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# A STUDY ON JOB SATISFACTION OF CLERICAL STAFF AND WORKERS IN JACOBI CARBONS INDIA PRIVATE LIMITED, COIMBATORE

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### ABSTRACT :

Job satisfaction refers to the extent to which an employee feels motivated, content, and fulfilled in their job. It arises when there is job stability, career growth, and work-life balance. Beyond salary and benefits, job satisfaction also depends on workplace environment, culture, and the quality of work. Though not always quantifiable, research methods can be used to assess satisfaction levels across employees using common parameters. This study aims to analyze job satisfaction among clerical staff and workers at Jacobi Carbons India Private Limited, Coimbatore. A sample size of 110 was selected using convenience sampling, and a structured questionnaire was used to collect primary data. The research adopted a descriptive design, applying simple percentage analysis, chi-square analysis, and correlation to draw conclusions. Findings reveal a significant relationship between gender and job autonomy, while salary shows a negative relationship with job satisfaction. It is recommended that the company ensure competitive salary and benefits to attract and retain talent. Regular reviews of compensation can help maintain employee satisfaction and motivation. The study concludes that employee satisfaction positively impacts organizational performance and retention, emphasizing the need for companies to address key job satisfaction factors for long-term success.

Keywords: Job satisfaction, Employee satisfaction, Salary and Compensation, Job Autonomy, Employee Recognition and Feedback.

### INTRODUCTION

The global actuated carbon request was valued at USD 3.62 billion in 2022 and is anticipated to grow at a CAGR of 2.6 from 2023 to 2030. Pulverized actuated carbon (PAC) led the request with a 61.1 profit share in 2022, owing to its high adsorption capacity and broad treatment capabilities. Companies like Cabot Corporation have expanded PAC product, adding 35 million lbs/ time capacity in Canada to meet adding demand, particularly from coal- fired utility for mercury dumping. Asia Pacific dominated the request with a 51.0 profit share in 2022 due to the region's strong force of coconut shells, especially from countries like India, Sri Lanka, Indonesia, and the Philippines. Indian dry coconuts are particularly valued for their high oil painting oil content, making them ideal for actuated carbon product. The region is a major consumer of actuated carbon for water sanctification and gold mining. Leading request players, including Jacobi carbons and Haycarb, maintain a strong presence in Asia Pacific and continue to grow through common crapshoots and licensing.

#### Corporate HQ

Sweden

#### CEO

Remko Goudappel

### REVIEW OF LITERATURE

Meitisariet al.,(2018)

In addition to employee performance, low job satisfaction can cause various negative impacts such as decreased work discipline, decreased morale, and enthusiasm for work, and often making mistakes at work, resulting in decreased performance. The low job satisfaction at the Public Health Center can be caused by the placement of employees who are not competent, lack of match between income and work, promotion opportunities that are difficult to obtain, lack of supervision from the leadership, lack of harmonization of cooperation between employees, and distance from place to work.

Hawley(

2018)

Discusses the degree and the factors impacting the preceptors' happiness in the morning. preceptors are pleased with their jobs, and academic proficiency, race, socio-profitable status, schoolteacher's degree, and whether their mama was a schoolteacher are the variables contributing to their work satisfaction. The training license plays an important part also because it demonstrates the moxie and experience that the educator wants to be tutored. Also, the position of plant satisfaction has been checked for work ambivalence(the state of having mixed heartstrings or contrary ideas about commodity).The directorentered a advanced affair ranking if the ambivalence of the workers was lower and vice versa. Organizations should also concentrate on clarifying their jobs to the workers in order to duly appreciate the task.

Shanmugapriya. S( 2019),

In his study, the workers of public sector banking editorialized that the state banks had a ocean turn in their success in assaying determinants of job satisfaction. Also, the profitable and fiscal request reforms have begun. Colorful factors have made India one of the world's swift-growing husbandry,including opening the global requests, reforming the banking system, rising investment situations, the visionary nonsupervisory geography, and its demographic profile. There's no question, for a performing fiscal terrain, a safe banking sector is important. Indian banks have good mortal capital and operating technologies acquainted, being the largest and most profitable domestic and global scripts.

