

Employee Satisfaction about Physical Amenities in Company Owned Premises

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Abstract

“Satisfaction refers to the level of fulfillment of one’s needs, Wants and desire. Satisfaction depends basically upon what an individual wants from the world, and what he gets.”. It is sure that there may be many factors affecting the organizational effectiveness and one of them is the employee satisfaction.

This paper focuses on the employee satisfaction about the physical amenities which they get in company owned premises. Different parameters are used in present study to understand Employee satisfaction at workplace in terms of amenities like parking facilities, Fire safety and Emergency Alarm / System, Bank / Bank ATM, School, Grosary shop / Shopping Mall, Club / Gymnasium / Swimming Sports (Indoor / Outdoor) etc.

Keywords: *Employee satisfaction, Working environment, Motivation, Physical amenities in company owned premises*

Introduction :

Having good relationships with the colleagues, high salary, good working conditions, training and education opportunities, career developments or any other benefits may be related with the increasing of employee satisfaction. It is a comprehensive term that comprises job satisfaction of employees and their satisfaction overall with company’s policies, company Environment and living condition.

Every individual has certain needs and motives which he/she wants to fulfill. Any job which fulfills their needs and motives give him satisfaction. There are some situational factors responsible for job satisfaction. The important causes of job satisfaction are wage incentive systems, the work environment, length of working hours, behavior of the supervisor, security, scope for promotion and recognition of merit. Besides proper evaluation of work, impartial behavior and social relationship with co-workers etc. are also contributory factors.

Objectives of the study :

- 1) To find out the satisfaction level of employee with reference to the physical amenities in company owned premises
- 2) To identify how a better living environment enriches the human working power.
- 3) To identify the motivating factors
- 4) To identify how a better living environment enriches the human working power.

Scope of Study :

The aim of the research paper is to find out how employees get affected directly or indirectly due to the living conditions an organization is being provided to its employees.

Theoretical Background :

Employee satisfaction or job satisfaction is quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is measured through employee satisfaction survey. These surveys concentrate on topics like compensation, workload, perception of management, flexibility, teamwork, resources etc.

These things are essentials for companies who want to stay their employees happy and reduce turnover, but employee’s satisfaction is a major part of the overall solution.

Employee satisfaction and employee engagement are similar concept on the surface and many people use these terms interchangeable. Employee satisfaction covers the basic concerns and needs of employees. It is a good starting point, but it usually stops shorts of what really matters.

Employee satisfaction is based on the areas like:

- Management
- Understanding of mission and vision
- Teamwork
- Empowerment
- Communication and
- Interaction with colleagues

Definition of Employee Satisfaction

- According to Locke (1976), "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences".
- According to Hulin and Judge (2003), "job satisfaction includes multidimensional psychological responses to an individual's job, and that these personal responses have cognitive (evaluative), affective (or emotional), and behavioral components".

LITERATURE REVIEW:

(Solange Leder, 2015) The author concluded that, Employee Satisfaction with acoustics and privacy was most strongly affected by workstation size and office type; satisfaction with lighting was most strongly affected by window access and glare conditions; and satisfaction with ventilation and temperature was most strongly affected by pollutant concentration. Occupants of green buildings rated all aspects of environmental satisfaction more highly. Finally, job satisfaction was most strongly affected by pollutant concentration and office type

(Madlock, 2008) After the research the author found out that a strong relationship between supervisors' communicator competence and their task and relational leadership styles, with supervisor communicator competence being a stronger predictor of employee job and communication satisfaction.

(Mafini & Pooe, 2013) After having the research, the authors observed that Positive correlations were observed between organisational performance and all five employee satisfaction factors, namely working conditions, ability utilisation, creativity, teamwork and autonomy. Amongst the five factors, teamwork had the greatest impact on organisational performance, followed by ability utilisation, creativity, autonomy, with working conditions exerting the least influence.

Research Methodology:

The researchers have adopted descriptive research methodology to carry out the research. The primary data has been collected from employees through questionnaire method. The secondary data has been collected from magazines, research articles, journals, internet and the records available on the online portals. Thorough literature review helped in formulation of different criteria and parameters to evaluate employee satisfaction. Collected data was structured, tabulated, analyzed and presented in form of tables and graph.

