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## **A STUDY ON JOB SATISFACTION OF SHIPPING EMPLOYEES IN CHENNAI, TAMILNADU**

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### **ABSTRACT**

*Job satisfaction is closely related with many organizational phenomena such as motivation, performance, leadership, attitude, conflict, etc. The factors include salary, working environment, autonomy, communication and organizational commitment. The main objective of the study is to measure the satisfaction level of employees working in shipping company. Both primary and secondary data are extensively used in this study. In this study, the secondary data was collected from various journals, books, websites and newspaper in various topics. Then, the primary data was collected through the questionnaire method from the employees. For this study 96 respondents were selected positively. For collecting necessary data, 96 respondents have been collected in Chennai by using simple random sampling method. The study also tries to find out the factors influencing employee job satisfaction.*

**KEY WORDS:** Job satisfaction, Employees, leadership, organizational commitment.

### **INTRODUCTION**

The act of satisfying a need, desire, or appetite or the feeling resulting from such fulfillment is referred to as satisfaction. When you are satisfied, you have had enough. It is a complex construct with numerous definitions and associated ideas, and it has been investigated for many years in a variety of fields up to this point. Numerous theories, Management, social psychology, and academic writings concentrate on because most people spend their entire lives working, contentment comes from a knowledge of the things that boost satisfaction are crucial to enhancing one's wellbeing people who live in this aspect of the world. The role of employees and their commitment to the work has been one of the essential issues of concern for the business organizations in the current business environment, when company organizations

are experiencing tremendous competition and challenges. The level of employee satisfaction ultimately determines how successful they are. Job satisfaction is now one of the most important topics to investigate. Job satisfaction, employee satisfaction or work satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision.

### **STATEMENT OF THE PROBLEM**

The aim of this study is to determine the most important factors that affect the job satisfaction of employees working in a shipping company and to investigate to what extent the shipping company satisfies its employees about these prominent factors. In this study, both general job satisfaction and segmented job satisfaction factors are being investigated in terms of demographic factors.

### **REVIEW OF LITERATURE**

Vohra, Ozyesil & Esin (2023) conducted research on the impact of the working environment on job satisfaction of individuals. A sample of 210 staff members were selected through a simple random sample procedure and a self-administered investigation form was developed for gathering data. The data was interpreted by making use of regression analysis and Cronbach's Alpha. Correlation among the working environment and job happiness was seen to be significant and positive. The authors suggested that the employees must be encouraged to work together in order to accomplish the company's aims and aspirations.

Basalamah, & As'ad (2024) aimed to research the role of work motivation and work environment in improving job satisfaction. The authors selected a sample of 105 individuals by random sampling from the management lecturers at private universities in Makassar city. Multiple regression analysis was used to analyse the data collected. This study proved that both theoretically and previous empirical studies explain that increasing work motivation will increase the job satisfaction of lecturers at private universities in the city of Makassar.

### **OBJECTIVES OF THE STUDY**

- To study the demographic profile of the respondents.
- To measure the satisfaction level of employees working in shipping company.
- To find out the factors influencing employee job satisfaction.

### **RESEARCH METHODOLOGY**

Both primary and secondary data are extensively used in this study

#### **COLLECTION OF DATA:**

In special science there are two outstanding research methods

#### **PRIMARY DATA**

The primary data was collected through the questionnaire method from the employees.

#### **SECONDARY DATA**

The secondary data was collected from various journals, books, websites and newspaper in various topics.

#### **SAMPLE SIZE:**

As far as the study concerned, the researcher selected 96 respondents for this research.

#### **SAMPLING TECHNIQUE:**

Simple random sampling method is used while selecting the samples.

### **ANALYSIS AND INTERPRETATION OF DATA**

#### **DEMOGRAPHIC PROFILE OF THE RESPONDENTS**

The following table shows the demographic profile of the employees who are working in the shipping company.

**Table 1 Demographic Profile of the Consumers**

Category	Options	No of respondents	Percentage
<b>Age</b>	Below 25	15	16
	25-40	27	28
	40-55	24	25
	Above 55	30	31
	<b>Total</b>	<b>96</b>	<b>100</b>
<b>Gender</b>	Male	62	64.6
	Female	34	35.4
	<b>Total</b>	<b>96</b>	<b>100</b>
<b>Marital Status</b>	Married	77	80.20
	Unmarried	19	19.8
	<b>Total</b>	<b>96</b>	<b>100</b>
<b>Size of family</b>	Below 3 members	16	17
	3-5 members	31	32
	Above 5 members	49	51
<b>Type of family</b>	Nuclear	55	57.3
	Joint	41	42.7
	<b>Total</b>	<b>96</b>	<b>100</b>
<b>Monthly income</b>	Below 10,000	17	18
	10,000-20,000	47	49
	Above 20,000	32	33
	<b>Total</b>	<b>96</b>	<b>100</b>

**Source: primary data**

From the above table, it shows that 31 per cent respondents were from the age group of above 55 years. Gender of the weavers indicates 64.6 per cents are females. Majority of the respondents were married which constitute 80.2 per cent. Most of the respondents family size is above 3-5 members which constitutes 51 per cent. 55 per cent were belongs to nuclear family. The income of majority (49 per cent) of the respondent's range between 10,000-20,000 per month.