Adam, M( 2020)

Studies pullulate on the donation of gift operation to hand's job satisfaction and their commitment to organizational commitment, but there's insufficiency of empirical studies on the sustainability of gift therefore, this study investigates the influence of sustainable gift operation on the hand job satisfaction and their commitment to the association. Five hundred and seventy five structured questionnaires were distributed to the workers of some named manufacturing companies in Turkey for data collection. PLSSEM and multi-group analysis were employed using Smart PLS3 for testing the suppositions formulated in this study. The finding from our study reveals that gift operation has the eventuality of appreciatively and significantly influences hand's job satisfaction. Also, the influence of gift operation on organizational commitment was set up to be positive and significant. also, the moderating influence of in- service training was examined on the relationship between gift operation and job satisfaction on one hand, and gift operation and organizational commitment on the other hand.

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## SCOPE OF THE STUDY

The study is only confined with the company Jacobi Carbons India Private Limited, Coimbatore. The experimenter focuses the study towards satisfaction position regarding the prevailing payment and compensation for the workers in the company. The study is taken the check with the workers of the company. It throws the light on the workers perception towards job autonomy in the company. This study would also help to dissect the hand recognition and feedback in the company and suggest vittles to enhance the job satisfaction in the company.

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## STATEMENT OF THE PROBLEM

Hand job satisfaction is a critical factor in organizational success, as it directly impacts the performance, productivity, and retention of workers. There are enterprises and issues related to job satisfaction among pastoral staff and workers in the company. A primary problem is the perceived inadequacy of payment and compensation packages, leading to dissatisfaction among workers. This fiscal dissatisfaction can affect in reduced provocation and commitment, affecting overall performance within the association. also, there are enterprises about the position of job autonomy and the effectiveness of hand recognition and feedback mechanisms. These issues may lead to heartstrings of advancement and frustration among workers, negatively affecting their job satisfaction. By relating the root causes of job dissatisfaction and understanding its impact on organizational performance, the study seeks to give practicable perceptivity and recommendations to enhance job satisfaction within the association.

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## LIMITATIONS OF THE STUDY

- Due to the time constraint the study is made only with limited responders.
- There's a chance of particular bias which affects the original data.
- As the exploration is done only in Jacobi imitations India Private Limited, Coimbatore, it can't be applicable for other company workers.

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## RESEARCH OBJECTIVES

- To study job satisfaction of pastoral staff and workers in Jacobi imitations India Private Limited, Coimbatore.
- To identify the factors which determine the job satisfaction.
- To study the job satisfaction with work terrain and nature of work in the company.
- To assess the job satisfaction of workers in relationship with directors and associates.

## METHODOLOGY OF RESEARCH

The exploration is descriptive in nature. The study consists of both primary and secondary data. Primary data is collected from a structured questionnaire from the respondents. The exploration approach named by the experimenter is mixed and consists of both quantitative and qualitative data.

The sample units are testing element is pastoral staff and workers of Jacobi imitations India Private Limited, Coimbatore. The sample size for this exploration is 110, given by the company, experimenters communicated them for data collection, Simple Random Sampling system was espoused. The chance analysis, chi-square test and correlation are used in this study.

## ANALYSIS AND INTERPRETATION

**TABLE 4.1**  
**GENDER OF THE RESPONDENTS**

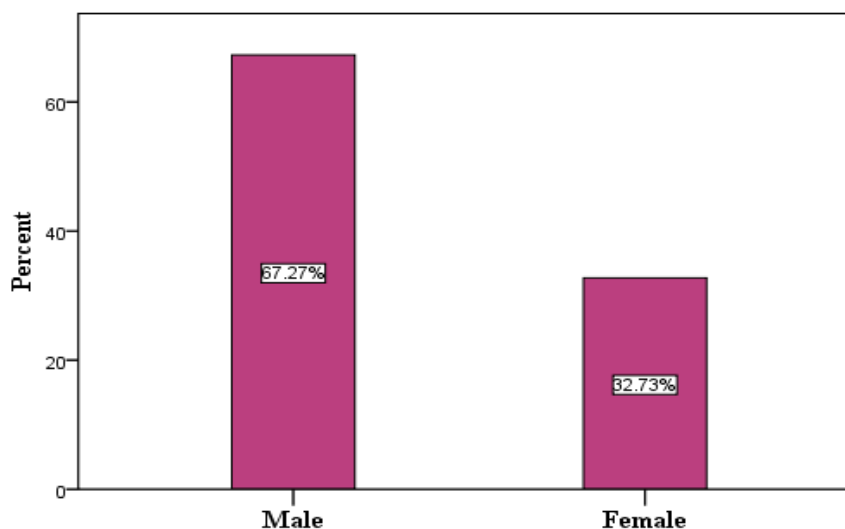
Gender	No. of the respondents	Percent
Male	74	67.3
Female	36	32.7
Total	110	100.0

Source: Primary data

## INTERPRETATION

The above table shows that 67.3% of the respondents are male and 32.7% of the respondents are female. Thus the majority of the respondents are male.

