



## **A STUDY ON JOB SATISFACTION WITH REFERENCE TO 1POINT1 SOLUTION**

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### **ABSTRACT :**

This study examines the factors that contribute to job satisfaction among employees across various industries. Job satisfaction is a critical aspect of organizational success, influencing productivity, employee retention, and overall well-being. The research explores the relationship between job satisfaction and several key variables, including work environment, compensation, career advancement opportunities, and organizational culture. A mixed-methods approach was used, combining quantitative surveys with qualitative interviews to gather comprehensive data. The findings suggest that employees place significant value on work-life balance, recognition, and a supportive work culture. In contrast, dissatisfaction was strongly linked to poor management practices and lack of career development opportunities. The study highlights the importance of fostering an environment that promotes job satisfaction to improve employee engagement and organizational performance. Implications for human resource practices and recommendations for future research are discussed. Job satisfaction is widely regarded as a key determinant of employee performance and organizational success.

**Key words:** Compensation, work-life balance, Employee engagement, Organizational culture.

### **Introduction**

Job satisfaction is a critical factor in the success of any organization. It not only influences employee morale and productivity but also plays a significant role in employee retention and overall organizational performance. In today's competitive business environment, companies are increasingly aware that satisfied employees are more engaged, motivated, and committed to the company's goals. "As a prominent company specializing in experience management solutions recognizes the importance of maintaining high levels of employee satisfaction to achieve sustainable growth and success. This study focuses on understanding the factors that contribute to job satisfaction at 1Point1 Solutions. The company, known for its diverse range of services and dynamic workforce, faces unique challenges in maintaining a motivated and content employee base. Various factors, including leadership, compensation, career development, and work-life balance, influence how employees perceive their work environment and job roles. However, there is a need for a deeper understanding of how these factors interact specifically within the context of 1Point1 Solutions.

### **OBJECTIVES**

#### **Primary objectives:**

- To Study about the Job satisfaction of the employees In 1Point1 solution.

#### **Secondary objectives:**

- To understand the problem of the employee in the working condition.
- To know the employee's opinion about the workplace, pay, and benefits.

### **REVIEW OF LITERATURE**

Job satisfaction is a critical factor influencing employee performance, organizational productivity, and overall workplace well-being. Recent studies have explored various determinants of job satisfaction, including work environment, leadership style, compensation, work-life balance, and psychological factors. Colquitt et al. (2015) found that perceptions of procedural, distributive, and interactional justice significantly affect job satisfaction. Employees who perceive that decisions are made fairly, rewards are distributed equitably, and they are treated with respect by their

managers are more likely to report higher levels of satisfaction. This research highlights the critical importance of fairness in organizational policies and practices in maintaining high levels of job satisfaction. **Joo & Park (2016)** Emphasized that employees with high job satisfaction are less likely to experience burnout, fostering resilience and improving mental well-being. As organizations recognize the link between job satisfaction and employee health, they are more focused on creating supportive work environments to enhance satisfaction and reduce stress. **Rhoades & Eisenberger (2017)**: This research continued to explore the connection between social support in the workplace and job satisfaction. Positive relationships with colleagues and supervisors were shown to strongly correlate with higher levels of job satisfaction, underscoring the importance of fostering a collaborative and supportive work environment. **Bakker & Demerouti (2018)**: The authors explored how recognition of employee efforts is strongly linked to job satisfaction. Employees who feel appreciated—whether through formal recognition programs or informal feedback—tend to have higher job satisfaction. Their research supports the idea that acknowledgment of contributions boosts morale, motivation, and overall workplace happiness. **Harter et al. (2019)** also emphasized that job satisfaction serves as a predictor for higher levels of engagement, which ultimately leads to better organizational outcomes, such as higher productivity and lower turnover rates. These findings underscore the importance for organizations to focus on both job satisfaction and engagement to foster a motivated, high-performing workforce. **Jiang et al. (2020)** Further explored how cultural values shape employees' expectations and experiences, showing that organizations must consider these cultural differences to effectively improve job satisfaction across diverse workforces. **Kampf et al., (2021)** Organizational leaders are strongly encouraged to choose the top performers so that their companies can meet the difficulties posed by the 4.0 technologies and the industrial transformation of the twenty-first century. **Brown & Lee, (2022)** Transformational leadership enhances job satisfaction by fostering motivation and engagement. Zhang & Li (2023) found that employees under authoritarian leadership exhibited lower job satisfaction due to lack of autonomy. Post-pandemic studies (Jones et al., 2022) indicate that flexible scheduling and remote work options enhance satisfaction. **Harrison & Cooper (2023)** Linked job satisfaction with emotional intelligence, suggesting that employees with higher emotional regulation skills experience greater workplace contentment. **Wang & Wang (2024)**: This study examined the role of career development opportunities in job satisfaction. Employees who perceive that they have clear career progression and development opportunities are more likely to report high job satisfaction. The research showed that providing employees with skill development programs, mentorship, and clear pathways to promotions can increase their engagement and satisfaction, fostering long-term retention. **Li & Yang (2025)**: This study examined how leadership transparency and communication contribute to job satisfaction. It found that employees who feel informed about organizational decisions, strategies, and changes tend to have higher job satisfaction. Transparent leadership builds trust and reduces feelings of uncertainty, contributing to a more positive work experience.

