

# A STUDY ON IMPACT OF JOB SATISFACTION ON EMPLOYEES' PERFORMANCE AT TVS PVT LTD, IN MADURAI

<sup>1</sup>Mrs.B. Kishori, <sup>2</sup>Ms.A. Lakshmi Priya

Department of Management studies  
Anna University, UCET- BIT campus, Tiruchirappalli  
Department of Management studies

**Abstract:** When employees feel dissatisfied with the character of job they are doing, their level of commitment can be deliberately reduced and since employees are the room of a company, their dissatisfaction with the character of job they are doing could also pose a threat to the general performance of the organization.

Employee attitudes are important to management because they determine the behaviour of workers within the organization. The generally held supposition is that "A fulfilled specialist could be a gainful laborer". A satisfied manpower will create a pleasing atmosphere within the organization to perform well. Hence job satisfaction has become a significant topic for research studies. The specific problem addressed during this study is to look at the impact of job satisfaction on employees' performance. In addition it investigated in most satisfied event of an employee within the job, why employees are stay and leave the organization. Right now the board of workers in TVS private limited is studied. Well organised questionnaire is appropriated among the employees to gather essential information. In view of the above cause, data was collected from primary sources. 120 copies of questionnaire were administrated to the respondents and 120 copies of questionnaire were returned successfully which was used as the bases of research analysis. The analysis data revealed that there exists correlation between job satisfaction and performance of employees.

**Keywords:** Job satisfaction, Employee performance, and organization.

## INTRODUCTION

Employees are the maximum precious asset to an business enterprise and that they plan an important function in preserving the successful photograph of organization. Employee performance is the principle element in ensuring that the employer is run easily and successfully. Good employee performance will enhance the business enterprise performance (Ece 2012). Job delight is an attitude toward activity, in different words process pleasure is an affective or emotional response in the direction of diverse facets of one's job. An individual with a excessive level of process pleasure holds tremendous attitudes in the direction of his/her process, while someone who's dissatisfied with his/her task holds bad attitudes approximately the activity. Job delight is a result of personnel, belief of how their process offers those things which can be viewed as crucial (Theresa & Henry 2016).

Furthermore, job delight represents a complex assemblage of cognition, emotion and tendencies. There is no definite manner of measuring activity satisfaction, but there are styles of way to identify while an worker is glad or dissatisfied with his/her activity. Moreover, worker performance very much relies upon on notion; values and attitudes, there look like such a lot of variables influencing the job overall performance that is almost impossible to make feel of them. Performance is described as a characteristic of individual potential and ability and in a given situation (Theresa & Henry 2016). In the fast run, worker's talents and capabilities are noticeably stable. Effort is an in internal force of someone which makes her/him to work willingly while employees are satisfied with their activity and their wishes are met, they increase an attachment to work or we are saying that they make an attempt to carry out better that allows you to lead to better performance (Theresa L & Henry C 2016).

Attainment of a high level performance through productivity and performance has usually been a business enterprises purpose of excessive priority in order to do that pretty satisfied work pressure is an absolute necessity, but while personnel feel upset with the nature of activity they do, their level of commitment may be deliberately decreased and since personnel are the engine room of an employer their dissatisfaction with the character of job they do could pose a hazard to the overall performance of the organization (Theresa L & Henry C 2016).

A dissatisfied worker has a tendency to have a low morale towards the process and whilst employee's morale to the task is low; their performance could be affected because he/she will now not be inspired to carry out nicely.

## NEED OF THE STUDY

As all Industries, TVS is also interested in knowing how successful their efforts are in reduring employee satisfaction.

The Industry believes that only a satisfied employee may perform better.

**REVIEW OF LITERATURE**

**Spector’s (1997)** alludes to work fulfilment as far as how individuals feel about their activity and various parts of their employments.

**C.R. Reilly (1991)** characterizes work fulfilment as the inclination that a specialist has about his activity or a general demeanor towards work or an occupation and it is impacted by the view of one’s activity.

**Schermerhorn (1993)** defines occupation fulfilment as a compelling or enthusiastic reaction towards different parts of a worker’s work.

**Ellickson and Logsdon (2002)** reinforce this view by portraying work satisfaction as how much delegates like their work.