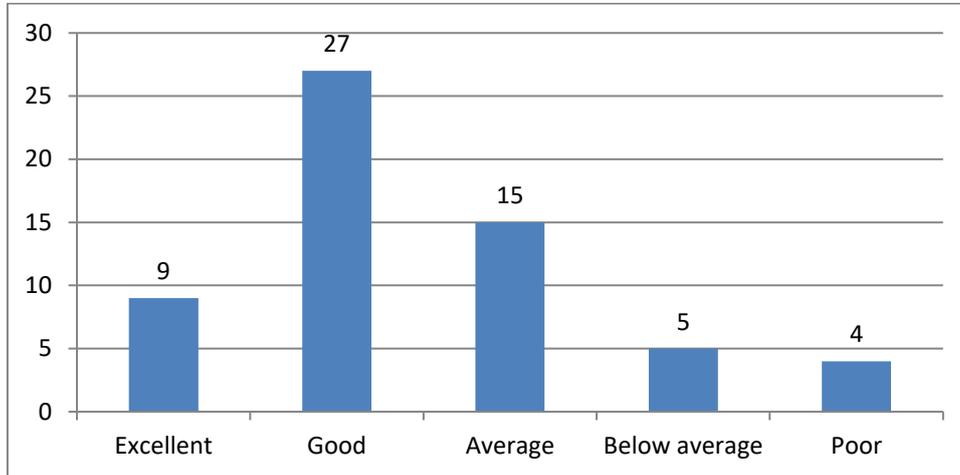
Data Analysis and Interpretation:

1. Opinion about the parking facilities in the colony.

Table 1

1. Opinion about the parking facilities in the colony.	
Excellent	9

Good	27
Average	15
Below average	5
Poor	4
Total respondent	60



Graph No.1

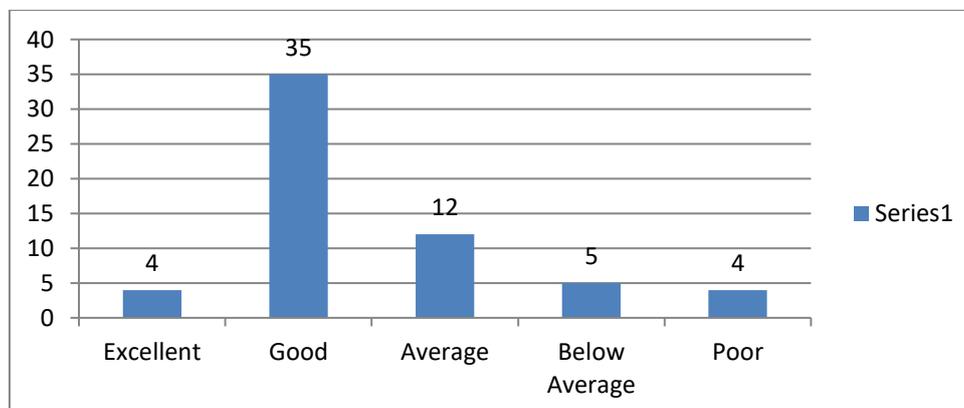
Interpretation :

The above diagram shows that, 45% of the employees marked ‘Good’ for parking facilities in the colony whereas 25% of the employees marked as ‘Average’.

2. How do you rate the functionality of existing drainage and sanitary system?

Table 2

2. How do you rate the functionality of existing drainage and sanitary system?	
Excellent	4
Good	35
Average	12
Below Average	5
Poor	4
Total respondent	60



Graph No.2

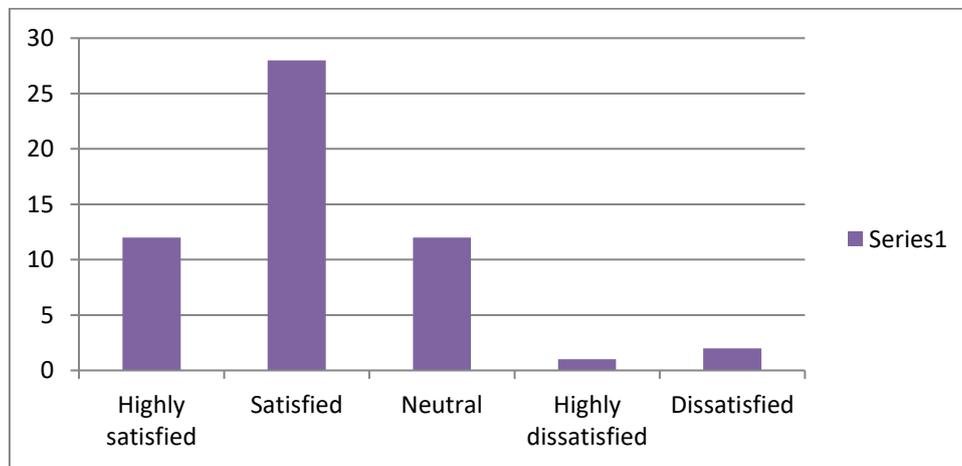
Interpretation :