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## RESEARCH METHODOLOGY

### *Research Design*

This study adopts a mixed methods research design, integrating both qualitative and quantitative approaches to gain comprehensive insights into the research problem. The combination of these methodologies ensures a holistic understanding, enhancing the study's reliability and validity.

### *Research Approach*

The study follows a deductive approach, beginning with established theories and hypotheses and testing them through empirical investigation. This approach ensures logical reasoning and the systematic evaluation of data.

### *Data Collection Method*

#### **Primary Data Collection**

The primary data for this research was collected through a questionnaire. The sample size of our research project was 100 totally 110 questionnaires were circulated among respondents, The questionnaire was designed to gather relevant information on demographic details, preferences, opinions, and key factors influencing decision-making. The sampling technique used was convenience sampling, ensuring a diverse representation of respondents. The data was collected through multiple channels, including in-person surveys to ensure higher participation and accuracy.

#### **Secondary Data Collection**

In addition to primary data, secondary data was collected from various sources to strengthen the research findings. These sources included books, academic journals, research papers, government reports, and industry publications. Additionally, online sources such as company reports, articles, blogs, and websites were reviewed to provide further insights. The integration of both primary and secondary data enhances the reliability and comprehensiveness of the research, leading to more accurate conclusions and recommendations.

**Sample size**

Out of 247 employees in the company, a sample size of 125 employees was selected for the study. These individuals were chosen to represent different departments, roles, and experience levels within the organization. From the 125 questionnaires distributed, 110 valid responses were received and used for analysis. Therefore, the effective sample size for this study is 110.

**SIMPLE RANDOM SAMPLING**

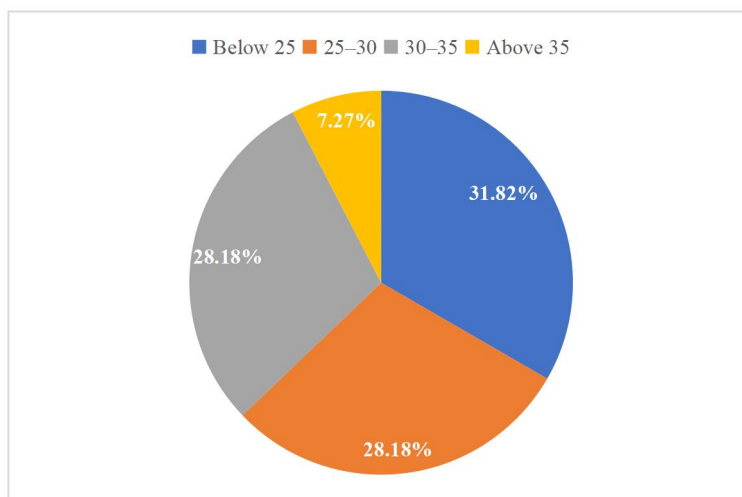
Simple random sampling is a basic and widely used technique in research for selecting a sample from a larger population. In this method, every individual in the population has an equal and independent chance of being selected. It is one of the most straightforward ways to ensure that the sample is unbiased and representative of the population.