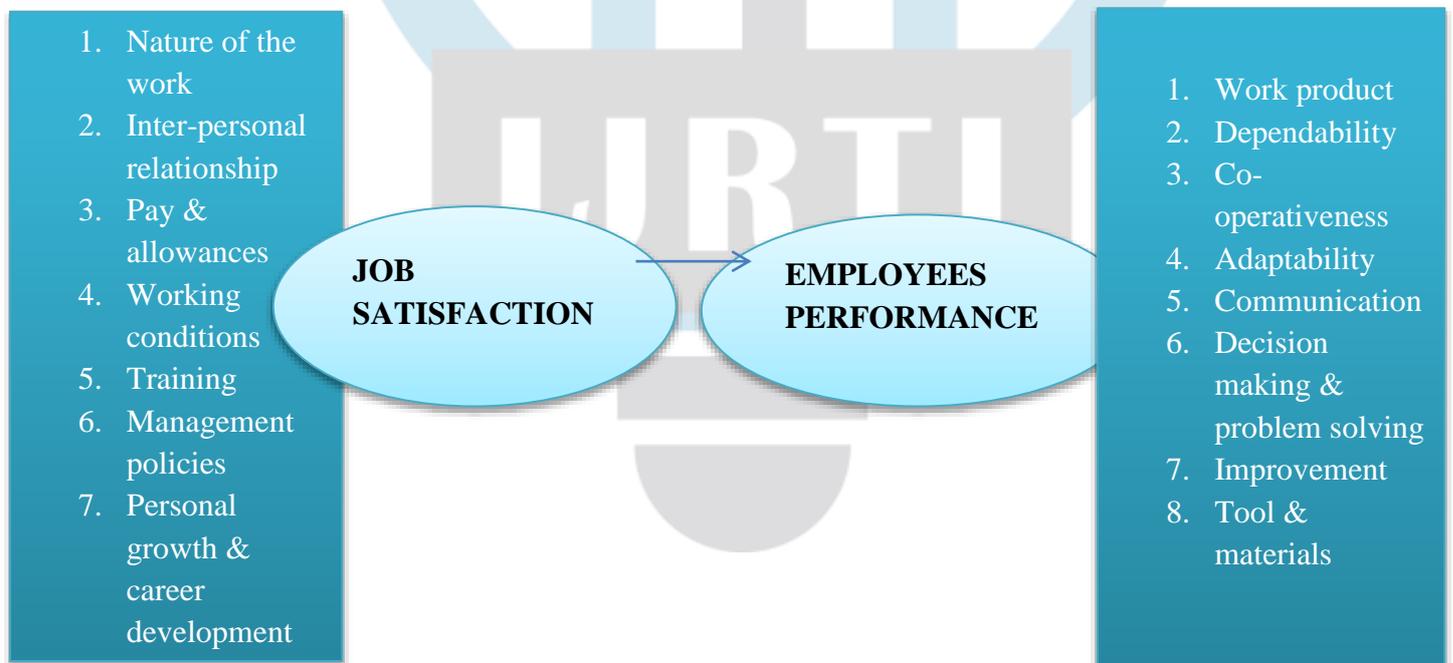
**Hussami (2008)** occupational fulfilment and disappointment not just relies upon the idea of the activity, is likewise relies upon the desires what the activity supply to a worker.

**Zobal (1998)** various individuals decipher pay in an unexpected way. Compensation, rewards, recognition, and wages are terms utilized in various circumstances.

**OBJECTIVES OF THE STUDY**

1. To identify the variables of a job satisfaction.
2. To identify the variables of an employee performance.
3. To collect data regarding job satisfaction among employees.
4. To collect data regarding employees performance from superior.
5. To analyses the effect of job satisfaction on employee performance.

**CONCEPTUAL FRAMEWORK**



**RESEARCH METHODOLOGY**

The research methodology is an organized method for gathering the data identified with an examination and breaking down then, this incorporates; depicting the exploration configuration, inspecting strategies, test size, methodology followed in gathering information, and instruments utilized in the investigation.

## RESEARCH DESIGN

The research design utilized in this study is Descriptive Research Design.

Descriptive research design is a scientific method which involves observing and describing the behavior of an individual without influencing it in any way.

## AREA OF THE STUDY

The area of the study is at TVS Private Limited in Madurai.

## POPULATION OF THE STUDY

The target population of the study consists of 263 workers which is made up of permanent workers, probational workers and temporary workers.

## SAMPLING TECHNIQUE

Purposive Sampling Method also known as Non-Probability Sampling Method was used for collecting the data. And the reason for this is because

## SAMPLE SIZE

Total population in TVS private limited = 263

Sample size = 120

There is two set of questionnaires were collected purposively. One set is of 120 samples were collected purposively from the employees for job satisfaction and another set is of 120 employee performance has to been rated from superior for knowing their level of performance.