The above diagram shows that, 58.33% of the employees feel that the functionality of existing drainage and sanitary system is 'Good' where as 8.33% of the employees feel that it is 'Below average'

3. Are you satisfied with the condition of road in the colony?

Table 3

3. Are you satisfied with the condition of road in the colony?	
Highly satisfied	12
Satisfied	28
Neutral	12
Highly dissatisfied	3
Dissatisfied	5
Total respondent	60



Graph No.3

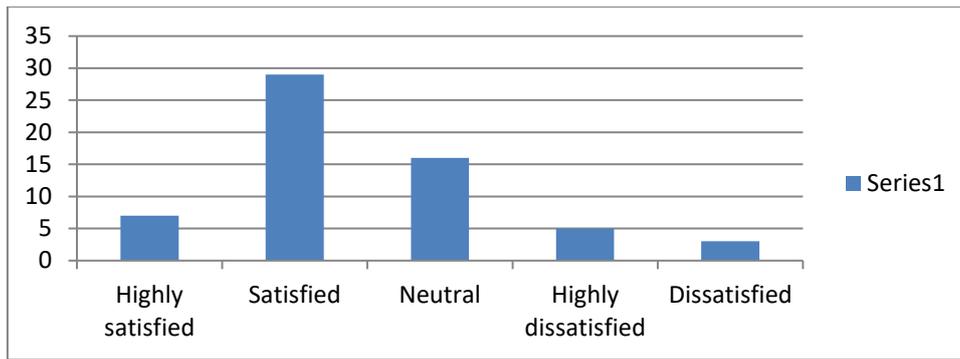
Interpretation:

The above diagram indicates that 46.67% employees are satisfied with the condition of road in the colony and only 8.33 % employees are dissatisfied with the same.

4. What is your satisfaction level of cleanliness in the colony?

Table 4

4. What is your satisfaction level of cleanliness in the colony?	
Highly satisfied	7
Satisfied	29
Neutral	16
Highly dissatisfied	5
Dissatisfied	3
Total respondent	60



Graph No.4

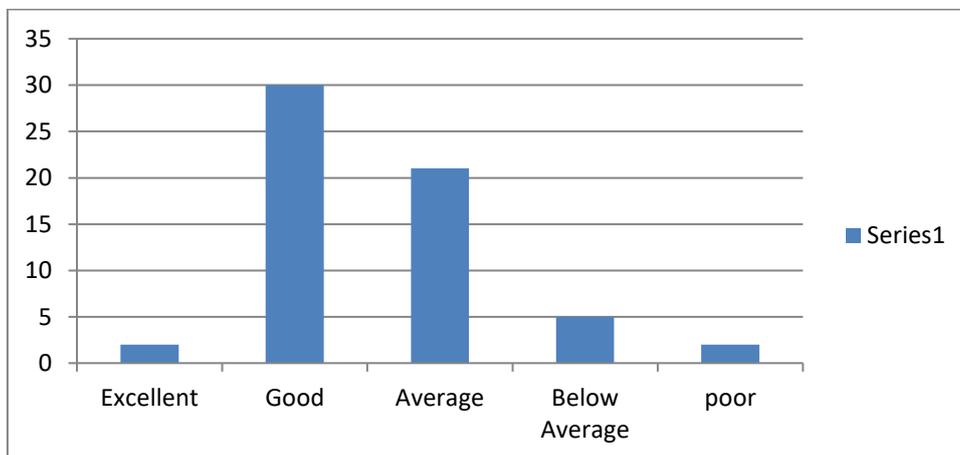
Interpretation :

The above diagram shows that , 48.33% employees are satisfied with respect to the cleanliness in the colony and only 5% employees are dissatisfied with the same.

5. How do you rate the existing environment of colony?

Table 5

5. How do you rate the existing environment of colony?	
Excellent	2
Good	30
Average	21
Below Average	5
poor	2
Total respondent	60



Graph No.5

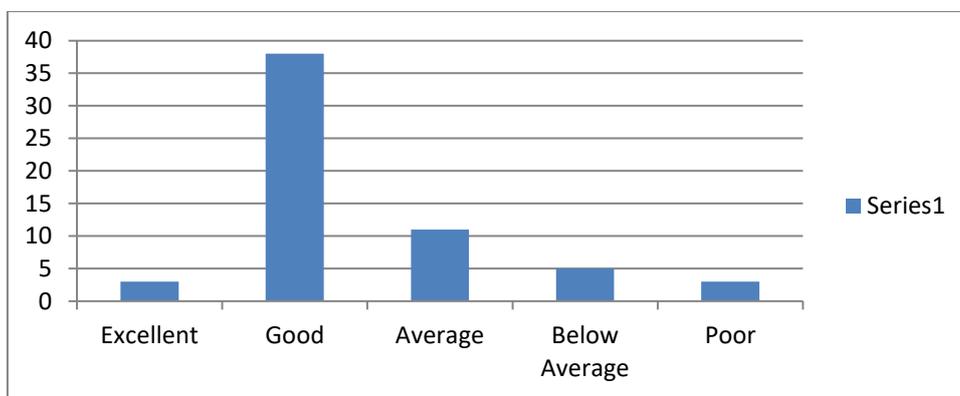
Interpretation :

