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# A Study on Employees Job Satisfaction and their Work Performance in Goodwill Fabrics Private Limited, Bangalore

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### ABSTRACT

Absenteeism, turnover, and productivity are all correlated with job satisfaction. There is dedication to the company and a lower turnover rate where there is satisfaction. Employees that are highly happy learn job-related tasks faster and have superior mental and physical health. The sensation an employee has when their work meets all of their expectations is known as job satisfaction. The study's goal is to examine how satisfied Goodwill Fabrics Private Limited employees are with their jobs in Bangalore. There are 150 people in the study's sample. The convenience sampling method and descriptive research design are employed. One of the key data sources is a questionnaire. Statistical procedures such as correlation, chi-square analysis, and percentage analysis have been used. It is discovered that the respondents are very happy with the lunchroom and rest areas and are pleased with the supervisors' consideration of their opinions when making decisions. It implies that workers need to be given a manageable workload. Employees are unhappy with an excessive workload, which hinders staff retention. The majority of the elements, including the nature of the work and the work environment, relationships with coworkers and supervisors, welfare facilities, compensation and advancement, and motivation and communication, were found to be satisfactory by the employees.

Keywords: welfare & motivation, pay & promotion, work environment, job performance, and job satisfaction.

### Introduction

The most precious resource for a business is its workforce. Employee collaboration and equitable contributions to the accomplishment of a shared goal are essential. If people are always at odds and misunderstand each other, no task can be finished. It has been observed that goals are achieved significantly faster when staff members work together and get along well with one another. To give their best work and enjoy their jobs, employees need to get along with one another. The HR industry uses the general term "employee job satisfaction" to describe how satisfied or happy people are with their jobs, their work experiences, and the organizations they work for. One crucial metric that can help evaluate the general health of an organization is employee satisfaction, which is why many businesses regularly poll their workforce to find out how satisfied they are and to look for patterns over time. High-satisfaction workers are happy with the treatment they receive from their employer.

### REVIEW OF LITERATURE

**Singh, Jitendra Kumar (2018)**, Contented employees are productive employees, and contented employees are more likely to be productive. To meet the ever-changing and growing problems of sustaining the organization's productivity by keeping its staff consistently engaged and motivated, employee job satisfaction is crucial. Numerous studies have shown that employee motivation is disproportionately impacted by job satisfaction, and that employee motivation affects productivity and, consequently, business organization performance. Regretfully, neither academics nor managers of different corporate companies in our area have yet to give job happiness the appropriate consideration.

**Mehrad, Aida (2018)**, Academic staff members consider job satisfaction to be one of the most important factors and a fundamental emotion. Additionally, the goal of the current literature study was to highlight the importance of job satisfaction in higher education and to demonstrate how this internal organizational sense serves as a primary source of positive motivation for academic staff. When job happiness is ignored, it leads to a lot of problems at university. Low job satisfaction also causes several insufficient behaviours and emotions among academic personnel.

**Steijn, B. and Leisink, P. (2018)**, This study looks at ways that employers might help workers who are losing their jobs. According to the study, an employee's performance may have an impact on their chances of losing their job. On a larger scale, these initiatives may serve as a means of relocating human capital to areas of the labor market that require it. At the organizational level, they can reduce internal stress and conflict, improve the use of human resources, and lessen the feeling of a breach of the psychological contract. At the individual level, they seem like a productive method of handling the surviving or fired employees and assisting them in finding new employment.

**Ochieng and Owuor (2019)**, sought to determine whether job design has an impact on Kisumu City bankers' performance. This study found that these bankers' performance was influenced by task relevance, task variation, and task identity. Task autonomy, however, was not considered a performance component in this study. The study concluded that job design was a determinant of employee performance and that creating a task identity for these employees was advised to improve their performance (Achieng, Ochieng, & Owuor, 2014). It is clear from the aforementioned research that job design does have an impact on employees' performance within a company.