**ANALYSIS & INTERPRETATION****TABLE 1**

AGE	NO OF RESPONDENTS	PERCENTAGE
Below 25	35	31.82%
25-30	36	28.18%
30-35	31	28.18%
Above 35	8	7.27%
<b>Total</b>	<b>110</b>	<b>100%</b>

**INTERPRETATION:**

The data shows that the majority of employees fall into the younger age categories, with 31.8% below the age of 25 and 28.2% between 25–30 years. This suggests a youthful workforce, which may benefit from energetic engagement and adaptability but might also require more structured training and development programs. Only a small portion (7.3%) is above the age of 35, indicating limited representation from experienced or senior professionals.

**AGE OF EMPLOYEES****CHART 1****INFERENCE:**

31.8% of employees are belongs to in the age group of below 25 years.

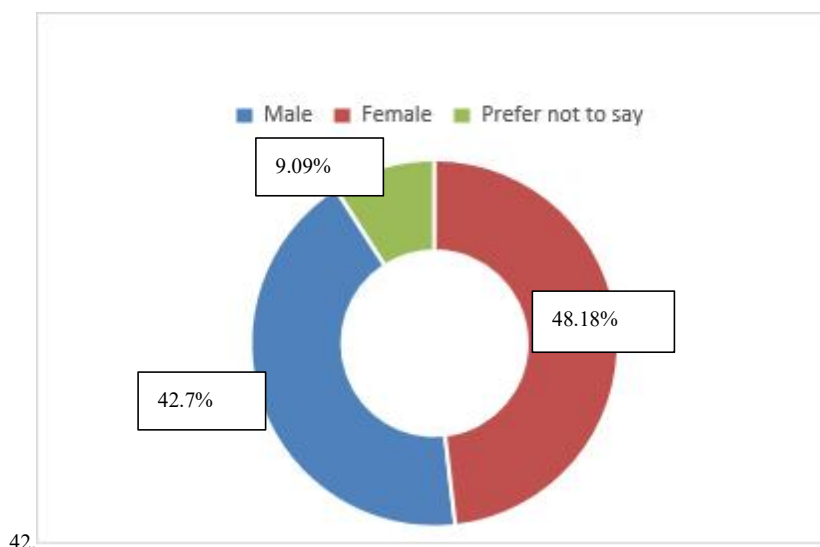
**GENDER OF THE EMPLOYEES****TABLE 2**

GENDER	RESPONDENTS	PERCENTAGE

Male	47	42.7%
Female	53	48.18%
Prefer not to say	10	9.09%
<b>Total</b>	<b>110</b>	<b>100%</b>

**Interpretation**

The gender distribution is relatively balanced, with females representing 48.2% of the respondents and males accounting for 42.7%. Additionally, 9.1% of the respondents preferred not to disclose their gender. This balance reflects inclusivity and diversity within the organization, contributing to a more equitable and collaborative work environment.

**GENDER OF EMPLOYEES****CHART 2****INFERENCE:**

48.2% of the respondents are female and males accounting for 42.7%. Additionally, 9.1% of the respondents preferred not to disclose their gender.

**WORK PROCESS OF THE EMPLOYEES****TABLE NO 3**

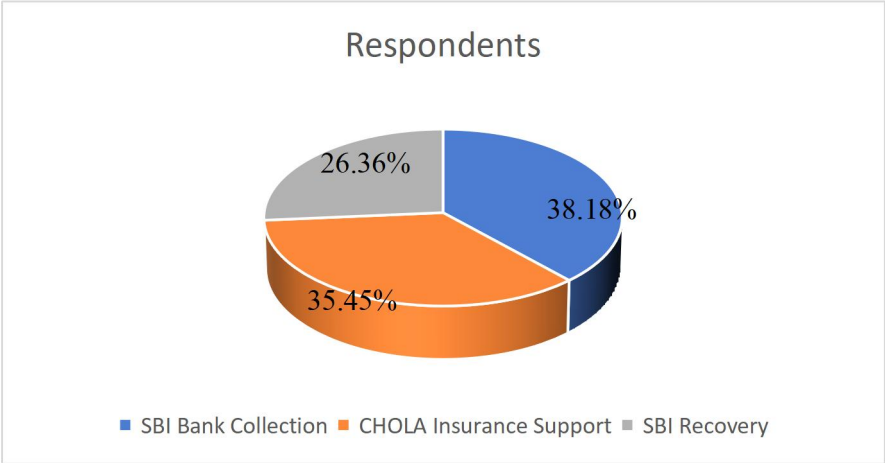
PROCESS	RESPONDENTS	PERCENTAGE
SBI Bank Collection	42	26.36%
CHOLA INSURANCE SUPPORT	39	35.45%
SBI RECOVERY	29	38.18%
<b>TOTAL</b>	<b>110</b>	<b>100%</b>

**INTERPRETATION**

Employees are primarily engaged in SBI Bank Collection (38.2%) and CHOLA Insurance Support (35.5%), followed by SBI Recovery (26.4%). This indicates that the workforce is concentrated in key functional areas that are essential to the company's operations, suggesting where the highest demand for skills and training may lie.