The above diagram shows that 50% employees rate the existing environment of colony as ‘Good’ whereas 35% employees rate ‘Average’ for the same.

6. How do you rate the safety and security of the colony?

Table 6

6. How do you rate the safety and security of the colony?	
Excellent	3
Good	38
Average	11
Below Average	5
Poor	3
Total respondent	60



Graph No.6

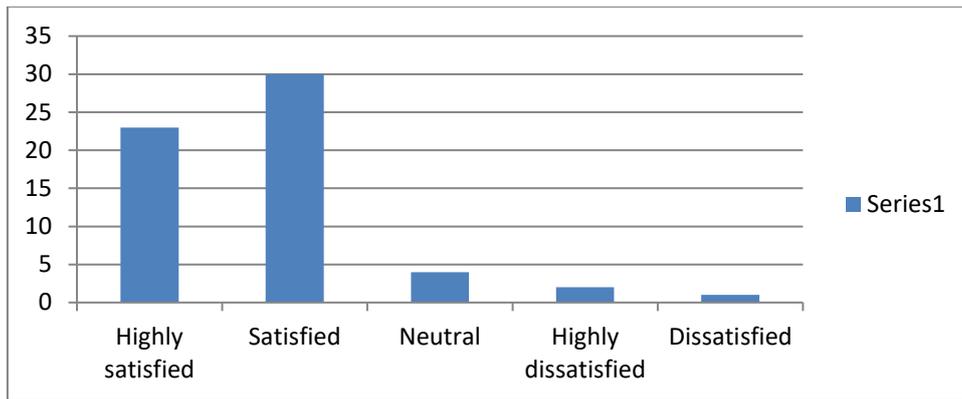
Interpretation :

The above diagram indicates that 63.33% employees rate 'Good' for the safety and security of the colony and 5% employees rate 'Excellent' for the same.

7. Whether the area of the flat is sufficient?

Table 7

7. Whether the area of the flat is sufficient?	
Highly satisfied	23
Satisfied	30
Neutral	4
Highly dissatisfied	2
Dissatisfied	1
Total respondent	60



Graph No.7

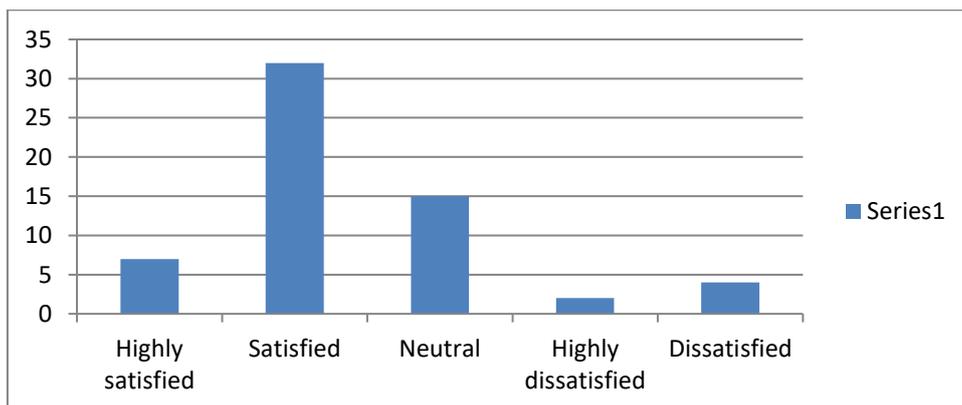
Interpretation :

The above diagram indicates that , 38.33% employees are highly satisfied with the area of the flat and only 1.67% employee is dissatisfied with the same.