## DATA-COLLECTION METHOD

A well-organized questionnaire was used to collect primary data and secondary data was gathered from books, journals, websites, etc,

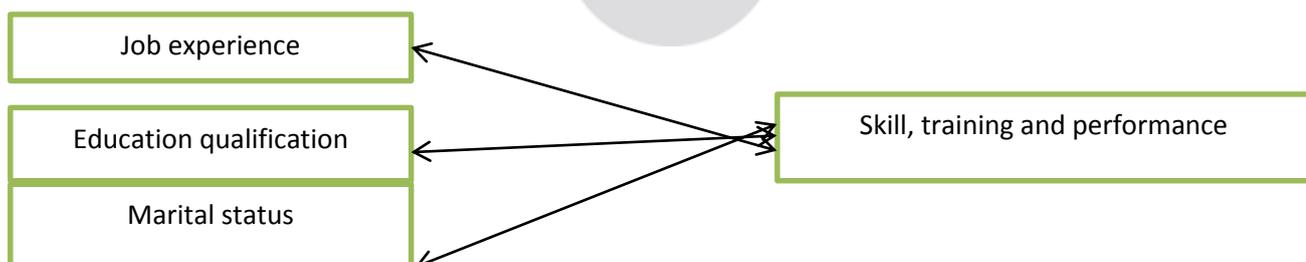
## ANALYSIS TOOLS

Research applied linear regression and correlation analysis. Research examined that there is a positive and statistically significant relationship between job satisfaction factors and employees' performance.

## HYPOTHESIS MODEL

### DEPENDENT VARIABLE

### INDEPENDENT VARIABLE



## CORRELATION

### 1: JOB EXPERIANCE AND SKILLS ACQUIRED IN TRAINING & PERFORMANCE

**Hypothesis - 1**

**HO:** There is no significance relationship between the job experience and skills acquired in training & performance.

**H1:** There is significance relationship between the job experience and skills acquired in training & performance.

**TABLE 1.1:** Descriptive statistics job experience and skills acquired in training & performance

Descriptive Statistics			
	Mean	Std. Deviation	N
EXPERIENCE	2.8500	.93330	120
TRAINING	2.1000	.91191	120

**TABLE 1.2:** Correlation for job experience and skills acquired in training & performance

		EXPERIENCE	TRAINING
EXPERIENCE	Pearson Correlation	1	.451*
	Sig. (2-tailed)		.046
	N	120	120
TRAINING	Pearson Correlation	.451*	1
	Sig. (2-tailed)	.046	
	N	120	120

\*correlation is significant at the 0.05 level (2-tailed)

**INTERPRETATION**

From the table 1.2, it is inferred that significant value 0.046 is than the critical value 0.05, hence H0 is rejected and H1 is accepted.

**Inference**

Therefore, there is relationship between the job experience and skills acquired in training & performance.

**2:MARITAL STSTUS AND SKILLS ACQUIRED IN TRAINING & PERFORMANCE****Hypothesis - 2**

**HO:** There is no significance relationship between the marital status and skills acquired in training & performance.

**H1:** There is significance relationship between the marital status and skills acquired in training & performance.

**TABLE 2.1:** Descriptive statistics marital status and skills acquired in training & performance

Descriptive Statistics			
	Mean	Std. Deviation	N
EXPERIENCE	1.1000	.30779	120
TRAINING	2.6000	.94032	120

**TABLE 2.2:** Correlation for marital status and skills acquired in training & performance

		EXPERIENCE	TRAINING
EXPERIENCE	Pearson Correlation	1	.509*
	Sig. (2-tailed)		.022
	N	120	120
TRAINING	Pearson Correlation	.509*	1
	Sig. (2-tailed)	.022	
	N	120	120

\*correlation is significant at the 0.05 level (2-tailed)

#### INTERPRETATION

From the table 2.2, it is inferred that significant value 0.022 is than the critical value 0.05, hence H<sub>0</sub> is rejected and H<sub>1</sub> is accepted.

#### Inference

Therefore, there is relationship between the marital status and skills acquired in training & performance.

### 3: EDUCATION QUALIFICATION AND SKILLS ACQUIRED IN TRAINING & PERFORMANCE

#### Hypothesis - 3

**H<sub>0</sub>:** There is no significance relationship between the education qualification and skills acquired in training & performance.

**H<sub>1</sub>:** There is significance relationship between the education qualification and skills acquired in training & performance.

