above depict that 'P-value' 0.974 is more than 0.05. Therefore null hypothesis is accepted at 5% level of significance. Hence, it is concluded that there is no significant difference between the gender and work relationship of the employees. Based on it, mean score of male respondents (3.59) is more than the female. That means, the superior is actively involved in the career development of male employees than the female employees.

**TABLE NO 9
GRIEVANCE REDRESSAL**

REDRESSAL ACTION	NO. OF RESPONDENTS	PERCENTAGE
Immediate action	10	8.3
Forward to higher authorities	42	35.0
Delegate power to reduces the grievance	18	15.0
Respond only with repeated reminder	34	28.3
No response	16	13.3
Total	120	100.0

Source: Primary Data

Table 9 shows the action taken on employee's grievances. It is found that out of 120 employees, 35% of the employees say that their grievances are forward to higher authorities, 28.3% of the employees feel that Redressal is done only with repeated reminders, 15% of the employees feel that they delegate power to reduce the grievance, 13.3% of the employees say that no action is taken on their grievances while the remaining 8.3% of the employees say that their superior takes immediate action on their grievances.

TABLE NO 10
RANKING THE OPINION ABOUT THE WORKING ENVIRONMENT USING LIKERT'S
SCALE TECHNIQUE

STATEMENT	MEANS SCORE	RANK
I am happy with my work place.	4.26	I
I am satisfied with my surrounding environment.	4.05	II
Working hours are convenient for me.	4.03	III
Safety measures are provided by the corporation.	4.01	IV
Flexibility of working hours.	3.93	V
The work is simplified as they are computerized.	3.86	VI
Comfortable seating is provided to the employees.	3.86	VI
Adequate infrastructure facilities are available.	3.76	VIII
Sufficient resources are provided to do the job.	3.76	VIII
I have achieved my career goals and inspirations.	3.63	X

Source: Primary Data

The above table reveals the employees satisfaction towards working environment. It is observed that 'I am happy with my work place' has highest mean score of (4.26) and is therefore ranked first, followed by 'I am satisfied with my surrounding environment' (4.05) which ranked second, and 'Working hours are convenient for me' (4.03) ranked third, followed by 'Safety measures are provided by the corporation', 'Flexibility of working hours', 'The work is simplified as they are computerized', 'Comfortable seating is provided to the employees', 'Adequate infrastructure facilities are available', 'Sufficient resources are provided to do the job' and 'I have achieved my career goals and inspirations'.

6. SUGGESTION

- Activate grievance handling mechanism to address effectively and efficiently.
- Make timely Payment of cash benefits and relax the eligibility conditions and simplify the formalities for claiming the benefits so as to enable the employees to avail it easily.
- Avail financial assistance from the Central Government and the benefits under Social security schemes which are contributory in nature.
- The attitudinal orientation of the officers towards the employees needs a marked change. They can be more sympathetic, and courteous towards the employees. Their positive attitude and proper understanding will go a long way in the successful implementation of the ESIC.

7. CONCLUSION

Thus, this study has analyzed the overall satisfaction of employees regarding the job. Age and occupation are the important demographic factors in the corporation which have been used to measure the satisfaction of employees working in Employees State Insurance Corporation.

From the study it was concluded that most of the employees are satisfied with the job. Majority of the employees are satisfied with the salary structure, promotional programs, working condition, allowances provided by the corporation. They are also satisfied with the employers-employees relationship and communication in channel in the corporation. Finally the study concludes that the employees working in ESIC are satisfied with their work and corporation.

8. REFERENCE

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