



A STUDY ON EMPLOYEES JOB SATISFACTION IN SELECTED PHARMA INDUSTRIES

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ABSTRACT

This exploration examines the degree of occupation fulfillment in workers utilizing the essential cycle. The Indian Pharmaceutical industry assumes a basic part in reinforcing the monetary advancement. The motivation behind the review is to assess the degree of occupation fulfillment of workers in different drug organizations. The current review centers around the pertinent meaning of occupation fulfillment factors and its consequences for the general work fulfillment of representatives. It likewise investigates the effects of Indian drug nature, work practice, segment results of study show that remuneration, work productivity, and representative relations are the main variables contributing position fulfillment. The summative work fulfillment of the representatives in drug industry is at the helpful stage. The current review features a portion of the issues and presents a status of occupation fulfillment level among representatives of drug organizations. Indian drugs industry is as of now going through proceeded with development; consequently the exploration is principally started to examine on the significance of perspectives like compensation and advancement, working climate and conditions, employer stability, worker relationship and reasonableness in work fulfillment. This study presents a comprehensive finish of occupation fulfillment appearances of drug area alongside the elements causing the work fulfillment and ideas for development of occupation fulfillment.

Keywords – Job satisfaction, Working environment, pharmaceutical industry.

1.0 Introduction

There are different elements which influence an individual's work fulfillment level. A portion of the elements are connected with workplace, pay and advantages and sway, nature of work, and authority style.

The Indian Pharmaceutical area has become one of the most contributing areas in the worldwide economy through its proficient logical labor supply, inventive methodologies, minimal expense of creation, and low innovative work cost. The Indian Pharmaceutical industry is developing at a speed of 9 - 10% every year. There are different elements are mindful in the development of drug area in which the Human Resources {HR} Practices is one of the most contributing. These Human Resource {HR} rehearses improve inside abilities of an association and make it effective to confront

current or future stands up to. The globalization interaction has established the serious cutthroat climate for business; in the effect of such strain the drawn out perseverance of business is subject to the capacity to improve continually. Associations need to equip with creative and remarkable Human Resource {HR} Practices to bear and thrive in this profoundly serious climate. The drug business has various uncommon attributes that make it altogether different from individuals' thought process of an industry. It is likewise an industry loaded with inconsistencies for instance in spite of the undisputed reality for north of a century the business has made a significant commitment to human prosperity and the decrease of chronic sickness and languishing. It is as yet the most dangerous business where to put away cash, yet it is seen by the overall population to be exorbitantly beneficial. Regardless of the recognized dangers and expenses related with drugs improvement, numerous residents actually accept that drugs ought to be created to meet every single human need and that when created they ought to be offered to everybody based on need. The significant pharma organizations appropriately advance themselves as being research-based associations, yet the vast majority accept that they spend more on promoting than on research.

This initial part means to give an essential comprehension of how the business functions and endeavors to give a clarification to a portion of its inconsistencies. The goal is to give the background to the organizations so the difficulties of the issue of drugs in the climate can be better comprehend. The drug business has become perhaps the most evolved areas in ongoing time. The dynamic headways of science and innovation overall have been one of the variables that has mimicked the development of its area. Like other modern areas, the drug business has advanced toward the improvement of more reasonable creation frameworks, items, and cycles.

2.0 Literature Review

{**Ostroff 1992**} took the example of 364 schools in his review and research the connection between representative's perspectives and authoritative execution. Ostroff reasoned that amassed educator mentalities, for example, authoritative responsibility and occupation fulfillment were at the same time corresponded to school execution as far as execution results, for example, understudy scholarly achievement and instructor turnover rates. Across 12 hierarchical execution signs, the immensity of the connections between's instructor work fulfillment and authoritative execution went from 11 to 54, and the mean worth was 28. Finishes of the review were most grounded for instructor work fulfillment accordingly the foundations with the Satisfied representatives' exhibitions and educators' turnover rates.