**TABLE 3.1:** Descriptive statistics education qualification and skills acquired in training & performance

Descriptive Statistics			
	Mean	Std. Deviation	N
EXPERIENCE	2.2000	.41039	120
TRAINING	4.0000	.85840	120

**TABLE 3.2:** Correlation for education qualification and skills acquired in training & performance

		EXPERIENCE	TRAINING
EXPERIENCE	Pearson Correlation	1	.448*
	Sig. (2-tailed)		.047
	N	120	120
TRAINING	Pearson Correlation	.448*	1
	Sig. (2-tailed)	.047	
	N	120	120

\*correlation is significant at the 0.05 level (2-tailed)

### INTERPRETATION

From the table 3.2, it is inferred that significant value 0.047 is than the critical value 0.05, hence H<sub>0</sub> is rejected and H<sub>1</sub> is accepted.

### Inference

Therefore, there is relationship between the education qualification and skills acquired in training & performance.

### HYPOTHESIS STATEMENT FOR CORRELATION:

<b>H1</b>	There is relationship between the job experience and skills acquired in training & performance.
<b>H2</b>	There is relationship between the marital status and skills acquired in training & performance.
<b>H3</b>	There is relationship between the educational qualification and skills acquired in training & performance.

### REGRESSION

#### 1: EDUCATION QUALIFICATION AND SKILLS ACQUIRED IN TRAINING & PERFORMANCE

##### Hypothesis - 1

**H<sub>0</sub>:** There is no relationship exist among education qualification and skills acquired in training & performance.

**H<sub>1</sub>:** There is relationship exist among education qualification and skills acquired in training & performance.

**TABLE 1.1:** Anova for education qualification and skills acquired in training & performance

		ANOVA <sup>a</sup>				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	.483	1	.483	.574	.450 <sup>b</sup>
	Residual	99.309	118	.842		
	Total	99.792	119			

a. Dependent Variable: EDUCATION

b. Predictors: (Constant), TRAINING

**TABLE 1.2:** Regression coefficient for education qualification and skills acquired in training & performance

Model		Coefficients <sup>a</sup>				Sig.
		Unstandardized Coefficients		Standardized Coefficients	t	
		B	Std. Error	Beta		
1	(Constant)	1.913	.398		4.804	.000
	TRAINING	.214	.103	.070	.758	.450

a. Dependent Variable: EDUCATION

## INTERPRETATION

From the table 1.2, it is inferred that P value is greater than 0. i.e,  $P > 0.05$  ( $0.214 > 0.05$ ) is greater than the critical value 0.05, hence  $H_0$  is rejected and  $H_1$  is accepted.

## Inference

Therefore, there is relationship exist among education qualification and skills acquired in training & performance.

## 2:JOB EXPERIENCE AND SKILLS ACQUIRED IN TRAINING & PERFORMANCE

### Hypothesis - 2

**HO:** There is no relationship exist among job experience and skills acquired in training & performance.

**H1:** There is relationship exist among job experience and skills acquired in training & performance.

**TABLE 2.1:** Anova for job experience and skills acquired in training & performance

Model		ANOVA <sup>a</sup>				Sig.
		Sum of Squares	Df	Mean Square	F	
1	Regression	.037	1	.037	.061	.805 <sup>b</sup>
	Residual	70.755	118	.600		
	Total	70.792	119			

a. Dependent Variable: EXPERIENCE

b. Predictors: (Constant), TRAINING

**TABLE 2.2:** Regression coefficient for job experience and skills acquired in training & performance

Model		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.627	.336		4.840	.000
	TRAINING	.462	.087	.023	.247	.805

a. Dependent Variable: EXPERIENCE

### INTERPRETATION

From the table 2.2, it is inferred that P value is greater than 0. i.e,  $P < 0.05$  ( $0.462 > 0.05$ ) is greater than the critical value 0.05, hence  $H_0$  is rejected and  $H_1$  is accepted.

### Inference

Therefore, there is positive relationship exist among job experience and skills acquired in training & performance.

### 3. MARITAL STATUS AND SKILLS ACQUIRED IN TRAINING & PERFORMANCE

#### Hypothesis - 3

**H<sub>0</sub>:** There is no relationship exist among marital status and skills acquired in training & performance.

**H<sub>1</sub>:** There is relationship exist among marital status and skills acquired in training & performance.

**TABLE 3.1:** Anova for marital status and skills acquired in training & performance

Model		ANOVA <sup>a</sup>				
		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	.467	1	.467	.061	.805 <sup>b</sup>
	Residual	70.755	118	.600		
	Total	70.792	119			

a. Dependent Variable: EXPERIENCE

b. Predictors: (Constant), TRAINING

**TABLE 3.2:** Regression coefficient for marital status and skills acquired in training & performance

Model		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.667	.183		3.642	.002
	TRAINING	.167	.066	.509	2.510	.022

a. Dependent Variable: EXPERIENCE

### INTERPRETATION

From the table 3.2, it is inferred that P value is greater than 0. i.e,  $P < 0.05$  ( $0.167 > 0.05$ ) is greater than the critical value 0.05, hence  $H_0$  is rejected and  $H_1$  is accepted.

