



# Employees' Satisfaction towards HR Policies- A Study of Laxmi Diamond Pvt.Ltd.

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## Abstract

**Job satisfaction** or **employee satisfaction** is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioural components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction) or cognitions about the job (cognitive job satisfaction). In this research paper various variables responsible for employees satisfaction has been discuss such as basic salary, bonus, commission, incentives, compensation and benefit which give satisfaction to employee. This research paper also deals the various ways by which one can improve employee satisfaction.

**Keywords:** satisfaction, compensation, employees

## Introduction

One of the most widely used definitions in organizational research is that of Locke (1976), who defines job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. Others have defined it as simply how content an individual is with his or her job; whether he or she likes the job.

It is assessed at both the global level (whether the individual is satisfied with the job overall), or at the facet level (whether the individual is satisfied with different aspects of the job). Spector (1997) lists 14 common facets: appreciation, communication, co-workers, fringe benefits, Job conditions, nature of the work, organization, personal growth, policies and procedures, promotion opportunities, recognition, security, and supervision.

## Models (methods)

### Environmental factors

One of the most important aspects of an individual's work in a modern organization concerns the management of communication demands that he or she encounters on the job. Demands can be characterized as a communication load, which refers to “the rate and complexity of communication inputs an individual must process in a particular time frame.”

Individuals in an organization can experience communication over-load and communication under-load which can affect their level of job satisfaction. Communication overload can occur when “an individual receives too many messages in a short period of time which can result in unprocessed information or when an individual faces more complex messages that are more difficult to process.”

### Strategic employee recognition

A Watson Wyatt Worldwide study identified a positive outcome between a collegial and flexible work environment and an increase in shareholder value. Suggesting that employee satisfaction is directly related to financial gain. Over 40 percent of the companies listed in the top 100 of Fortune magazines, “America’s Best Companies to Work For” also appear on the Fortune 500. It is possible that successful workers enjoy working at successful companies, however, the Watson Wyatt Worldwide Human Capital Index study claims that effective human resources practices, such as employee recognition programs, lead to positive financial outcomes more often than positive financial outcomes lead to good practices.

### Individual factors

Mood and emotions at work are related to job satisfaction. Moods tend to be longer lasting but often weaker states of uncertain origin, while emotions are often more intense, short-lived and have a clear object or cause. Emotional dissonance. Emotional dissonance is a state of discrepancy between public displays of emotions and internal experiences of emotions that often follows the process of emotion regulation. Emotional dissonance is associated with high emotional exhaustion, low organizational commitment, and low job satisfaction.

Social interaction model. Taking the social interaction perspective, workers’ emotion regulation might beget responses from others during interpersonal encounters that subsequently impact their own job satisfaction. For example: The accumulation of favorable responses to displays of pleasant emotions might positively affect job satisfaction.

### Objective of the study

- To measure job satisfaction level of employees in Laxmi Diamond Pvt Ltd Surat.
- To find out the general level of satisfaction of employees in the organization.
- To study the factor that cause job satisfaction to employees in the organization

### Literature Review

(Gyawali, 1985) Conducted research on the study aims for identify the determinants of the job satisfaction and the level of job satisfaction in relation to Nepalese banking employees. The research has followed the survey methodology. The study includes total of 109 employees and self-administered questionnaires has

been served to the respondents Cronbach's alpha, factor analysis, regression analysis and correlation. It conclude that pay, promotion, supervisor, co-worker, work itself, communication and rewards are positively associated with the job satisfaction and the overall job satisfaction found near the moderately satisfied.

**(DEVI, 2018)** Conducted research on a study on employees Job satisfaction towards Shri varshini knit fashion, tirupur. There main objective is that Employees are spending more and more time at work place. A qualitative and quantitative review of the relationship between job satisfaction and job performance is prevailing. The study includes relationship between job satisfaction and turnover is also significant and consistent. There is a correlation between, value, emotion, and appraisal, and the employee's job satisfaction. It conclude that this study is synergize the job satisfaction of employees working in Sri Varshini Knit Fashions by using percentage, chi-square and weighted average statistical tools.

**(Mrs. Archana Pandey, Dr. Richa Rai, 2018)** Conducted research on job satisfaction of SBI employees. The main purpose of the study is to identify the levels of job satisfaction of SBI Employees. Their research methodology shows the study relied on a sample of randomly selected Employees throughout the Jabalpur District. We sampled 150 employees randomly. Out of the 150 questionnaire sent out, all 150 were received, representing 100%. The survey instruments included open ended and closed ended questionnaires. We also followed up with personal interviews with employees. The findings are presented by the use of descriptive statistics. This study is based on primary data. It conclude that the employee's job satisfaction is believed to reflect an individual affective and cognitive assessment of his or her working condition and job attributes. Job satisfaction can improve service quality and increase employee satisfaction.