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## SCOPE OF THE STUDY

The study is limited to Bangalore's Goodwill Fabrics Private Limited. It examines how satisfied employees are with their jobs. Employees of Bangalore's Goodwill Fabrics Private Limited participate in the survey. There are 150 people in the study's sample. Understanding how employees view the workplace and the nature of work in the organization will be helpful. The report sheds light on how satisfied employees are with their relationships with coworkers and bosses. The corporation can use this study to determine the employees' pulse in relation to their perception of the company and level of satisfaction. It also aids in recommending future adjustments that the company should do in order to appease its staff.

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## STATEMENT OF THE PROBLEM

Ensuring that workers are adequately happy with their positions is one of the primary responsibilities of human resources (HR) departments. Generally speaking, studies have indicated that businesses or employees who are happy are believed to be more productive. Conversely, employees who are unhappy in their positions are said to be less productive and more likely to miss work and leave. Therefore, in order to identify potential extraneous variables, HR departments must monitor employee job satisfaction and look at the correlations between these three variables (productivity, absenteeism, and turnover). A medium-sized financial company hires Human Resources Consulting, Inc. to carry out a survey covering these subjects. The survey measures employee happiness and job satisfaction and is distributed to all employees. HR will be able to determine the proportion of contented workers as well as the percentage of pleased workers in the areas of pay, benefits, training, and supervisor relations with the aid of the general job satisfaction feedback.

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## LIMITATIONS OF THE STUDY

- The research study is limited to day shift employees only.
- Due to time constraints, data collection is restricted to 150 respondents only.
- The study was conducted only employees of the company Goodwill Fabrics Private Limited, Bangalore.
- The study is based on the opinion of the employees about the job satisfaction. So there may be changes due to personal bias.

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## RESEARCH OBJECTIVES

- To identify the factors which determine the job satisfaction.
- To study the job satisfaction with work environment and nature of work in the company.
- To assess the job satisfaction of employees in relationship with supervisors and colleagues.
- To identify and study the employees satisfaction level in welfare facilities.

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## RESEARCH METHODOLOGY

A research project's plan of action, or research methodology, describes in detail how data are gathered, examined, and presented. Both primary and secondary data are used in the investigation. A systematic questionnaire is used to gather primary data from the participants. Goodwill Fabrics Private Limited is the study area. This study employed the sample technique known as "random sampling." The sample size for this investigation was 150.

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## ANALYSIS AND INTERPRETATION