WORK PROCESS OF EMPLOYEES

CHART 3



INFERENCE:

Employees are primarily engaged in SBI Bank Collection (38.2%) and CHOLA Insurance Support (35.5%), followed by SBI Recovery (26.4%).

EXPERIENCES OF THE EMPLOYEES

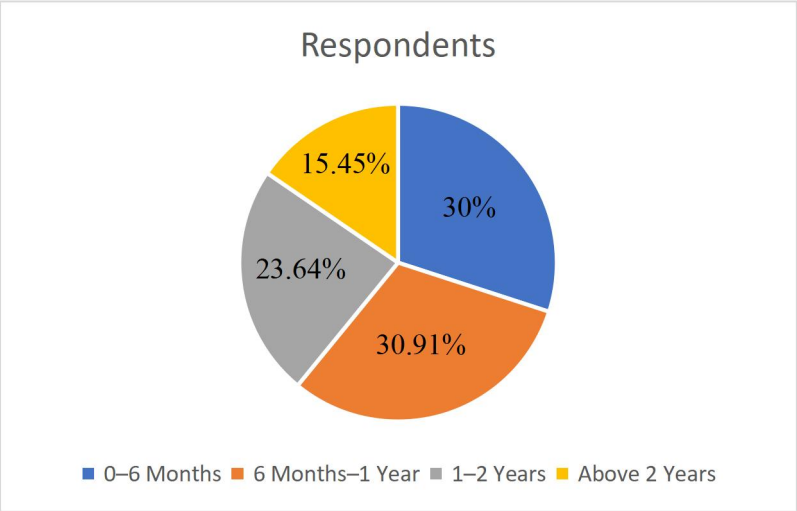
TABLE 4

EXPERIENCE	RESPONDENTS	PERCENTAGES
0- 6 MONTHS	33	30%
6-1 YEAR	34	30.91%
1-2 YEAR	26	23.64%
ABOVE 2 YEARS	17	15.45%
TOTAL	110	100%

INTERPRETATION: A large segment of employees (30.9%) have 6 months to 1 year of experience, closely followed by 30% who have worked for less than 6 months. This indicates a workforce with limited tenure, possibly due to high turnover or recent expansion. Only 15.5% have over two years of experience, highlighting the importance of retention strategies and continuous skill development.

EMPLOYEE EXPERIENCE

CHART 4



INFERENCE: A large segment of employees (30.9%) have 6 months to 1 year of experience, closely followed by 30% who have worked for less than 6 months.