{**Luthans 1998**} has the pervasiveness of exploration affirmations indicates that there is no solid relationship between work fulfillment and usefulness. For example, a comprehensive meta-investigation of the exploration writing tracks down just 17 best gauge connection between work fulfillment and usefulness. As indicated by this examination it isn't required that fulfilled specialists will yield most elevated efficiency. There are numerous likely directing factors, the most significant of which seems, by all accounts, to be rewards. Assuming individuals get loots, they feel are fair-minded, they will be more fulfilled and this is logical applying more endeavors for more prominent execution. Additionally, most recent examination proof shows that fulfillment may not basically lead to individual execution upgrade yet in addition lead to departmental and authoritative turn of events. At long last, there is a still significant purposeful climate execution lead to the fulfillment or fulfillment lead to execution.

{**Kaliski 2007**} presumed that work fulfillment is a laborer's feeling of achievement and accomplishment at work. It is by and large asserted to be straightforwardly connected with results as well as to individual government assistance. Work fulfillment includes accomplishing the work one appreciates doing it in well way and being made up for one's endeavors. Work fulfillment auxiliary infers insight and responsibility with one's work. Work fulfillment is a key part that prompts pay, advancement, affirmation, and the achievement of different objectives that lead to a sensation of satisfaction.

{**Ryan et al 1996**} the review investigated the connections between aggregate worker mentalities, authoritative results alongside the consumer loyalty. The scientists estimated these connections by directing investigation in the 142 parts of a car finance organization. Results showed that worker resolve was associated with ensuing business execution markers, turnover extents and consumer loyalty. In the exploration investigation showed that the consumer loyalty list was regulated stringently by unit chiefs and disappointment or achievement conceivably deciphered into the board rehearses that slanted workers work mentalities. The significant limit of the review is that the information for study was gathered from a solitary association which confines the overall powerlessness, everything being equal.

{**Hoole et al 2003**} examined that the relations of occupation fulfillment and inspiration may because of their nearby related angles. A portion of the authoritative elements spur a representative to invest extra amounts of energy and simultaneously satisfy his/her enthusiastic requests which prompts work fulfillment. Specialists likewise talked about

the relating factors among inspiration and occupation fulfillment, for example, employer stability, power, remuneration and advantages and so on

{Bowen et al 2008} investigated that work fulfillment and inspiration are clearly related and reliably utilized conversely practically speaking. Specialists further clarified that the work fulfillment communicates or gauges the level of an individual's fulfillment in his/her occupation while inspiration explains the main thrusts behind the doing of the specific work. Herzberg as referred to in Dinham and Schott clarifies that the two peculiarities are emphatically connected and impact one another. He keeps on giving delineations by saying that mediocre request needs also called disinfection factors and higher request needs otherwise called inspirations as additionally concerning fulfillment and disappointment moving from these and the need to induce long haul vocation fulfillment. He keeps on giving outline by saying that higher request needs otherwise called inspirations and lower request needs otherwise called cleanliness factors as likewise connecting with fulfillment and disappointment.

{P. Majumder et al 2000} has found in their review that male and female representatives of clothing industry work around 12 hours every day, there is a shortfall of leave and week by week occasion offices. They saw that as albeit the representatives were compensated for double time work on week after week occasion, no elective occasions were given to these representatives while the representatives in other product and different enterprises take benefit in practically all week after week occasions. Possibilities of advancement for the workers in the article of clothing industry are trashed. The workplace and working circumstances in the piece of clothing industrial facilities are ineffectively ventilated, packed, blocked. Because of these unacceptable working circumstances piece of clothing representatives in Bangladesh are presented to destructive substances and residue. The specialists particularly in the activity and sewing area, who are chiefly female, take in these unsafe substances. The greater part of the article of clothing processing plants don't have acceptable fire safeguard measures and latrine conveniences are additionally extremely poor. The review have laid out that the article of clothing laborers in Bangladesh experience the ill effects of the shortfall of cafeteria, absence of unadulterated drinkable water. Besides, the specialists are not getting any incidental advantages including medical care, transportation, convenience, remittances and crisis reserves.