**(Subedi Khagendra Prasad, Chaudhary Ajay Kumar, 2014)** Conducted research on a study of job satisfaction status on civil service employees of Nepal. This quantitative study aims to examine the determinants of job satisfaction for Nepal's Civil servants. A survey was conducted with a sample of 300 government employees in Nepal for testing the overall job satisfaction level. In this study, questions were centred in five dimensions of job satisfaction like; salary and facility, supervision, promotion, work Opportunity, and Human relations. The result of result of study indicated that civil servants of Nepal have low level of job satisfaction concerning given salary and facilities but they have average satisfaction level in others dimension of satisfaction as supervisor, promotion, work.

**Aartichahal, Seemachalal, BhawnaChowdhary, Jyotichahal (2013),** India, The researcher had conducted a research on Job satisfaction among bank employees. The objective of this study is to analyze the satisfaction level of the employee working condition, job security and other welfare measures. 120 employees were selected from Canara bank branches of NCR area after considering time and cost. Job satisfaction is a very big concept as it includes various factors associated with job satisfaction of employees. Satisfaction varies from employee to employee.

## **Research Methodology**

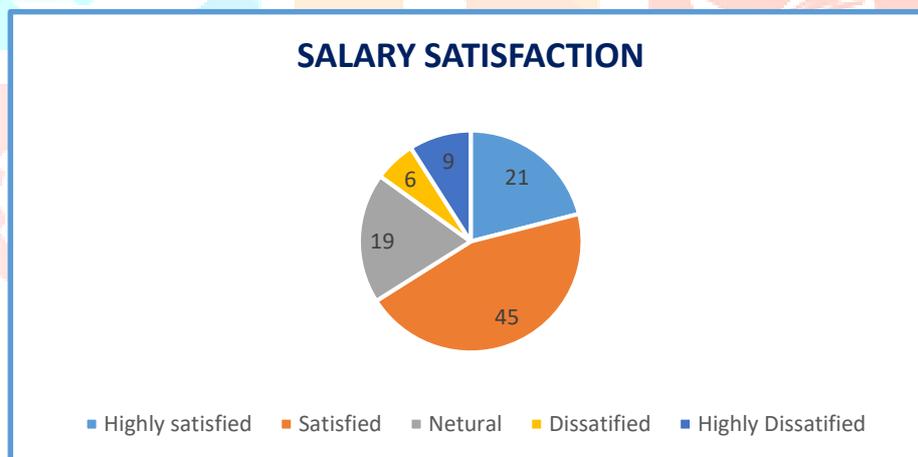
The research design of this study is descriptive in nature. Both primary and secondary data used to investigate the study of Employees satisfaction towards HR policies. The major interest, however, is on the use of primary data via the questionnaire method. The data is gathered using a structured questionnaire, and the sample size

is 100. The frequency were used to analyses the data. The questions were analyzed by using SPSS analytical variable

## Result and analysis

**Basic salary**

	Frequency	Percent	Valid Percent	Cumulative Percent
Highly dissatisfied	9	9.0	9.0	9.0
Dissatisfied	6	6.0	6.0	15.0
Neither Dissatisfied nor satisfied	19	19.0	19.0	34.0
Satisfied	45	45.0	45.0	79.0
Highly satisfied	21	21.0	21.0	100.0
Total	100	100.0	100.0	

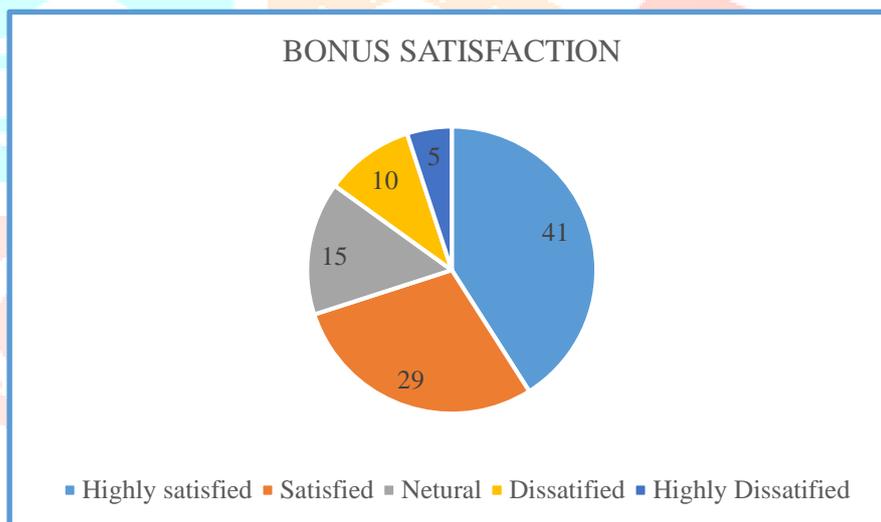


## Interpretation

From the above data it conclude that 9% of employees are highly dissatisfied with the basic salary, 6% of employees are dissatisfied with the basic salary, 19% of employees are neither dissatisfied nor satisfied with basic salary, 45% of employees are employees are satisfied with basic salary and 21% of employees are highly satisfied with the basic salary.