**EDUCATIONAL BACKGROUND OF THE EMPLOYEES**

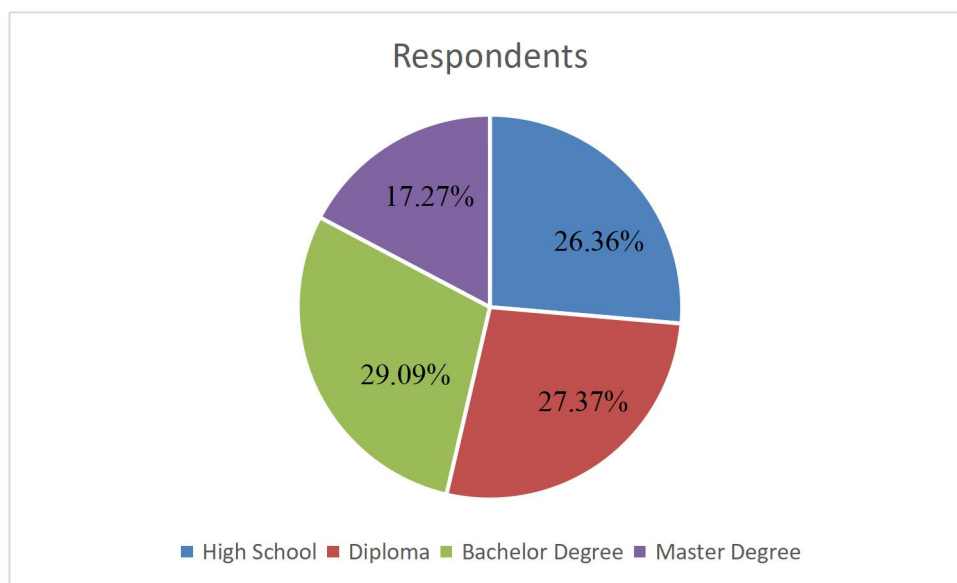
**TABLE 5**

LEVEL OF EDUCATION	RESPONDENTS	PERCENTAGE
HIGH SCHOOL	29	26.36%
DIPLOMA	30	27.37%
BACHELOR DEGREE	32	29.09%
MASTER DEGREE	19	17.27%
TOTAL	110	100%

INTERPRETATION: Most respondents possess a bachelor’s degree (29.1%) or a diploma (27.3%), followed closely by high school graduates (26.4%). Only 17.3% hold a master’s degree. This diverse educational mix suggests a workforce with varied qualifications, allowing flexibility in role assignments but also indicating potential areas for upskilling and academic support.

**EDUCATIONAL BACKGROUND**

**CHART 5**



INFERENCE: Most respondents possess a bachelor's degree (29.1%) or a diploma (27.3%), followed closely by high school graduates (26.4%). Only 17.3% hold a master's degree.

#### CHALLENGES IN ACHIEVING TARGETS

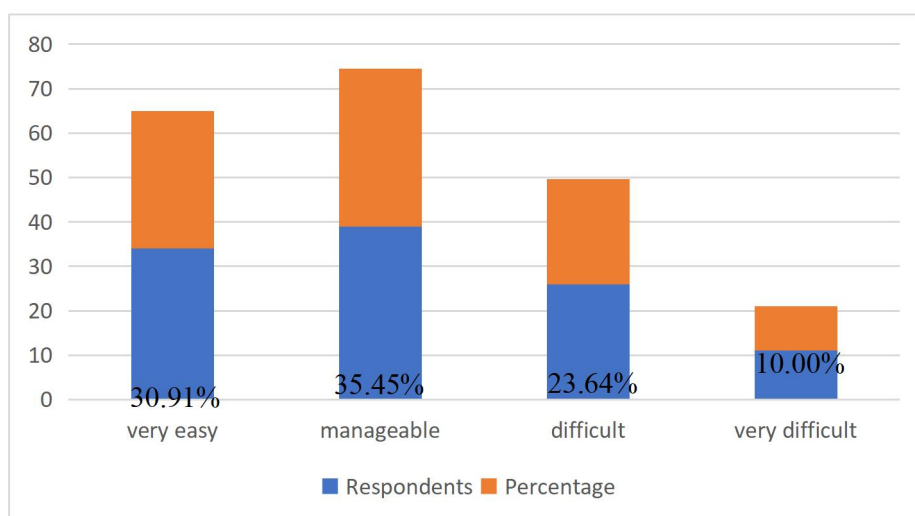
TABLE 6

PARTICULARS	RESPONDENTS	PERCENTAGE
Very easy	34	30.91%
Manageable	39	35.45%
Difficult	26	23.64%
Very difficult	11	10.00%
<b>TOTAL</b>	<b>110</b>	<b>100%</b>

INTERPRETATION: A significant portion of employees (35.5%) found their job responsibilities manageable, and 30.9% found them very easy. However, 23.6% considered the job difficult, and 10% found it very difficult. This suggests that while many employees are coping well, there are challenges for others that may need to be addressed through better training or task allocation.

#### CHALLENGES IN ACHIEVING TARGETS

CHART 6



INFERENCE: A significant portion of employees (35.5%) found their job responsibilities manageable, and 30.9% found them very easy. However, 23.6% considered the job difficult, and 10% found it very difficult.

