



PERCEPTION OF EMPLOYEES TOWARDS JOB SATISFACTION IN PHARMACEUTICALS PHARMA LTD.

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Abstract

An organization values a contented employee since they strive to perform to the best of their abilities. Employees desire both professional growth and a balance between work and personal life. When an employee is satisfied with their company and job, they are motivated to put forth their best effort. From the employee's point of view, job satisfaction is achieved by receiving a competitive salary, having job security, enjoying a steady career trajectory, receiving rewards and recognition, and having access to new opportunities. This study aims to assess the employee performance and job satisfaction level in PHARMACEUTICALS PHARMA LTD and also to find significant difference among the demographic variables with regards to employee satisfaction towards PHARMACEUTICALS PHARMA LTD. Population of this research is the no of employees consisting of no of respondents and the people in the organization of Pharmaceuticals Pharma Limited. A total sample size of 110 responses were taken for this study. Results of this study indicated that most of the employees are highly satisfied with salary level, Adequate Social packages, Fair salary for work, non-monitory benefits, Attractive Physical working conditions and Positive Relations with the superior of Pharmaceuticals Pharma Ltd. It was suggested in this study that to improve the pay treatment of an organization employees. companies should improve the overall salary packages of employees; on the other hand, two shifts or three shifts is a way to reduce the workload of employees.

Keywords: Job Satisfaction, Employee Performance, Rewards & Recognition, Positive Relations, .I.

INTRODUCTION

The fulfilment one feels while working is known as job satisfaction, and it serves as motivation. What matters is job satisfaction, not self-satisfaction, happiness, or contentment. Job satisfaction is connected to a person's whole relationship with the employer for whom he is paid. What is meant by satisfaction is simply having the sense that a goal or target has been reached. Job dissatisfaction leads to a lack of drive at work. Job satisfaction is an intangible indicator that is defined as a positive emotional reaction you experience when carrying out your responsibilities or being present at work. The majority of organisations now routinely conduct job satisfaction surveys, and top companies are now attempting to measure this experience. It's important to remember that each employee has a unique perspective on job satisfaction. One employee may not experience the same positive aspects of their job satisfaction as another in the same workplace and under the same conditions. This makes it essential to have a comprehensive strategy for boosting employee happiness that takes into account the

following factors: The demanding nature of the job inspires workers to achieve new heights. Short commutes, access to the appropriate digital tools, and flexible hours. Frequent praise from upper management and the entire organisation. Competitive remuneration that enables workers to keep up a good standard of living. the assurance of career promotion in accordance with goals for personal development for employees. Job happiness refers to how motivated, pleased, and satisfied an employee feels at work. Job satisfaction is produced when an employee believes they have a steady job, a developing career, and a healthy work-life balance. Given that their employment meets their expectations, this shows that the person is content with their position.

2. REVIEW OF LITERATURE

Ahmad, H., et al. (2010) undertook a study to identify factors that influence job satisfaction and how it relates to other variables, but most of the research was done in the west. This study examines the relationship between job satisfaction and performance, the impact of organisational commitment and work-related attitudes on job satisfaction, and the relationship between organisational commitment and work-related attitudes and performance using survey data from 310 employees of 15 advertising agencies in Islamabad, Pakistan. The analysis of response patterns by gender, department, income, and age is also examined. Findings indicate limited relationship between job happiness and productivity, although organisational commitment and work-related attitude have large positive relationships with productivity.

Benrazavi, S. R., & Silong, A. D. (2013) In order to strengthen employees' desire to work in teams, researchers looked at the impact of employees' happiness with their performance, recognition, and nature of work. In this study, five significant Malaysian companies were used to examine the idea of planned behavior's relationship between the variables. Here, it was demonstrated that employees' contentment with their accomplishments, the acknowledgment they received, and the nature of their work were all favourably related to and inspirational of their desire to cooperate in teams. As a result, the study helped to organise and develop human resources in terms of their capacity for teamwork.

Raziq, A., & Maulabakhsh, R. (2015) did a study to determine the link between job happiness and the workplace. The study's findings showed that top management has a strong positive link with job satisfaction and that there is a positive linear relationship between working environment and job happiness. 210 individuals from the banking and telecommunications sectors served as the study's sample.