8. Whether the area of the flat is sufficient?

Table 8

8 Are you satisfied with the water that has been supplied to you?	
Highly satisfied	7
Satisfied	32
Neutral	15
Highly dissatisfied	2
Dissatisfied	4
Total respondent	60



Graph No.8

Interpretation :

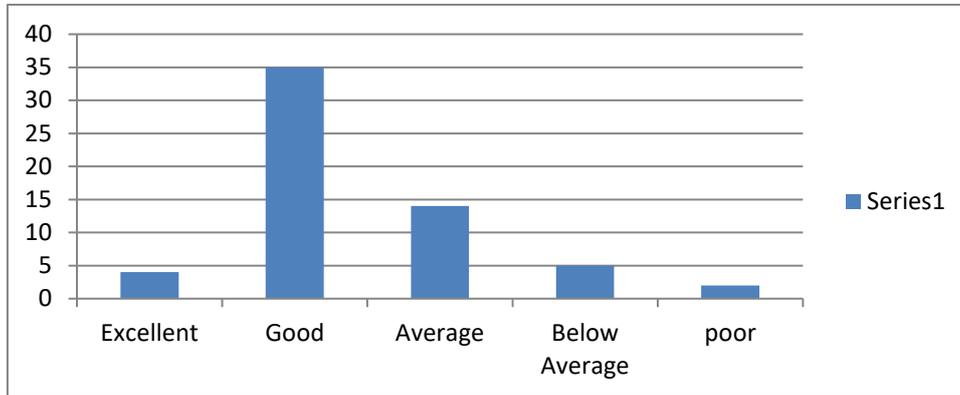
The above diagram shows that 53.33% employees are satisfied with the water that has been supplied to them and 11.67% employees are highly satisfied.

9. How will you rate the quality of supply of water?

Table 9

9. How will you rate the quality of supply of water?	
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Excellent	4
Good	35
Average	14
Below Average	5
poor	2
Total respondent	60



Graph No.9

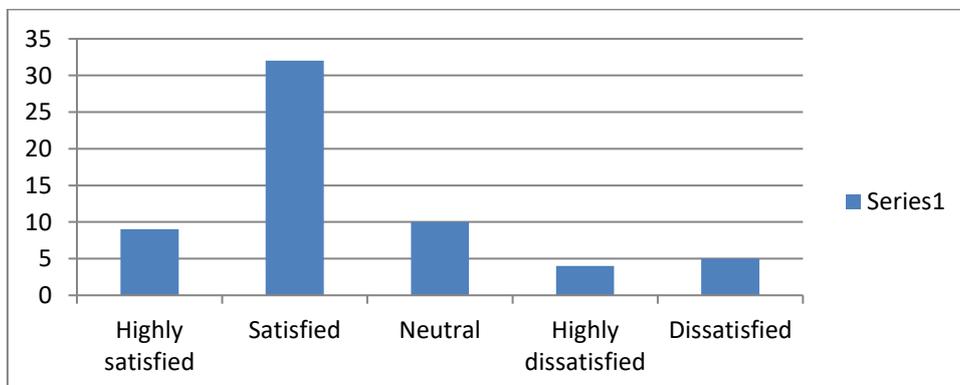
Interpretation :

The above diagram shows that 58.33% employees rate 'Good' for the quality of supply of water and 23.33% employees rate 'Average' for the same.

10. Are you satisfied with the provision of electricity in the colony?

Table 10

10. Are you satisfied with the provision of electricity in the colony?	
Highly satisfied	9
Satisfied	32
Neutral	10
Highly dissatisfied	4
Dissatisfied	5
Total respondent	60



Graph No.10

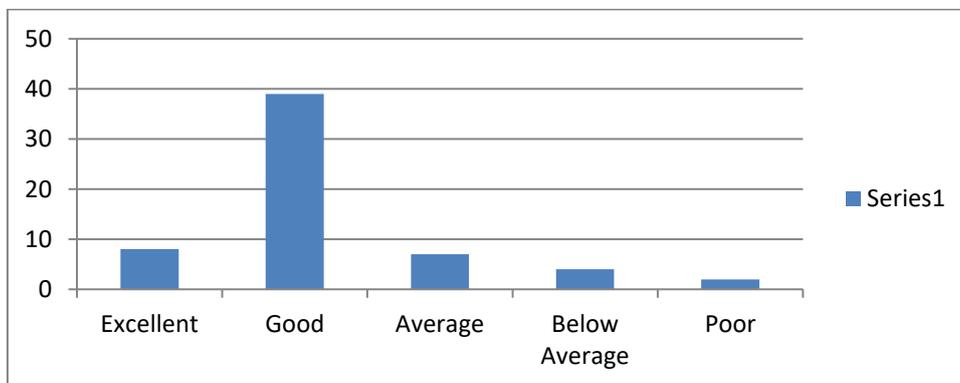
Interpretation :

Above diagram shows that 53.33% employees are satisfied with the provision of electricity in the colony whereas 16.67% employees are neutral for the same.