**CHART: 4.1**  
**GENDER OF THE RESPONDENTS**



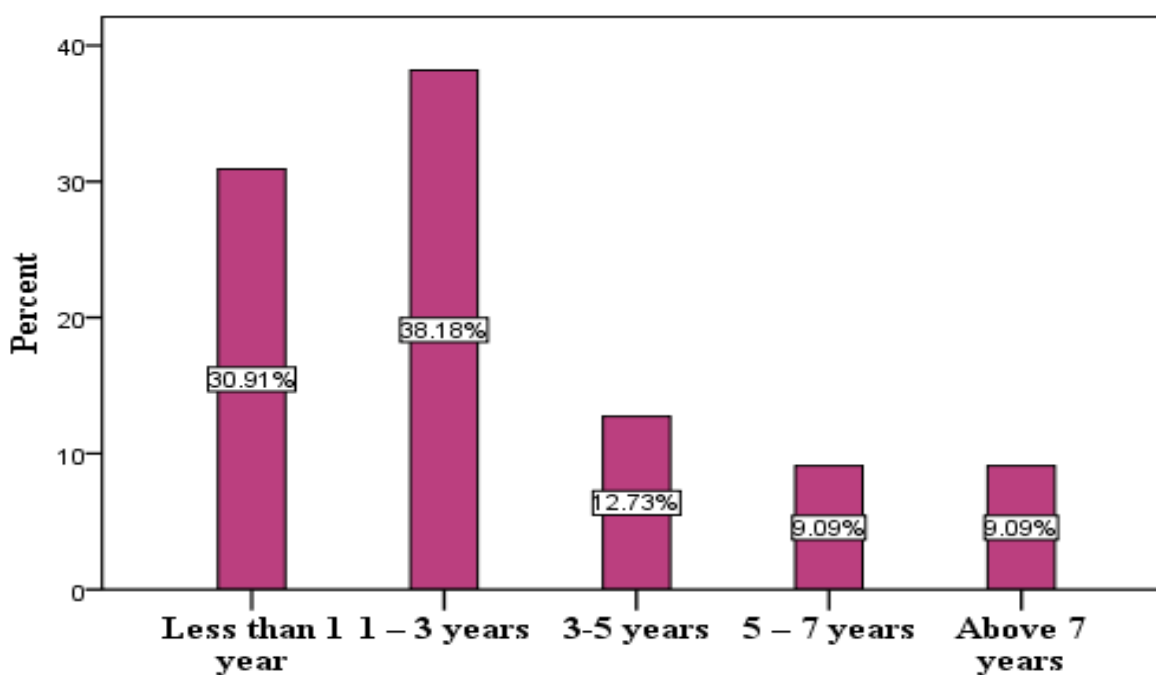
**TABLE NO: 4.2**  
**EXPERIENCE OF THE RESPONDENTS**

Experience	No. of the respondents	Percent
Less than 1 year	34	30.9
1 – 3 years	42	38.2
3-5 years	14	12.7
5 – 7 years	10	9.1
Above 7 years	10	9.1
Total	110	100.0

**INTERPRETATION**

The above table shows that 30.9% of the respondents have less than 1 year, 38.2% of the respondents have 1 – 3 years, 12.7% of the respondents have 3-5 years, 9.1% of the respondents have 5 – 7 years and 9.1 % of the respondents have above 7 years experience. Thus the majority of the respondents have 1 – 3 years experience.