**Bonus****Bonus**

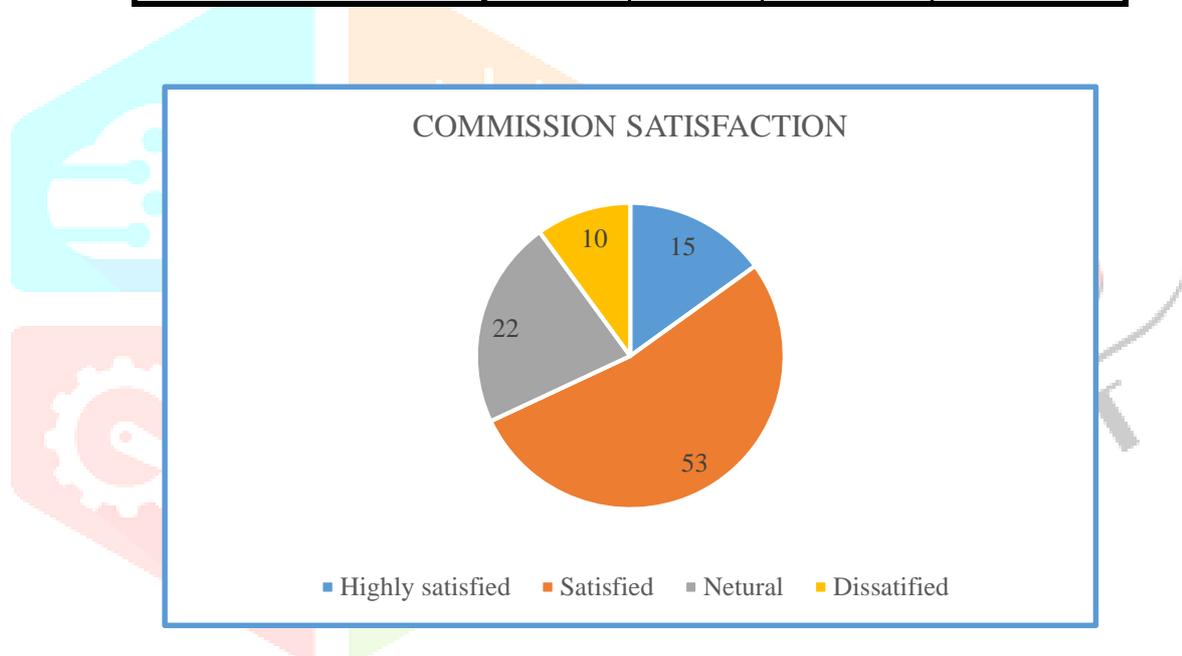
	Frequency	Percent	Valid Percent	Cumulative Percent
Highly dissatisfied	5	5.0	5.0	9.0
Dissatisfied	10	10.0	10.0	15.0
Neither Dissatisfied nor Valid satisfied	15	15.0	15.0	30.0
Satisfied	29	29.0	29.0	59.0
Highly satisfied	41	41.0	41.0	100.0
Total	100	100.0	100.0	

**Interpretation**

From the above data it conclude that 5% of employees are highly dissatisfied with the bonus, 10% of employees are dissatisfied with the bonus, 15% of employees are neither dissatisfied nor satisfied with bonus, 29% of employees are employees are satisfied with bonus and 41% of employees are highly satisfied with the bonus.

**Commission****Commission**

	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	10	10.0	10.0	10.0
Neither Dissatisfied nor satisfied	22	22.0	22.0	32.0
Satisfied	53	53.0	53.0	85.0
Highly satisfied	15	15.0	15.0	100.0
Total	100	100.0	100.0	