11. In the event of default on electricity, the response time to regain the electricity

Table 11

11. In the event of default on electricity, the response time to regain the electricity	
Excellent	8
Good	39
Average	7
Below Average	4
Poor	2
Total respondent	60



Graph No.11

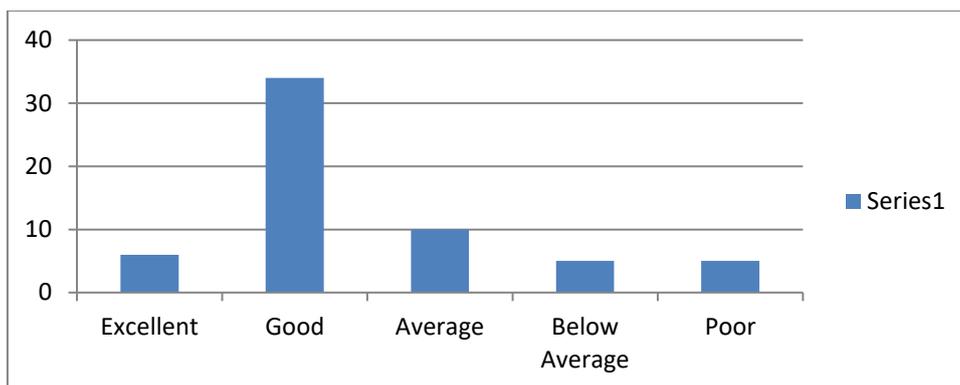
Interpretation :

The above diagram indicates that 65% employees agreed that, in the event of default on electricity, the response time is 'Good' to regain the electricity and 13.33% employees says that it is 'Excellent' for the same.

12. In the event of a default on water, the response time

Table 12

12. In the event of a default on water, the response time	
Excellent	6
Good	34
Average	10
Below Average	5
Poor	5
Total respondent	60



Graph No.12

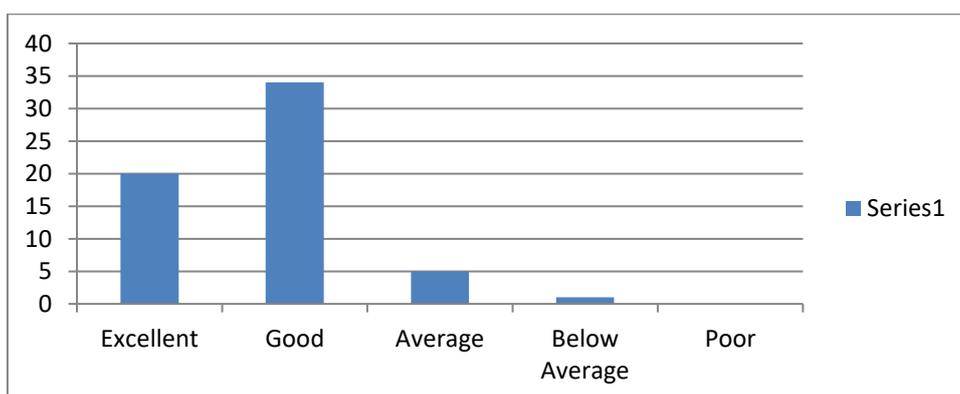
Interpretation :

The above diagram indicates that 56.67% employees agreed that, in the event of a default on water, the response time is ‘Good’ and 16.67% employees says that it is ‘Average’ for the same.

13. How do you rate the Fire safety and Emergency Alarm / System of the colony?

Table 13

13. How do you rate the Fire safety and Emergency Alarm / System of the colony?	
Excellent	20
Good	34
Average	5
Below Average	1
Poor	0
Total respondent	60



Graph No.13

Interpretation :

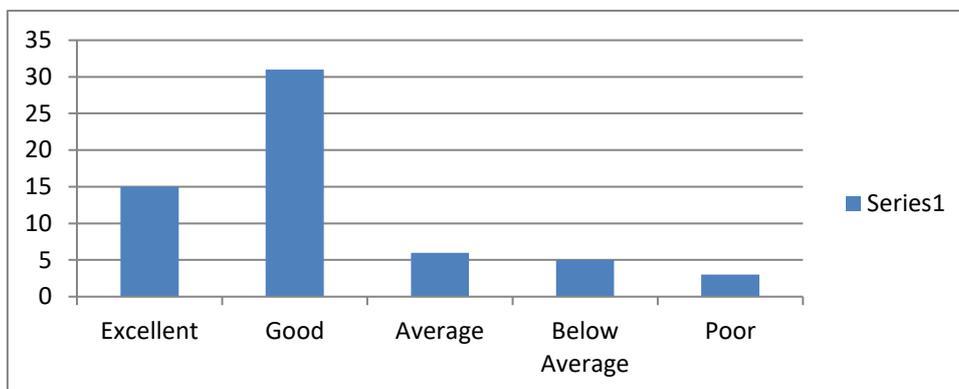
The above diagram shows that 56.67% employees rate ‘Good’ for the Fire safety and Emergency Alarm / System of the colony and 33.33% employees rate ‘Excellent’ for the same.