Statement of the Problem:

Ensure or measure the level of job satisfaction in employees with the present job with the awareness of facilities provided in the job irrespective of age, gender or experience.

Hypothesis

H0: There is no significant relationship between rewards and job satisfaction of pharmaceutical industry.

H1: There is a significant relationship between rewards and job satisfaction of pharmaceutical industry.

Objectives:

1. To know the employees job satisfaction in present job.
2. To know the factors influencing the level of satisfaction of employees.
3. To know the overall rate of satisfaction of employees in various sectors.

3.0 Research Methodology:

The given study is descriptive in nature. Primary study has been collected and used from questionnaires made and circulated. 120 samples were collected from different people. Graphical representation techniques such as bar graphs and simple percentage analysis is used to analyze the data.

Data Analysis and interpretation:**Percentage Analysis****Table-A**

Age	No. of respondents	%	Experience	No. of respondents	%
25-35 Years	46	38.3	1 to 3 Years	60	50.0
35-45 Years	24	20.0	3 to 5 Years	23	19.2
45-55 Years	26	21.7	5 to 10 Years	28	23.3
More than 55 Years	24	20.0	More than 10 Years	09	7.5
Total	120	100	Total	120	100
Salary	No. of respondents	%	Decline in skills	No. of respondents	%
Yes	55	45.8	Yes	52	43.3
No	36	30.0	No	29	24.2
Maybe	29	24.2	Maybe	39	32.5
Total	120	100	Total	120	100
Appreciation	No. of respondents	%	Exposure	No. of respondents	%
Yes	76	63.3	Yes	58	48.3
No	21	17.5	No	17	14.2
Maybe	23	19.2	Maybe	45	37.5
Total	120	100	Total	120	100
Fair Salary	No. of respondents	%	Feel Restricted	No. of respondents	%
Yes	60	50.0	Yes	52	44.1
No	23	19.2	No	34	28.8
Maybe	37	30.8	Maybe	32	26.7
Total	120	100	Total	120	100
Rewards	No. of respondents	%	Working Environment	No. of respondents	%
Yes	59	49.2	Satisfactory	53	44.2
No	21	17.5	Not Satisfactory	27	22.5
Maybe	16	13.3	Can't Say	40	33.3
Can't Say	24	20.0	Total	120	100
Total	120	100			

(Source: Survey Data)

Age of the respondents

According to the table-A, mostly 25-35 age group employees are working in this organization whereas 45-55 age group employees are 26 which is the second-hand population in the organization and 35-45 age group and more than 55 years of age are on the similar track i.e., 24.

Experience of the Respondents

According to the table-A, 50% of population is occupied by 1-3 years of age i.e., freshers in the field, then its 23.3% of employees are occupied by 5-10 years of age, then its 19.2% of population is occupied by 3-5 years of age and least population is of more than 10 years of age i.e., 7.5% [experienced employees].

Are you satisfied with the salary given to you as compared to the work that you performed?

According to the table-A, majority of the employees are satisfied with the salary given to them as compared to the work performed by them whereas some of the employees are not satisfied with the salary and very few of them are still not able to make the decision as to, they are satisfied or not. There are 45.8% of the employees are satisfied with the salary given to them whereas 30% are not satisfied with the salary to them according to the work performed and 24.2% of the employees are confused with the salary given to them.

Do you feel that your knowledge and skills has declined by doing monotonous work in your job?

According to the table-A, 43.3% of the employees agree with the fact that knowledge and skills decline due to the monotonous work in their job and 32.5% employees are confused with the thought that knowledge and skills are

declined with the job and 24.2% employees does not agree with the fact that knowledge and skills decline with the monotonous work in their job.

Do you feel that your work is appreciated?

According to the table-A, 63.3% of employees feel that their work is appreciated on the job whereas 19.2% of the employees are still confused about the appreciation of work and 17.5% of employees does not feel that their work is appreciated on job.

Does your job give enough exposure to career planning and development activities?