3. STATEMENT OF THE PROBLEM

Employees are the driving forces behind an industry, and an organisation can only succeed with their effectiveness. The only way for the business to succeed is with a group of content employees. The corporation must offer sufficient welfare measures in order to satisfy its employees. By completing a job satisfaction survey, you can determine whether or not the employees are motivated by their pay, benefits, working conditions, managers and supervisors, training and development opportunities, and resources. When developing programmes, the entrepreneur views job satisfaction as a top priority. Every organisation places a higher premium on keeping their employees satisfied by offering a number of amenities that raise satisfaction and lower unhappiness.

4. OBJECTIVES OF THE STUDY

- To find significant difference among the demographic variables with regards to employee satisfaction towards PHARMACEUTICALS PHARMA LTD.
- To study the different factors, affect the job satisfaction towards employees.

5. HYPOTHESIS

- **Null Hypothesis:** There is no significant difference between Male and Female with respect to Factors of job satisfaction in Pharmaceuticals Pharma Ltd.
- **Alternate Hypothesis:** There is significant difference between Male and Female with respect to Factors of job satisfaction in Pharmaceuticals Pharma Ltd.

6. RESEARCH METHODOLOGY

1. RESEARCH DESIGN

Research Design Research design refers to the framework of methodologies and procedures a researcher choose to combine diverse study components logically enough to effectively address the research challenge.

2. SOURCES OF DATA

Questionnaires are used to obtain the main data. The study also uses secondary data to help readers comprehend its topics. The secondary information is gathered from publications and websites.

3. POPULATION SAMPLE SIZE

The number of employees, made up of both respondents and those working for Pharmaceuticals Pharma Limited, constitutes the study's population. The staff of Pharmaceuticals Pharma Limited were given 145 sets of questionnaires. There were 137 responses received, 27 questionnaires were unfinished, and 110 responses provided sufficient data for this study. 110 replies total were thus collected for the sample size in this investigation.

4. SAMPLING TECHNIQUE

Sampling Technique is a probability quota is used to decide the sampling elements in the given population from various departments in Pharmaceuticals Pharma Limited.

5. TOOLS FOR DATA COLLECTION

Data was gathered using both primary and secondary sources. Primary refers to data that is directly provided by survey respondents, whereas secondary refers to data from any source other than the original source. The sample unit is chosen at random from among the Pharmaceuticals Pharma Ltd personnel.

6. TOOLS FOR DATA ANALYSIS

Tools used for analysis Tools used for the analysis include percentage analysis, descriptive statistics, and independent sample t test. IBM SPSS v21 is used to data analysis.

7. DATA ANALYSIS & INTERPRETATION

Table 7.1 Gender of Respondents

Variable	Category	Number of respondents	Percentage
Gender	Male	71	64.55
	Female	39	35.45
	Total	110	100

Source: Primary Data

INTERPRETATION

From the above table observed that out of 110 Pharmaceuticals Pharma Ltd employees 64.55% of them are male and 35.45% of them are female employees. It is found that most of the employees are working in Pharmaceuticals Pharma Ltd is male employees.

Table 7.2 - Age Group of the Employees

Variable	Category	Number of respondents	Percentage
Age group	18 to 25	20	18.28
	26 to 35	27	24.55
	36 to 45	39	35.45
	46 to 55	19	17.27
	Above 56	5	04.45
	Total	110	100

Source: Primary Data

INTERPRETATION

In the above table reveals the information regarding age group of the respondents. 18.28% of the respondents are in the age group of 18 to 25, 24.55% of the respondents are in the age group of 26 to 35, 35.45% of the respondents are in the age group of 36 to 46, 17.27% of them belongs to 46 to 55 and 04.45% of the respondents are in the age group above 55 years. Nearly 1/3rd of respondents (35.45%) are working in the organization of Pharmaceuticals Pharma Ltd in the age group of 36 to 45.