14. How do you rate the Bank / Bank ATM, School available near the colony?

Table 14

14. How do you rate the Bank / Bank ATM, School available near the colony?	
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Excellent	15
Good	31
Average	6
Below Average	5
Poor	3
Total respondent	60



Graph No.14

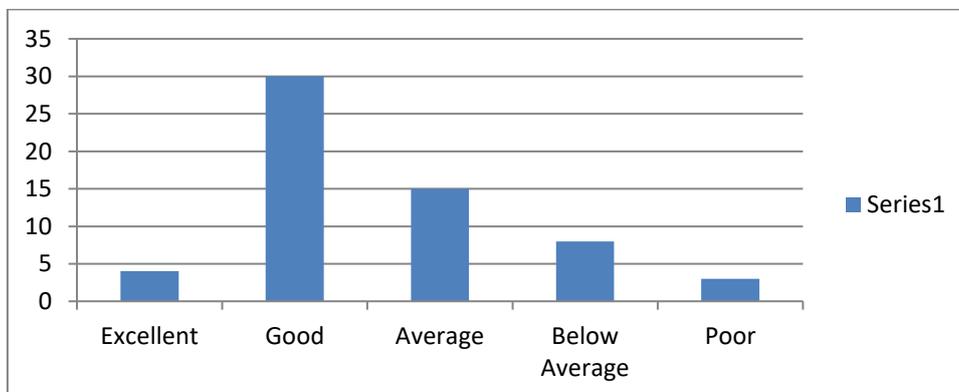
Interpretation :

The above diagram shows that 51.67% employees rate 'Good' for the Bank / Bank ATM, School available near the colony and 25% employees rate 'Excellent' for the same.

15. How do you rate the Grocery shop / Shopping Mall available near the colony?

Table 15

15. How do you rate the Grocery shop / Shopping Mall available near the colony?	
Excellent	4
Good	30
Average	15
Below Average	8
Poor	3
Total respondent	60



Graph No.15

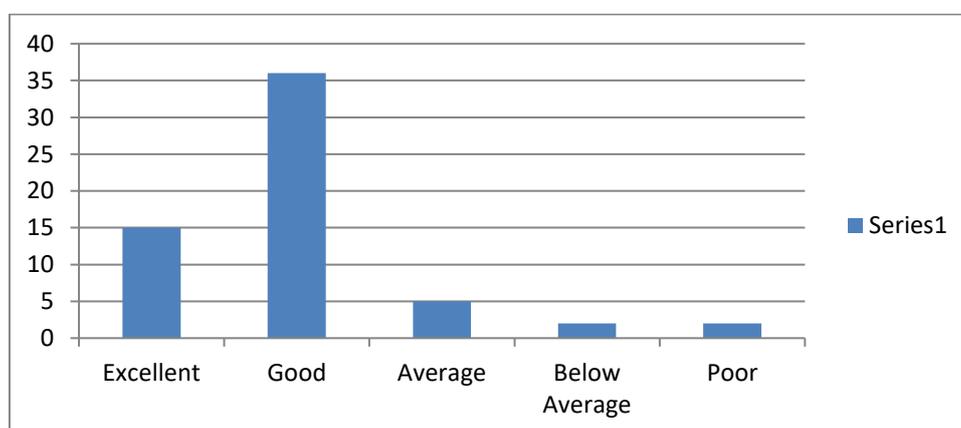
Interpretation :

The above diagram shows that 50% employees rate ‘Good’ for the Grocery shop / Shopping Mall available near the colony and 25% employees rate ‘Average’ for the same.

16. How do you rate the Club / Gymnasium / Swimming Sports (Indoor / Outdoor) available in the colony?

Table 16

16. How do you rate the Club / Gymnasium / Swimming Sports (Indoor / Outdoor) available in the colony?	
Excellent	15
Good	36
Average	5
Below Average	2
Poor	2
Total respondent	60



Graph No.16

Interpretation :

The above diagram shows that 60% employees rate ‘Good’ for the Club / Gymnasium / Swimming Sports (Indoor / Outdoor) available in the colony and 25% employees rate ‘Excellent’ for the same.

FINDINGS :

The following are derived from the data evaluated and analyze by survey.