According to above the table-A, 48.3% of employees feel that their job gives enough exposure to career planning and development activities whereas 37.5% of employees are not sure about the job giving enough exposure to career planning and development activities and 14.2% of employees does not feel that their job gives enough exposure to career planning and development activities.

Do you feel that you get a fair salary in return of your work?

According to above the table-A, 50% of employees feel that they get fair salary in return of their work whereas 30.8% of employees are not sure as to if they get fair salary in return of their work and 19.2% of employees does not feel that they get fair salary in return of their work.

Do you feel restricted in your work in organisational guidelines?

According to above the table-A, 44.1% of employees feels that they get fair salary in return of the work whereas 28.8% of employees are not sure that they get fair salary in return of the work or not and 26.7% of employees does not feel that they get fair salary in return of their work.

Do you feel any correlation between your performance and the bonuses that you receive?

According to above the table-A, 49.2% of the employees think that there is correlation between performance and bonuses that they receive whereas 17.5% of employees think that there is no correlation between performance and bonuses that they receive and 13% of employees are not sure re is correlation between performance and bonuses that they receive.

How is the working environment in organization?

According to the table-A, majority of the employees feel that working environment is satisfactory in the organization whereas some of the employees does not feel that working environment is satisfactory in the organization whereas and very few of employees are still not sure about the working environment is satisfactory in the organization. According to above chart, 44.2% of the employees think that that working environment is satisfactory in the organization whereas 22.5% of employees does not feel that working environment is satisfactory in the organization and 33.3% of employees can't say about the working environment is satisfactory in the organization.

**Chi-Square
Table B**

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.097 ^a	6	.231
Likelihood Ratio	8.445	6	.207
Linear-by-Linear Association	.398	1	.528
N of Valid Cases	120		

a. 2 cells (16.7%) have expected count less than 5. The minimum expected count is 3.60.

(Source: Primary Data)

In the chi – square test, the researcher find that the calculated value is (8.097) higher than the table value. The degree of freedom is 6 and the significant level is 2% is > 0.05. Therefore, null hypothesis is rejected. So, there is a significant relationship between rewards and job satisfaction of pharmaceutical industry.

Findings

The majority of the employees are youngsters i.e., age 25-35 years.

Most of the employees working in this organization are freshers i.e., 1-3 years of experience.

Most of the employees feel that they are satisfied with the salary given to you as compared to the work that you performed.

Majority of employees feel that their knowledge and skills has declined by doing monotonous work in your job.

Majority of employees feel that their work is appreciated.

The majority of employees feel that their work is appreciated.

Most of the employees feel that they get a fair salary in return for their work.

The majority of the employees feel that they are restricted in your work in organizational guidelines.

The majority of the employees feel any correlation between your performance and the bonuses that you receive.

The majority of the employees feel the working environment in organization is satisfactory.

Suggestions

Welfare facilities provided to the employees by the organization should be satisfactory so that employees could be motivated and retained in the organization. Experienced employees are very few in the organization whereas freshers are the highest in population in the organization. Employees should not feel restricted in the organizational guidelines because employees should be given space to work so that employees can share their opinions freely. Supervisors should promote an atmosphere of teamwork so that employees can work together and work can be completed on time. To avoid declining knowledge and skills of the employees, employees should get promoted with different work. There should be a correlation between performance and bonuses that you are given which helps employees to increase their productivity due to incentives provided to them.

Conclusions

- The job satisfaction is very significant factor in the development of any organization. In the current scenario of globalization and competition the performance of a particular employee matters a lot.
- On the basis of outcomes of the study, it can be accomplished that the management must be cautious towards the working conditions and the environment and the other important policies and practices related to employees.
- From the result of study, it is obtained that the key aspects that contributes to employees satisfaction are compensation, working conditions and environment, growth opportunities, fairness treatment.
- Money cannot be underestimated in the case of employee satisfaction. Hence, compensation plays a vital role in the job satisfaction of the employees.
- In the pharmaceutical sector, work greatly depends on the association between employees and the environment. Healthy and supportive work environment and individual relations motivate the employees to perform, therefore mounting the level of their performance.

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