

A STUDY OF JOB SATISFACTION AMONG NON-TEACHING STAFF OF PUNJABI UNIVERSITY PATIALA

A thesis submitted in partial fulfillment of the requirements for the degree of

Master of Business Administration (Major in Human Resources)

of

Punjabi University, Patiala / India



by

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2012

ABSTRACT

The present study was undertaken to examine and describe the job satisfaction level of non-teaching staff of Punjabi university, Patiala / India. The study is descriptive in nature., and it was mainly review around the view of employees regarding the job satisfaction , what they think about the job satisfaction under different condition in order to reaching the actual level of job satisfaction among them that will help to present findings and make

recommendations to the management in order to promote and improve job satisfaction at the university. And highlighting to understand the working conditions and opportunities to present problems and views and also to study the importance of maintaining balance between work and personal life through different factors which influence the performance of the employees such as the working condition, the salary, the job tasks, the relationships between employees and managers including levels of their communication between them .

The data was collected and administrated by means of a structured questionnaire based on the Minnesota job satisfaction questionnaire. The main purpose of the study is to make recommendations to the management in order to promote and improve job satisfaction level of employees at the university.

The data were collected from 100 non-teaching staffs conveniently selected from Punjabi University. The findings were drawn after the descriptive analysis, Pie-charts, Bar-charts and percentages were used for the analysis

It was discovered that most of the non-teaching staffs draw their satisfaction from having confidence in management, relationships with their peers, training needs and the training provided by the university and other factors such as , recognition for work done as well as the management policies and practices. Moreover, the working conditions at the university and job security. Most of respondents agree that the favoritism does not exist in their organization, whereas there are some others disagree with the given statement.

Objective of Study

Main objectives of the study are:

- **To study the job satisfaction among non-teaching staff of Punjabi university.**
- **To study the satisfaction towards promotion policies and welfare facilities of the department.**
- **To study good prospects of advancement in the job with rewards for outstanding performance**

Summary and Conclusions

Following are the major findings of the study:

1. Most of the respondents are satisfied with their overall level of satisfaction with the general supervision in their department as a non-teaching staff of University. And the respondents feel that they are in present job as per their abilities and qualifications.
2. About 59% of the respondents are satisfied with the training program that is needed to perform their job well. Whereas 16% are undecided and 20%, 5%, respectively are disagree and strongly disagree with the statement.
3. Out of 100 respondents 68% agree and 17% strongly agree that they have confidence in the management of their organization. 8% are undecided and a minimal percentage i.e. 2% is dissatisfied. Most of the respondents agree that the favoritism does not exist in their organization, whereas there are some who disagree with the given statement.
4. There are good number employees who feel fresh at the end of the day's work. It means good relationship between employers and employees, feedback from the management interpersonal relations, good promotion system, good working conditions, recognition by management towards their employees all these making the employees feel comfortable and fresh at the end of the day's work. But there are some employees mostly dissatisfied.
5. Most respondents have good relations with their supervisor which has great impact on the job satisfaction of employees. If employees have good relations with supervisor then they do their job very well and have more satisfaction towards their job. And many of them have been praised/awarded for outstanding performance. Outstanding performance is one of the important features of the employees which deserve good consideration by management.
6. Most of respondents are satisfied with working conditions in their organization. Working condition play major role in the level of job satisfaction of employee towards their jobs. And indicated that there exist good opportunities to present their problems and views, good relationship between management and employees and positive feedback from management increases the satisfaction level of employees and then making them to get good opportunity present their problems and views.
7. A good number of employees are either agreeing or strongly agree that their organization understands clearly the importance of maintaining balance between work and personal life.
8. Most of respondents are satisfied with the skills which are provided by their job. Skills plays very important role in the job satisfaction of employees. Good knowledge and skills increases the satisfaction level of employees.

9. Out of 100 respondents 18% strongly agree and 62% agree that there is high team spirit in the work group in their job, which leads to high performance to achieve the organization goals and objectives; team spirit in the work has great affect on the job satisfaction of employees. Only 11% are undecided and 9% are disagreeing with the given statement.
10. The respondents have good prospects of advancement in their jobs. The ability to learning and their capacity to acquire more knowledge and skills making them to have good opportunity of advancement in their jobs. A low percentage of employees have not opportunities to advancement in their jobs.

Suggestions

1. Most of the respondents are satisfied with their overall level of satisfaction with the general supervision in their department as a non-teaching staff of University. So management should maintain this level of employees' job satisfaction so as to achieve all its objectives efficiently and effectively.
2. Some of employees are not satisfied with training programs as they did not receive any training they need to do their job well. Management has to provide them with adequate training programs making them to improve themselves with the knowledge and skills to perform their present jobs as well as for the future requirements.
3. Most of the respondents are satisfied with the given statement that the 'favoritism does not exist in their organization', whereas a low percentage disagree with the given statement. So, it should remove all the forms of favoritism in the organization.
4. Recognition shows the positive relation between motivation and job satisfaction. So management should provide more and recognition to employees who do their job well to increase the satisfaction level.
5. A good relation with supervisor has great impact on the job satisfaction of employees. If employees have good relations with supervisor then they do their job very well and have more satisfaction towards their job. The management should make more efforts to