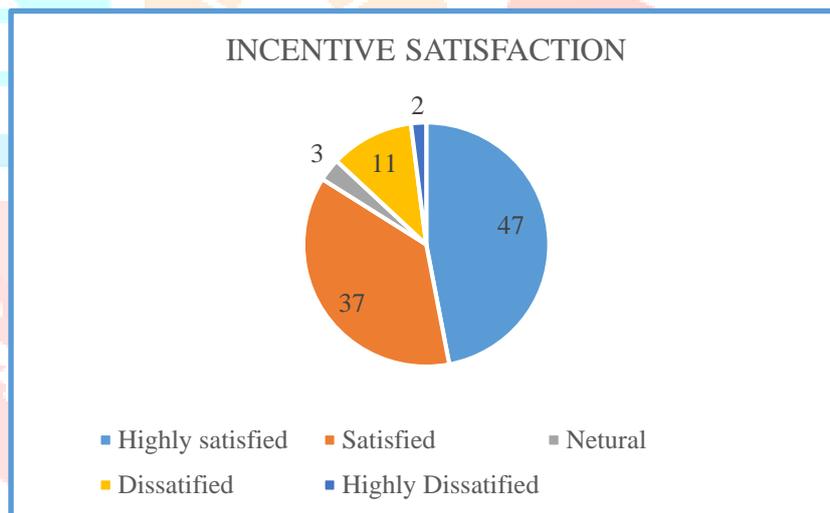
**Interpretation**

From the above data it conclude that 10% of employees are dissatisfied with the commission, 22% of employees are neither dissatisfied nor satisfied with commission, 53% of employees are satisfied with commission, 15% of employees are employees are highly satisfied with commission.

## Incentives

### Incentives

	Frequency	Percent	Valid Percent	Cumulative Percent
Highly dissatisfied	2	2.0	2.0	2.0
Dissatisfied	11	11.0	11.0	13.0
Neither Dissatisfied nor satisfied	3	3.0	3.0	16.0
Satisfied	37	37.0	37.0	53.0
Highly satisfied	47	47.0	47.0	100.0
Total	100	100.0	100.0	



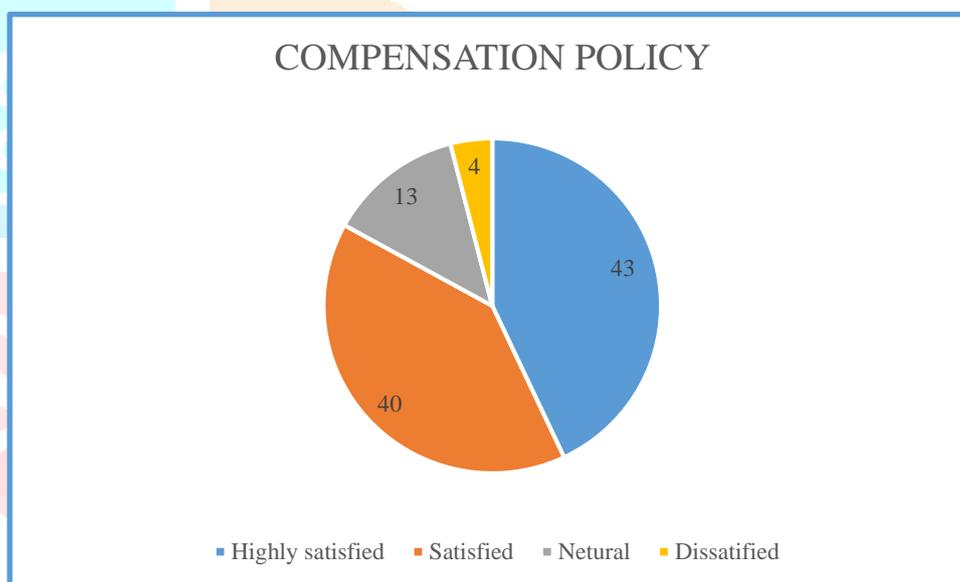
### Interpretation

We can say that from the above data that the 2% of employees are highly dissatisfied with the incentives, 11% of employees are dissatisfied with the incentives, 3% of employees are neither dissatisfied nor satisfied with incentives, 37% of employees are employees are satisfied with incentives and 47% of employees are highly satisfied with the incentives.

## Compensation & benefits

**Compensation & benefits**

	Frequency	Percent	Valid Percent	Cumulative Percent
Dissatisfied	4	4.0	4.0	4.0
Neither Dissatisfied nor satisfied	13	13.0	13.0	17.0
Satisfied	40	40.0	40.0	57.0
Highly satisfied	43	43.0	43.0	100.0
Total	100	100.0	100.0	



### Interpretation

From the above data it conclude that 4% of employees are dissatisfied with the compensation policy, 13% of employees are neither dissatisfied nor satisfied with compensation policy, 40% of employees are satisfied with compensation policy, 43% of employees are employees are highly satisfied with compensation policy.

### Conclusion

Job satisfaction refers to a person feeling of satisfaction on the job, which acts as a motivation to work. It is not self-satisfaction, happiness or self-satisfaction but satisfaction on the job. Here I conclude that the employee are satisfied with the job and they feel secure as well as they are feel motivates when they get promotion, good working environment, working hours also they satisfied with welfare facility etc. Satisfaction with job is important element for motivation and performance of the employee. The main issue of employee's is

the service structure. Employees with high income and high experience are more satisfied than low income and low experience. Employees are on still their demands and will continue their strikes if their demands will not met by company.

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