Table 7.3 Marital Status of the respondents

Variable	Category	Number of respondents	Percentage
Marital Status of the respondents	Married	54	50.00
	Unmarried	66	60.00
	Total	110	100

Source: Primary Data

INTERPRETATION

It inferred that the status of education qualification of the Pharmaceuticals Pharma Ltd employees. Out of 110 employees 24.55% of them are illiterate, 41.82% of them are Graduate/Diploma, 21.81% of the employees have Post Graduate degree and 11.82% of the employees are Professionals in Pharmaceuticals Pharma Ltd. It is observed that most of the employees in Pharmaceuticals Pharma Ltd are Graduate/Diploma holders.

Table 7.4 Training, Development and Resources

STATEMENT	HS	S	NS	DS	HDS	Total
Sufficient training provided by the organization	49	40	11	08	02	110
Availability of technology & resources	51	39	16	03	01	110
Technology issues timely resolved	38	28	22	14	08	110
Various ongoing training provides	27	39	20	18	06	110

Source: Primary Data

INTERPRETATION

Sufficient Training Provided by the Organization

It reveals that the combination of Training, Development and Resources. There are four statements involved relating the Training, Development and Resources. It is observed that out of 110 employees 49 respondents are highly satisfied with the Sufficient training provided by the organization, 40 employees are satisfied with the Sufficient training provided by the organization, 11 members not sure about the Sufficient training provided by the organization, 8 employees are Dissatisfied with the Sufficient training provided by the organization and 2 members are Highly Dissatisfied with the Sufficient training provided by the organization of Pharmaceuticals Pharma Ltd. It is observed that most of the employees are highly satisfied with the Sufficient training provided by the organization of Pharmaceuticals Pharma Ltd. Availability of Technology & Resources Out of 110 employees 51 respondents are highly satisfied with the Availability of technology & resources, 39 employees are satisfied with the Availability of technology & resources, 16 members not sure about the Availability of technology & resources, 3 employees are Dissatisfied with the Availability of technology & resources and only one person is Highly Dissatisfied with the Availability of technology & resources. It is observed that most of the employees are highly satisfied with the Availability of technology & resources of Pharmaceuticals Pharma Ltd.

Technology Issues Timely Resolved

From the above table further indicates that out of 110 respondents of Pharmaceuticals Pharma Ltd 38 employees are highly satisfied with the Technology issues timely resolved, 28 employees are satisfied with the Technology issues timely resolved, 22 respondents are not sure about the Technology issues timely resolved, 14 employees are dissatisfied with the Technology issues timely resolved and only 8 persons are highly dissatisfied with Technology issues timely resolved by the Pharmaceuticals Pharma Ltd. It is observed that most of the employees in Pharmaceuticals Pharma Ltd highly satisfied with the Technology issues timely resolved.

Null Hypothesis 1: There is no Significant difference between Male and Female with Respect to Factors of Job Satisfaction in Pharmaceuticals Pharma Ltd.

Table 7.4. T test for Significant difference between Male and Female with Respect to Factors of Job Satisfaction in Pharmaceuticals Pharma Ltd.

Factors of job Satisfaction	Gender				t value	P value
	Male		Female			
	Mean	SD	Mean	SD		
Remuneration Benefits	15.93	5.500	12.88	5.351	2.521	0.014*
Working Environment	23.09	4.774	20.88	5.999	1.897	0.061
Supervisor and Management	19.15	3.983	16.94	4.711	2.330	0.022*
Training, Development and Resources	15.17	2.951	13.00	2.794	3.356	0.001**
Promotion Prospects	73.09	14.130	63.69	16.167	2.827	0.001**

** Denotes significant at 1% level * Denotes significant at 5% level

Since P value is less than 0.01 Null Hypothesis is rejected at 1% level with regard to factors of training & development and promotion prospects of Pharmaceuticals Pharma Ltd. Hence there is significance difference between male and female of members with regards to factors of training & development and promotion prospects. Based on mean score male employees have better job satisfaction in promotion prospects training and development Pharmaceuticals Pharma Ltd. Since P value is less than 0.05, null hypothesis is rejected at 5% level with regard to Factors of Remuneration Benefits Supervisor and Management Training Development and Resources Promotion Prospects and supervisor & management. Hence there is significance difference between male and female members with regard to the factors of working environment and supervisor & management Pharmaceuticals Pharma Ltd. Based on the mean score, the male members have better opinion on working environment and supervisor & management Pharmaceuticals Pharma Ltd.