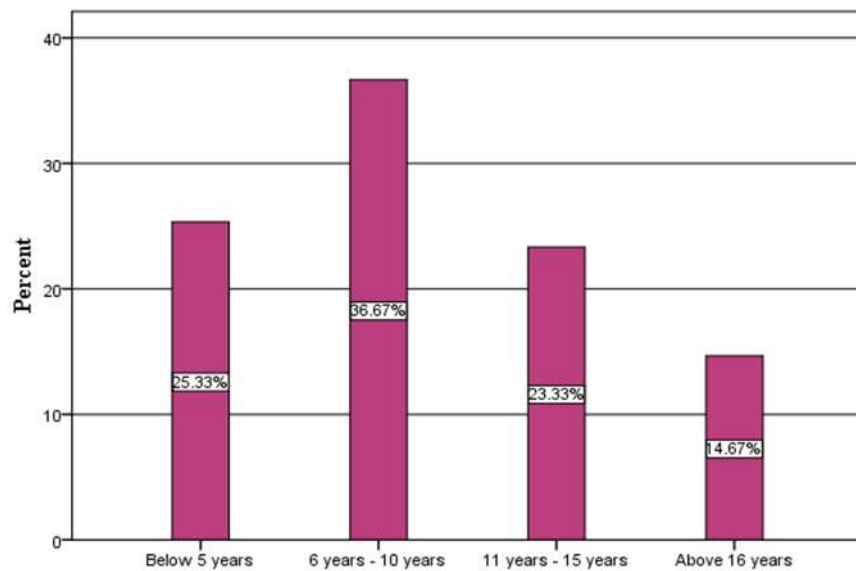
TABLE: 4.5

## EXPERIENCE OF THE RESPONDENTS

	Frequency	Percent	Valid Percent	Cumulative Percent
Below 5 years	38	25.3	25.3	25.3
6 years - 10 years	55	36.7	36.7	62.0
11 years - 15 years	35	23.3	23.3	85.3
Above 16 years	22	14.7	14.7	100.0
Total	150	100.0	100.0	

Source: Primary Data

## EXPERIENCE OF THE RESPONDENTS



## INFERENCE

As can be seen from the above table, 25.3% of respondents have less than five years of experience, 36.7% have between six and ten years, 23.3% have between eleven and fifteen years, and 14.7% have more than sixteen years.

As a result, most responders have between six and ten years of experience.

TABLE: 4.6

**INCOME OF THE RESPONDENTS**

	Frequency	Percent	Valid Percent	Cumulative Percent
Below Rs.10,000	30	20.0	20.0	20.0
Rs.10,001 - Rs.20,000	57	38.0	38.0	58.0
Valid Rs.20,001 - Rs.30,000	45	30.0	30.0	88.0
Above Rs.30,000	18	12.0	12.0	100.0
Total	150	100.0	100.0	

Source: Primary Data

**INFERENCE**

The above table shows that, 20.0% of respondents earn less than Rs. 10,000, 38.0% earn between Rs. 10,001 and Rs. 20,000, 30.0% earn between Rs. 20,001 and Rs. 30,000, and 12.0% earn more than Rs. 30,000.

As a result, the vast majority of responders earn between Rs. 10,000 and Rs. 20,000.