- It is observed that out of 60 respondents,15% of the respondents are marked excellent for the parking facilities in the colony,45% of the respondents marked good where in 25 % are find it average, 8.33% find it below average and 6.67% face difficulty as they marked it as poor.
- Out of 60 respondents 6.67% of the respondent found it excellent about the drainage and sanitary system where in 58.33% marked it good, 20% falls under the category of average, 8.33% falls under below average and 6.67% marked it as poor.

- Among 100% of respondents 20% of the respondents are highly satisfied for the condition of the road in colony, 46.67% of the respondents are satisfied, 20% of the respondents marked neutral, 5% of the respondent marked highly dissatisfied and 8.33% of the respondents marked dissatisfied.
- Out of 60 respondents, the 11.67% of the respondents find it highly satisfied about the cleanliness in the colony, 48.33% of the respondents find it satisfied, 26.67% of the respondents find it neutral, 8.33% of the respondents find it highly dissatisfied, 5% of the respondents find it dissatisfied.
- It has been seen that the employees marked the environment of the colony with 3.33% as excellent, 50% of the respondent marked good, 35% of the respondents marked average, 8.33% of the respondents marked below average and 3.33% of the respondent marked poor.
- From the survey 5% of the respondents rank excellent for the safety and security of the colony, 63.33% of the respondents rank good, 18.33% of the respondents rank average, 8.33% of the respondents rank below average and 5% of the respondent rank poor.
- It has been observed that 38.33% employees are highly satisfied with the area of the flat, 50% employees are marked satisfied; 6.67% employees are marked neutral, 3.33% of the employees marked highly dissatisfied and 1.67% of the employees marked dissatisfied.
- Out of 60 respondents, 11.67% of the respondents marked highly satisfied for the water that has been supplied, 53.33% of the respondents marked satisfied, 25% of the respondents marked neutral, 3.33% of the respondents marked highly dissatisfied and 6.67% of the respondents marked dissatisfied.
- 6.67% of the respondents marked the quality of supply of water as excellent, 58.33% of the respondents marked as good, 23.33% of the respondents marked as average, 3.33% of the respondents marked as poor.
- It was found that regarding electricity supply in the colony the 15% of the respondents are highly satisfied with it, 53.33% of the respondents are satisfied, 16.67% of the respondents are neutral, 6.67% of them rate is highly dissatisfied and 8.33% of the respondents are dissatisfied.
- Out of 60 respondents, In the event of default on electricity 13.33% of the respondents are marked Excellent for the response time to regain the electricity, 65% respondents marked good, 11.67% respondents are marked average, 6.67% respondents marked below average and 3.33% respondents marked poor.
- It was found that out of 60 respondents, 10% respondents marked excellent the response time in case of default in the water supply, 56.67% of the respondents marked good, 16.67% of the respondents marked average, 8.33% of the respondents marked below average and 8.33% of the respondents marked poor.
- It was observed that 33.33% respondents rate excellent for the Fire safety and Emergency Alarm / System of the colony, 56.67% respondents rate good, 8.33% respondent rate average, 1.67 % respondent marked below average.
- It was found that 25% respondents rate excellent for the Bank / Bank ATM, School available near the colony, 51.67% of the respondents rate good, 10% of the respondents rate average, 8.33% of the respondents rate below average and 5% of the respondents rate poor.

- It was found that 6.67% respondents rate excellent for the Grocery shop / Shopping Mall available near the colony, 50% of the respondents rate good, 25% of the respondents rate average, 13.33% of the respondents rate below average and 5% of the respondents rate poor.
- It was found that 25% respondents rate excellent for Club / Gymnasium / Swimming Sports (Indoor / Outdoor) available in the colony, 60% of the respondents rate good, 8.33% of the respondents rate average, 3.33% of the respondents rate below average and 3.33% of the respondents rate poor.

SUGGESTIONS

Majority of the working employees are satisfied with the current living condition. But since some suggestions are offered by respondents for their betterment. They suggested the following,

- a) Quarters are old, it should be renovated
- b) Quality of water is poor though tank is being cleaned every month but water is still muddy. Need for improvement of supply of drinking water.
- c) Need of some more parking lots.

Employees always need a better living condition, clean and safe environment along with some basic amenities. The organizations can improve more to their livings that will increase the satisfaction level of employee which results in increase in the level of output of the organizations.

CONCLUSION:

This research study made an attempt to find out employee satisfaction about physical amenities in company owned premises. The organization has successfully provided a good living condition with maximum requirements to the employees through the various departmental policies adopted.

An overview of the research reveals good living condition provided by org. But at the same time org lack on certain areas which are mentioned in the suggestion section. If the org given more care to these areas, then the company can definitely increase employee satisfaction and positivity in doing their respected duties.

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