



## IMPACT OF WORKING ENVIRONMENT ON JOB SATISFACTION OF EMPLOYEES

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### ABSTRACT

*The aim of this paper is to analyse the impact of working environment on job satisfaction of port trusts employees. A well-structured interview schedule was used to collect the primary data and proportionate random sampling method was used to select the respondents. The study found that there is a significant difference between the satisfaction of employees of V.O.C. and Chennai port trusts with regard to working environment.*

**KEYWORDS:** Working environment, Job satisfaction, Port trusts employees, Interview schedule.

### INTRODUCTION

A working environment is the environment where people work together for achieving organization objectives. It means systems, processes, structures and tools and all those things which interact with employees and affect in positive or negative ways on employee's performance. It can also be defined as the location where a task is completed. When studying place of employment, the work environment involves the physical geographical location as well as the immediate surroundings of the workplace such as a construction site or office building. It typically involves other factors relating to the place of employment such as the quality of the air, noise level and additional perks and benefits of employment. The term job satisfactions refer to the attitude and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006).

### STATEMENT OF THE PROBLEM

In order to increase efficiency, effectiveness, productivity and job commitment of employees, the business must satisfy the needs of its employees by providing good working conditions. Office

employees spend a lot of their time inside a building, where the physical environments influence their well-being and directly influence their work performance and productivity. In the workplace, it is often assumed that employees who are more satisfied with the physical environment are more likely to produce better work outcomes. Temperature, air quality, lighting and noise conditions in the office affect the work concentration and productivity. Numerous studies have consistently demonstrated that characteristics of the physical office environment can have a significant effect on behaviour, perceptions and productivity of employees. There were few studies done on the relationships between the physical office environment and employees' job satisfaction. Hence, this paper presents the impact of working environment on job satisfaction of port trusts employees.

### REVIEW OF LITERATURE

Ketharaj and Selvakumar (2009) in their research titled, "A Study on Job Satisfaction of Women Workers in Fireworks Industries in Tamil Nadu", analysed the perception of women workers relating to wages, working conditions, working environment, welfare facilities and so on in fireworks industry situated at Virdhunagar District in Tamil



Nadu. 400 women workers were selected randomly by using convenient sampling method. The primary data were collected through survey and analysed by using statistical techniques namely percentages, garret ranking and sign test. This study found that there is no significant difference between the facilities available in fireworks industries and job satisfaction. This study concluded that the satisfaction of women workers at Virudhunagar District is satisfactory. It was suggested that the industry should come forward to provide moderate wages and adequate safety measures.

Sumrinder Kaur et al., (2009) in their survey entitled, "A Study of Job Satisfaction and Work Environment Perception among Doctors in a Tertiary Hospital in Delhi", analysed job satisfaction among doctors in Delhi and various factors related with job satisfaction. The primary data were collected from 250 doctors on tenure- based job. They were selected by stratified random sampling. The primary data were collected by using a self administered questionnaire. The study found that a significant proportion of doctors were dissatisfied with their working hours and salary. The study suggested that further studies are needed to explore how best the working hours of doctors could be adjusted to improve their job satisfaction.

Loveleen Kaur Chawla (2009) in her article, "Job Satisfaction of Call Centre Employees", emphasized the performance management and job satisfaction of call centre employees in Indore. This study was based on primary data collected from 188 call centre employees through questionnaire. The key issues were identification and definition of key performance areas, role clarity and direction, performance feedback and potential appraisal and job rotation as a powerful tool to develop and unleash employee's potential. The study concluded that the conducive and congenial physical, social and psychological working conditions enhance the job satisfaction of the call centre employees.

## OBJECTIVES OF THE STUDY

The objectives of the study are as follows:

1. To analyse the job satisfaction of V.O.Chidambaranar and Chennai Port Trusts employees with regard to working environment.
2. To compare the satisfaction of both port trust employees with regard to working environment.
3. To offer suitable suggestions for the improvement of job satisfaction of

employees of V.O.Chidambaranar and Chennai port trusts.

## SCOPE OF THE STUDY

The present study covers job satisfaction of employees working in V.O.Chidambaranar port trust in Tuticorin and Chennai port trust in Chennai. There are eight departments in both port trusts namely, administration, mechanical and electrical engineering, civil engineering, marine engineering, finance, traffic, medical and vigilance department. The researcher conducted the survey in all the eight departments of both port trusts.