**CHART NO: 4.2**  
**EXPERIENCE OF THE RESPONDENTS**



**TABLE NO: 4.3**  
**SALARY AND BENEFITS PACKAGE IS COMPETITIVE IN THE COMPANY**

Particulars	No. of the respondents	Percent
Highly satisfied	25	22.7
Satisfied	38	34.5
Neither satisfied nor satisfied	21	19.1
Dissatisfied	12	10.9
Highly dissatisfied	14	12.7
Total	110	100.0

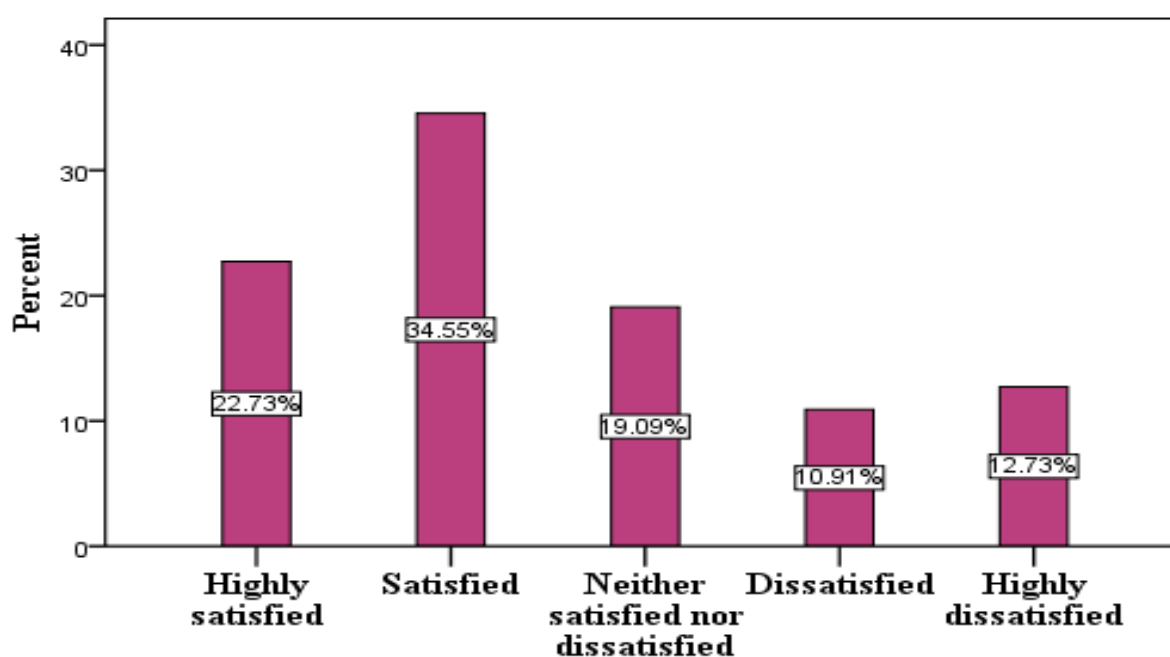
Source: Primary data

#### INTERPRETATION

The above table shows that 22.7% of the respondents are highly satisfied, 34.5% of the respondents are satisfied, 19.1% of the respondents are neither satisfied nor dissatisfied, 10.9% of the respondents are dissatisfied and 12.7% of the respondents are highly dissatisfied towards the salary and benefits package is competitive in the company.

Thus the majority of the respondents are satisfied towards the salary and benefits package is competitive in the company.

**CHART NO: 4.3**  
**SALARY AND BENEFITS PACKAGE IS COMPETITIVE IN THE COMPANY**



#### FINDINGS

- 30.0% of the respondents are highly satisfied towards the work environment contributes positively to overall job satisfaction.
- 34.5% of the respondents are highly satisfied towards the work-life balance is effectively maintained in the current role.
- 30.9% of the respondents are highly satisfied towards the company's policies and practices align with job satisfaction goals.
- There is significant relationship between gender of the respondents and job autonomy.

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## SUGGESTIONS

- The company need to ensure that salary and benefits packages are competitive with industry standards to retain and attract talent.
- The company must regularly review and adjust monetary rewards to maintain employee satisfaction and motivation.
- The company should establish and communicate transparent compensation policies that are perceived as fair by employees.

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## CONCLUSION

In conclusion, this study delved into various critical facets of job satisfaction among clerical staff and workers at Jacobi Carbons India Private Limited., Coimbatore Through an examination of factors such as salary and compensation, job autonomy, employee recognition and feedback, and overall job satisfaction, several significant findings have emerged. It is concluded that employees' perceptions of the fairness and competitiveness of their salary and compensation packages have a substantial impact on their overall job satisfaction. Furthermore, job autonomy was found to be a key driver of job satisfaction. The study concludes that providing employees with the freedom to make decisions, encouraging initiative, and valuing their input in decision-making processes can significantly enhance their overall job satisfaction. Overall, it is concluded that job satisfaction is a multifaceted concept influenced by various factors within the workplace.

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