#### EVALUATING WORKLOAD OF EMPLOYEES

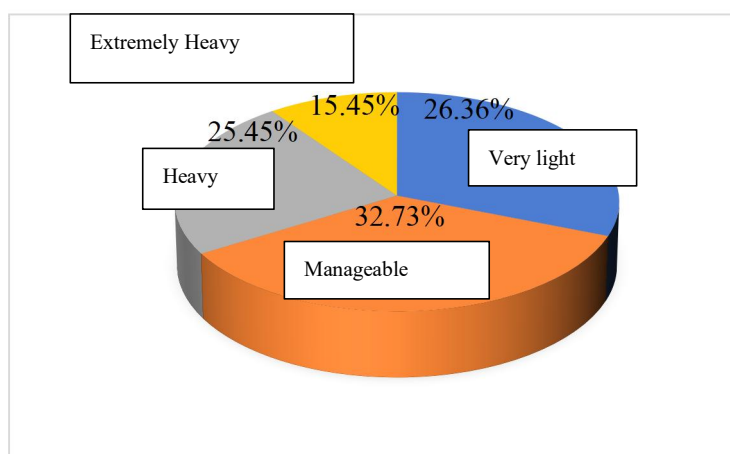
TABLE 7

PARTICULARS	RESPONDENTS	PERCENTAGE
Very light	29	26.36%
Manageable	36	32.73%
Heavy	28	25.45%
Extremely heavy	17	15.45%
<b>TOTAL</b>	<b>110</b>	<b>100%</b>

INTERPRETATION: The majority of employees 32.73% rated their workload as manageable, with fewer reporting it as heavy 24.45%, light 26.36% , or overwhelming. This implies that the organization has managed to maintain a fairly balanced distribution of tasks, though some employees may still be under or overburdened.

#### EVALUATING WORKLOAD OF EMPLOYEES

CHART 7



INFERENCE: 32.73% of employees are agrees with manageable workload.

#### TEAM AND MANAGER SUPPORT

TABLE 8

PARTICULARS	RESPONDENTS	PERCENTAGE
Very satisfied	32	29.09%
satisfied	30	27.37%

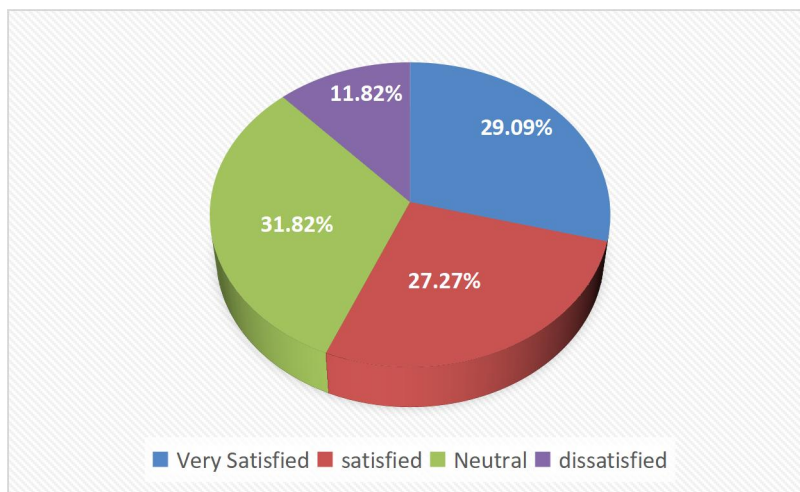


Neutral	35	31.82%
Dissatisfied	13	11.82%
<b>TOTAL</b>	<b>110</b>	<b>100%</b>

INTERPRETATION: Most employees reported a neutral (31.8%) or very satisfied (29.1%) view of training, while 27.3% were satisfied and only 11.8% were dissatisfied. This suggests that while training is generally accepted, there's room for improvement in making it more effective or engaging.

#### TEAM AND MANAGER SUPPORT

CHART 8



INFERENCE: Most employees reported a neutral (31.8%) or very satisfied (29.1%) view of training, while 27.3% were satisfied and only 11.8% were dissatisfied.