**Table 2 Job Satisfaction Measures**

Job satisfaction measures	Mean Score	Rank
The way company policies are put into practice	38.2	VIII
The praise I get for doing a good job	84.3	I

The competence of my supervisor in making decisions	79.6	II
The chances of advancement on this job	45.1	VII
The chance to do something that makes use of my own ability	64.9	IV
The freedom to use my own judgment	60.1	V
The chance to try my own methods of doing the job	72.2	III
The way my co-workers get along with each other	49.3	VI
The feeling of accomplishment I get from the job	37.5	IX

**Source: Primary Data**

The table 2 shows that Job satisfaction measures. In that–The praise I get for doing a good job with the mean score of 84.3 contributed first rank,–The competence of my supervisor in making decisions with the mean score of 79.6 contributed second rank, The chance to try my own methods of doing the job with the mean score of 72.2 contributed third rank. .Fourth rank is for–the chance to do something that makes use of my own ability with a mean score of 64.9. Fifth rank is for–The freedom to use my own judgment with a mean score if 60.1. Sixth rank is for–The way my co-workers get along with each other with a mean score of 49.3. Seventh rank is –The chances of advancement on this job with a mean score of 45.1. Eighth rank is for –The way company policies are put into practice with a mean score of 38.2 and least rank is for–The feeling of accomplishment I get from the job with a mean score of 37.5 respectively.

**Table 3 Factors Influencing Employee Job Satisfaction**

Factors influencing employee jobsatisfaction	Meanscore	SD	Rank
Work-life balance	4.88	.478	I
Health and safety	4.50	.895	VII
work itself	4.49	1.078	VIII
Recognition	4.57	.779	V
Supervisor	4.86	.429	II
Pay scale	4.81	.617	III

Working conditions	4.64	1.011	IV
promotional opportunities	4.51	1.004	V1

**Source: Computed Data**

From the above table 3 reveals the Factors influencing employee job satisfaction. Work-life balance (4.88) has the highest mean followed by supervisor (4.86), Pay scale (4.81), Working conditions (4.64), Recognition (4.57), Promotional opportunities (4.51), Health and safety (4.50) and work itself (4.49).

**FINDINGS**

- It shows that 31 per cent respondents were from the age group of above 55 years.
- It is revealed that gender of the weavers indicates 64.6 per cents are females.
- Majority of the respondents were married which constitute 80.2 per cent.
- Most of the respondent's family size is above 3-5 members which constitutes 51 percent.
- Majority of the respondents were belongs to nuclear family which constitutes 55 per cent.
- Most of the respondents have an income level between 10,000-20,000.
- Job satisfaction measures. In that –The praise I get for doing a good job with the mean score of 84.3 contributed first rank and least rank is for –The feeling of accomplishment I get from the job with a mean score of 37.5 respectively.
- Factors influencing employee job satisfaction. Work-life balance (4.88) has the highest mean followed by supervisor (4.86), Pay scale (4.81), Working conditions (4.64), Recognition (4.57), Promotional opportunities (4.51), Health and safety (4.50) and work itself (4.49).

**SUGGESTIONS**

The researchers have given the following suggestions for further improvement in the study area.

- In order to fulfill its vision, goal, and objectives and keep its financial stability, the shipping company needs to put more effort into raising employee job satisfaction levels.
- It is assumed that there is a substantial positive association between job satisfaction and performance. As a result, the shipping company must use job satisfaction as a powerful instrument to enhance both organizational and personnel performance wide spread.
- In order to succeed in the workplace, it is crucial to make consistent growth in the competitive field of shipping industry. This mostly depends on how well its employees perform. The organization needs to be more careful and cautious to the extent possible to ensure strong job performance. So that they are happy in their positions with the company.

**CONCLUSION**

The purpose of this study was to assess the job satisfaction on shipping employee in Chennai, a total of 96 employees with different sex, experience, job position and from different processes and regional offices of the shipping company were surveyed. In this study some variables like (pay, promotional opportunities, co-workers, supervisor and work itself, etc..) that affect job satisfaction were analysed. To analyse the data descriptive statistics like,

percentages, mean score were used. Over all in this study, the research revealed that the respondents are satisfied with their pay, relation with co-workers, with promotional opportunities, with their supervisor and the work itself.

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