### Inference

Therefore, there is positive relationship exist among marital status and skills acquired in training & performance.

### HYPOTHESIS STATEMENT FOR REGRESSION:

<b>H1</b>	There is relationship exist among education qualification and skills acquired in training & performance.
<b>H2</b>	There is relationship exist among job experience and skills acquired in training & performance.
<b>H3</b>	There is relationship exist among marital status and skills acquired in training & performance.

### SUGGESTION:

Fulfilled workers have uplifting mentalities in regards to their employments. Fulfilled specialists are will in general go to deal with time, more worry about the given targets, work speedily, work liberated from blunders and commission, faithfulness and promise to the activity, less steadfastness, propose new thoughts, will in general improve information, ready to acknowledge greater duty, compliance of rules and guidelines, less absentism and exertion to hold in the current occupation. The inspirational perspectives will expand the quality and amount of representatives execution. Consequently such a circumstance is useful for an association. In any case, some association don't worry about fulfilment of employees. Therefore if association can be normal, in light of the fact that the connection among fulfilment and execution is certain and huge. This angle ought to be given more thought by the supervisors so as to improve execution. For this, in large scale level chiefs can be instructed the significant of the idea of employees fulfilment.

The overview of information shows that solitary 14% has shown that they are exceptionally happy with the open doors for promotions. In different words 86% of the representatives in the example are not happy with their prize. Despite the fact that it is an extraneous prize, it will prompt characteristic prize, for example, progression and acknowledgement. Thusly, the modification of inward special plans will most likely improve the level of occupation fulfilment.

The majority of private division associations don't have legitimate execution assessment frameworks for representatives. Workers determine work fulfilment, if there is input on their presentation. In this manner, associations can set up appropriate execution evaluation framework to give this chance. So as to that, authoritative culture can be made for giving above chances to increment relational connections in an association. It will assist with fulfilling representatives in lower level.

### CONCLUSION

Fulfilled representative has an inspirational mentality to work more and improves his insight/ expertise/ duty to achieve hierarchical objectives. Fulfilled worker work adequately and productively towards the outcome/ yield/ efficiency of the association. Occupation execution is being adequacy in employment and shows the degree of fulfilment has an effect on representative

exhibition. Henceforth association must focus on these idea to expand their efficiency. Associations' ought to propel the workers which prompts work fulfilment thus improves the representative execution.

## REFERENCES

- [1] Politis, J.D. (2001). The relationship of various Leadership Styles to Knowledge Management.
- [2] Reilly, C.R. (1991). Organisational behaviour. Annual Review of psychology, pp. 427-458.
- [3] Spector, P.E. (1997). Job satisfaction: Application, Assessment, Causes, and Consequences. Thousand Oaks, C.A: Sage.
- [4] Spector, P.E. (2000). Industrial & Organizational psychology (2<sup>nd</sup> ed.). New York: John Wiley & Sons.
- [5] Zabal, C. (1998). The ideal team compensation system – an overview: Part I. Team perform. Manage., Vol. 4(5): 235-249.
- [6] Jitendra kumar Singh, Dr. Mini Jain (2013). A study of employee's job satisfaction and its impact on their performance. Vol. 1, No. 4: 105-111.
- [7] Alessandri, G., Borgogni, L., & Latham, G. P. (2017). A energetic demonstrate of the longitudinal relationship between work fulfilment and directed work execution. Connected brain research, 66(2), 207-232.
- [8] Boamah, S. A., Read, E. A., & Spence Laschinger, H. K (2017), variables impacting modern graduate nurture burnout improvement, work fulfilment and persistent care quality : a time-lagged think about. Diary of progressed nursing 73(5), 1182-1195.
- [9] Bakan, I. and A. T. Buyukbese, (2013) The relationship between workers pay level and workers work fulfilment. An empirical study . Int , J. bus. soc sci . 4:18-25.
- [10] Judge, T. A., Thoresen, C. J., Bonu, J. E., & Patton, G.K (2001) The work fulfilment execution relationship : A subjective and quantitative survey.
- [11] Judge, T. A., Weiss, H. M., Kammeyer – Mueller , J. D., & Hulinn, C. L (2017) Work states of mind, work fulfilment, and work influence: A century of coherence and of alter.
- [12] Lazear, Edward P. 2000 “ Execution Pay and Efficiency “ . American Economic Review 90: 1346-61.
- [13] Lazear, Edward P. 1986 “ Pay rates and Piece rates “ . Journal of Business 59: 405-31.