#### CHALLENGES IN THE WORKPLACE

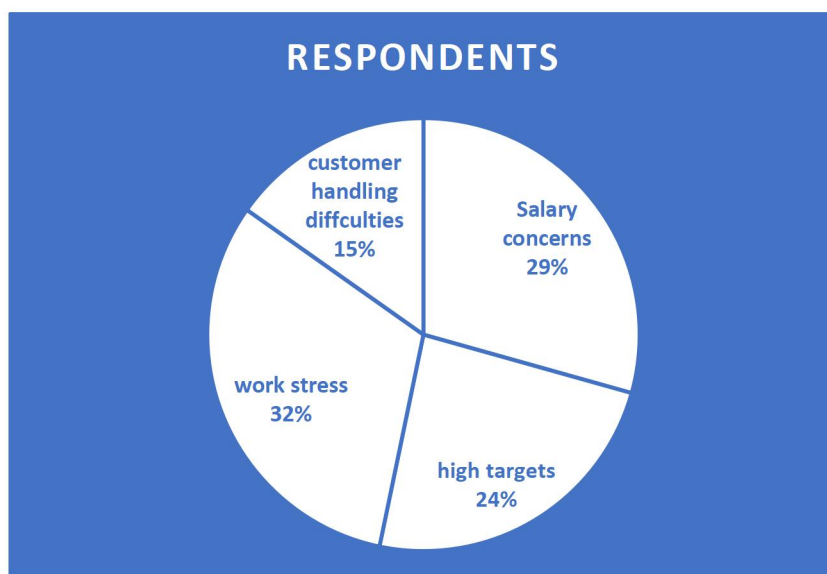
TABLE 9

PARTICULARS	RESPONDENTS	PERCENTAGE
Salary concerns	27	24.55%
High targets	40	20.00%
Work stress	29	26.36%
Customer handling difficulties	14	12.73%
<b>TOTAL</b>	<b>110</b>	<b>100%</b>

INTERPRETATION: Employees cited work stress (26.4%) and salary concerns (24.5%) as the main reasons for dissatisfaction with incentives. Other issues included high targets (20%) and difficulty in handling customers (12.7%). This indicates that while incentives exist, their structure may not fully address employee motivations or work challenges.

#### CHALLENGES IN THE WORKPLACE

CHART 9



INFERENCE: Employees cited work stress (26.4%) and salary concerns (24.5%) as the main reasons for dissatisfaction with incentives.

#### WORKPLACE STRESS

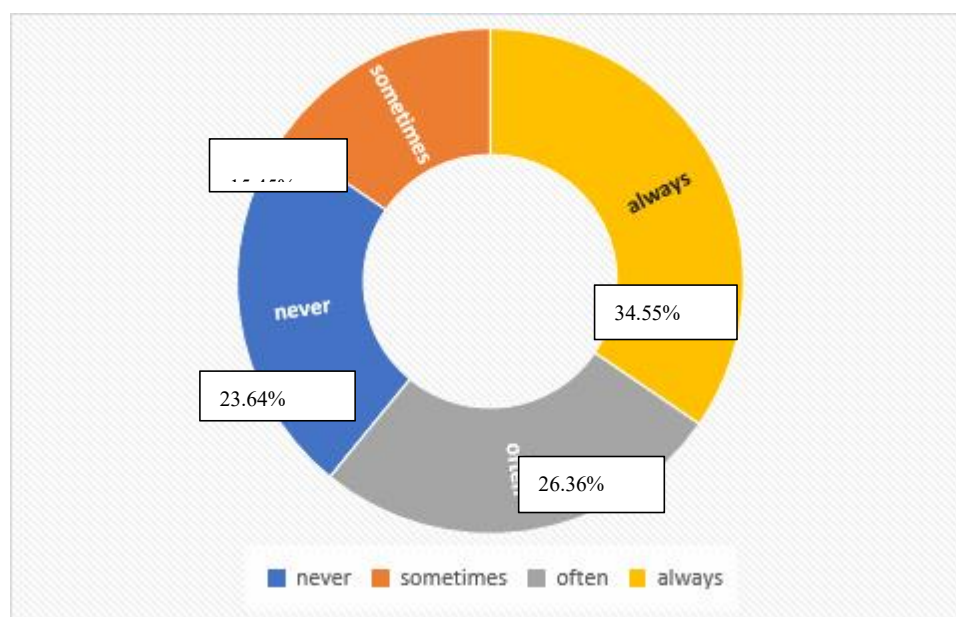
TABLE 10

PARTICULARS	RESPONDENTS	PERCENTAGE
Never	26	23.64%
Sometimes	17	15.45%
Often	29	26.36%
Always	38	34.55%
<b>TOTAL</b>	<b>110</b>	<b>100%</b>

INTERPRETATION: A considerable number of employees (34.5%) were always satisfied with their salary, while 26.4% were often satisfied. However, 23.6% were never satisfied, and 15.5% were sometimes satisfied. This highlights a moderately positive view toward salary structures, but with significant scope for revision and alignment with expectations.