8. FINDINGS

- It is found that most of the employees are working in Pharmaceuticals Pharma Ltd is male employees.
- It is inferred that Nearly 1/3rd of respondents (35.45%) are working in the organization of Pharmaceuticals Pharma Ltd in the age group of 36 to 45.
- It is observed that most of the respondents in Pharmaceuticals Pharma Ltd are unmarried.
- It is observed that most of the employees earn monthly income between Rs. 20000 to Rs. 30000 in Pharmaceuticals Pharma Ltd.
- It reveals that the most of the employees in Pharmaceuticals Pharma Ltd are working 1 Year to 3 Years' experience.
- It is observed that most of the respondents are satisfied with the Fair salary for work in Pharmaceuticals Pharma Ltd.

- It is observed that most of the employees in Pharmaceuticals Pharma Ltd highly satisfied with the other non-monitory benefits.
- It is observed that most of the employees are highly satisfied with Attractive Physical working conditions of Pharmaceuticals Pharma Ltd.
- It is observed that most of the employees are satisfied with Friendly Working Atmosphere of Pharmaceuticals Pharma Ltd.
- It is observed that most of the employees are highly satisfied with Privacy in working environment of Pharmaceuticals Pharma Ltd.
- It is observed that most of the employees in Pharmaceuticals Pharma Ltd highly satisfied with the Safety working environment.
- It is observed that most of the employees are highly satisfied with the Positive Relations with the superior of Pharmaceuticals Pharma Ltd.
- It is observed that most of the employees in Pharmaceuticals Pharma Ltd highly satisfied with the Effort and obligation are accepted by supervisor.
- It is observed that most of the employees are highly satisfied with the Sufficient training provided by the organization of Pharmaceuticals Pharma Ltd.
- It is observed that most of the employees are highly satisfied with the Availability of technology & resources of Pharmaceuticals Pharma Ltd.
- It is observed that most of the employees in Pharmaceuticals Pharma Ltd highly satisfied with the Technology issues timely resolved.
- It is observed that most of the employees are highly satisfied with the Appropriate promotion offered for employees of Pharmaceuticals Pharma Ltd.
- Based on the mean score, the male members have better opinion on working environment and supervisor & management Pharmaceuticals Pharma Ltd.
- Based on mean score male employees have better job satisfaction in promotion prospects training and development Pharmaceuticals Pharma Ltd.

9.SUGGESTIONS

- 1) It is recommended that a proportionate stratified random sample be employed in future studies to compare various public sector institutions with a larger sample.
- 2) More research is required to examine the possible connections and effects that these variables, as well as other unrelated variables like role ambiguity, job level, contingent rewards, and coworkers, may have on job satisfaction.
- 3) Qualitative researchers need to look into how happy pharmaceutical businesses 'employees are at work.
- 4) Provide advantageous working conditions for the business. Assist the individual in developing strong communication skills and a positive work environment inside the organisation.
- 5) To enhance how employees are paid at an organisation. Companies should enhance employee compensation packages generally; nevertheless, two shifts
- 6) Establish a systematic performance appraisal system within the corporation to increase fairness in businesses. Employ the scientific performance systems used in other developed nations and use these methods to assess the quality of employee services and work performance.
- 7) Make sure that the organization's shortage of people is addressed with a rightsizing approach, and that the employees are well prepared for future positions.

10.CONCLUSION

The study concluded that it is crucial for firms to improve management efficiency by raising employee satisfaction in order to acquire a competitive edge and adapt to the drastically changing environment. The five aspects of compensation, benefits, working environment, management and supervision, training, resources, and promotion opportunities all play a major role in the degree of job satisfaction at Pharmaceuticals Pharma Ltd. It follows that today's methods for maintaining employee satisfaction are very different from those used just a few years ago. In today's business world, the work environment is the most important aspect in maintaining an employee's satisfaction. Corporate culture is a major factor in how many employees decide whether or not to commit to a company for the long term. Since the business is operating effectively and efficiently and has achieved the highest level of employee satisfaction. Employees must, in fact, fully assimilate the corporate culture, and senior management must continue to act as a motivator for the workforce to achieve the goals of the business.

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