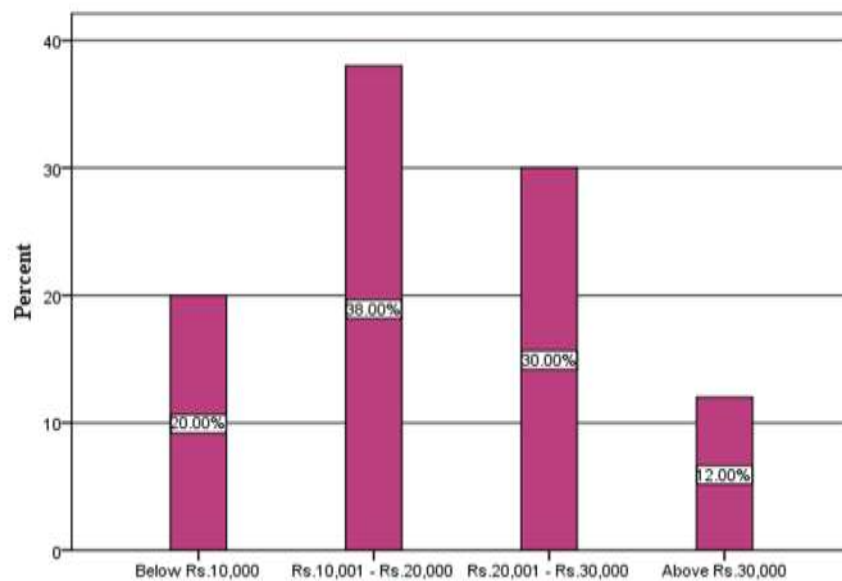
**INCOME OF THE RESPONDENTS**

TABLE 4.7

**WORKING HOURS ARE CONVENIENT**

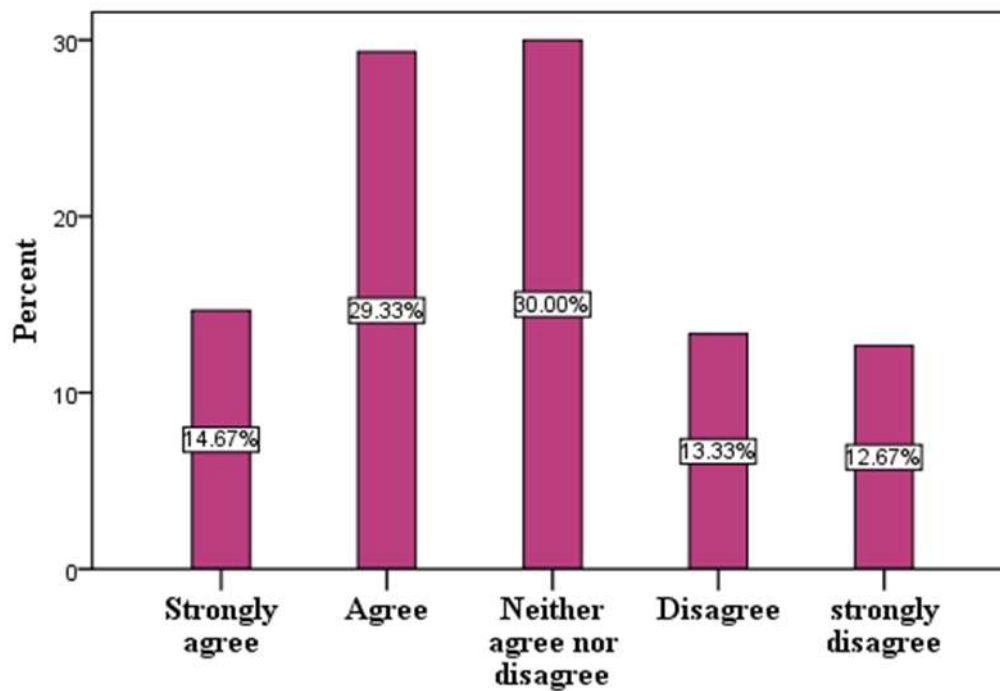
Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	22	14.7	14.7	14.7
Agree	44	29.3	29.3	44.0
Neither agree nor disagree	45	30.0	30.0	74.0
Disagree	20	13.3	13.3	87.3
Strongly disagree	19	12.7	12.7	100.0
Total	150	100.0	100.0	

Source: Primary Data

### INFERENCE

The above table shows that, 14.7% of respondents very agree with the convenient working hours, 29.3% agree, 30.0% are neither in agreement nor disagreement, 13.3% disagree, and 12.7% strongly disagree. Accordingly,

Thus the majority of respondents are undecided about convenient working hours.



### FINDINGS

- The respondents, 43.3% are between the ages of 41 and 50.
- Thirty percent of those surveyed agree that the refreshment facilities are satisfactory.
- 34.0% of those surveyed strongly believe that the pay is better than that of other companies.
- Of those surveyed, 32.7% strongly think that supervisors push employees to be more productive.
- Thirty-seven percent of those surveyed feel that communication is important in organizations.

### SUGGESTIONS

- Convenient working hours must be framed in order to protect female employees.
- Company must create happy and peaceful work place and environment in order to satisfy them. This may lead to reduction in absenteeism.

- Employees must be provided reasonable work load. Excess work load dissatisfy the employees and which would not create retention of employees
- The employee relationship may be increased through conducting various entertainment activities and increasing the social conducts.
- Supervisors must be unbiased with male and female employees.
- Kothari C.R. 1985, Research Methodology, New Age International Limited Publishers.

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## CONCLUSION

An essential resource for the company is its human capital. We are unable to accomplish the organization's objectives without this. If it is a manufacturing business, it must create high-quality goods to meet the demands of its clients. Effective human resources are necessary to attain quality and competitiveness. The most important management duty is determining and meeting the needs of the workforce. The workers The general attitude that each person has toward their work is known as job satisfaction. It is evident from the results and analysis that workers in the company are generally satisfied with their jobs.

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