#### WORKPLACE STRESS

CHART 10



INFERENCE: A considerable number of employees (34.5%) were always satisfied with their salary, while 26.4% were often satisfied.

### Chi-Square Test:

#### Association between Age and Work-Life Balance

#### Case Processing Summary

The following analysis was conducted using responses from 110 employees. All responses were valid and included in the test.

#### Hypotheses:

Null Hypothesis ( $H_0$ ): There is no significant association between the age of employees and their perception of work-life balance.

Alternative Hypothesis ( $H_1$ ): There is a significant association between the age of employees and their perception of work-life balance

**Cross Tabulation:** Age Group  $\times$  Work-Life Balance.

		Very satisfied	Satisfied	Neutral	Dissatisfied	Total
Age Group	Below 25	13	6	12	7	38
	25-30	11	5	10	6	32
	30-35	11	5	10	6	32
	Above 35	3	1	3	2	9
Total		38	17	35	20	110

#### RESULT:

	value	df	Significance (P-VALUE)
Pearson chi square	0.185	9	0.999
Likelihood Ratio	0.185	9	0.999
Linear by Linear Association	0.001	1	0.976
Number of Valid Cases	110		

The p-value from the Pearson Chi-Square test is 0.999, which is much greater than the 0.05 significance level. Therefore, the null hypothesis is accepted.

#### FINDINGS

1. The majority of respondents 31.81% belong to the age group of below 25
2. The majority of respondents 48.18% are female.
3. The majority of respondents 38.18% are working in SBI RECOVERY Process.
4. The majority of respondents 30.91% have 6-1 year of experience
5. The majority of respondents 29.09% qualified as bachelor degree
6. The majority of respondents 35.45% felt manageable.
7. The majority of respondents 32.73% felt manageable
8. The majority of respondents 31.82% indicated neutral
9. The majority of respondents 26.36% reported work stress.
10. The majority of respondents 34.55% choose always.

#### SUGGESTIONS

1. Implement Mentorship Programs to support younger employees (below 25) and those with less experience (6 months to 1 year), helping them

develop skills and build confidence.

2. Foster Gender-Inclusive Policies to ensure equal opportunities for all, especially since nearly half of the workforce is female. Promote women's leadership development programs.
3. Optimize Workload in SBI Recovery Process by assessing the current workload and staffing to reduce stress and improve efficiency for those working in this department.
4. Promote Work-Life Balance by introducing flexible working hours, wellness programs, and stress-management resources to help employees handle work stress.
5. Increase Employee Recognition by implementing regular recognition programs (e.g., "Employee of the Month") to ensure employees feel valued and appreciated.

## CONCLUSION

This study has revealed that job satisfaction is a crucial element influencing employee performance, engagement, and overall organizational success. The research highlights that multiple factors such as leadership style, work environment, compensation, recognition, and career advancement opportunities significantly impact how employees feel about their jobs. Employees who experience supportive management, fair treatment, and a healthy work-life balance tend to report higher satisfaction levels. Conversely, lack of communication, limited growth opportunities, and ineffective leadership contribute to dissatisfaction and decreased morale. The results underscore the importance of creating a positive and inclusive workplace culture that encourages employee development and values their contributions.

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## Questions

- 1.) What is your age?
  - a) Below 25

b) 25-30

c) 30-35

d) Above 35

2.) What is your gender?

a) Male

b) Female

c) Prefer not to say

3.) Which process do you work in?

a) SBI Bank Collections

b) Chola Insurance Support

c) SBI RECOVERY

4.) How long have you been working at IPointI Solutions?

a) Less than 6 months

b) 6 months - 1 year

c) 1 - 2 years

d) More than 2 years

5.) What is your highest level of education?

a) High School

b) Diploma

c) Bachelor's Degree

d) Master's Degree

6) How easy is it to meet your daily/weekly targets?

a) Very easy

b) Manageable

c) Difficult

d) Very difficult

7.) How do you rate the workload in your role?

a) Very light

b) Manageable

c) Heavy

d) Extremely heavy

8.) How satisfied are you with the support from your team and manager?

a) Very Satisfied

b) Satisfied

c) Neutral

d) Dissatisfied

9.) What are your biggest challenges at work?

a) Salary concerns

b) High targets

c) Work stress

d) Customer handling difficulties

10.) Do you feel excessive stress at work?

a) Never

b) Sometimes

c) Often

d) Always