## SOURCES OF DATA

This study is based on both primary and secondary data. The primary data were collected from the employees of V.O.Chidambaranar and Chennai port trusts. The secondary data were collected from various books, journals, web sites and annual reports of the port trusts.

## METHODOLOGY

A well structured interview schedule was used to collect the primary data as well as information related to job satisfaction of the employees on working environment. A five point scale was used to measure the opinion of respondents on the working environment. V.O.Chidambaranar port trust and Chennai port trusts were selected for this study. A proportionate random sampling method was used to select the respondents. Out of 917 employees of V.O.Chidambaranar port trust and 7504 employees of Chennai port trust, respondents belonging to Class I to Class III alone were included for the study. The final population consisted of 699 employees of V.O.Chidambaranar and 5066 employees of Chennai port trusts. For each class of employees, the distributions of respondents were calculated proportionate to the population. The respondents from each class were chosen at random, using simple random sampling procedure.

## ANALYSIS AND INTERPRETATION OF DATA

Job satisfaction of employees on working environment is tested on Lighting, Ventilation, Temperature, Humidity, Sanitation, Cleanliness and Noise.

### Comparison of working environment in V.O.C. and Chennai port trusts

Data relating to satisfaction of employees towards working environment is presented in table 1.



**Table 1**  
**Port-wise mean scores of working environment**

Items	PORT					
	VOC			Chennai		
	Mean	S.D	No. of Respondents	Mean	S.D	No. of Respondents
Lighting	4.06	.64	254	3.89	.69	370
Ventilation	3.91	.77	254	3.73	.85	370
Temperature	3.65	.89	254	3.35	1.05	370
Humidity	3.63	.90	254	3.36	1.01	370
Sanitation	3.37	1.03	254	3.28	1.05	370
Cleanliness	3.31	1.07	254	3.29	1.05	370
Noise	3.55	.94	254	3.44	.93	370
<b>Factor items mean</b>	<b>3.64</b>	<b>.70</b>	<b>254</b>	<b>3.48</b>	<b>.77</b>	<b>370</b>
<b>Overall score</b>	<b>25.47</b>	<b>4.91</b>	<b>254</b>	<b>24.34</b>	<b>5.37</b>	<b>370</b>

Source: Computed data

The above table reveals that the factor items mean of working environment of V.O.C. port trust is 3.64 and that of Chennai port trust is 3.48. Comparison of mean ratings of individual scale items with their factor items mean in V.O.C. port trust reveals that lighting, ventilation and temperature have scored higher. Humidity, sanitation, cleanliness and noise have scored lower than the factor items mean in V.O.C. port trust.

In Chennai port trust lighting and ventilation have scored higher than the factor items mean and the remaining individual scale items have scored lower than the factor items mean. The overall mean

scores of V.O.C. and Chennai port trusts is 25.47 and 24.34 respectively. This shows that Chennai port trust employees have slightly lower satisfaction with regard to working environment.

The following hypothesis has been framed to test whether the scores of working environment differed significantly between the employees of V.O.C. and Chennai port trusts.

$H_0$ : There is no significant difference between the satisfaction of employees of V.O.C. and Chennai port trusts with regard to working environment.

**Table 2**  
**t-test for comparison of overall mean scores of working environment**

t	df	Sig. Value
2.661	622	0.001**

Source: Computed data

\*\* 1% level of significance

The calculated t-test value at 2.661 is greater than the table value of 2.584 at 1% level of significance. It is, therefore, inferred that there is a significant difference between the satisfaction of employees of V.O.C. and Chennai port trusts with regard to working environment. Hence, the hypothesis is rejected.

### FINDINGS

- Comparison of mean ratings of individual scale items with their factor items mean in V.O.C. port trust reveals that lighting, ventilation and temperature have scored higher.
- Comparison of mean ratings of individual scale items with their factor items mean in Chennai port trust shows that lighting and ventilation have scored higher than the factor items mean.

- The overall mean scores of working environment of V.O.C. and Chennai port trusts is 25.47 and 24.34 respectively.
- Chennai port trust employees have slightly lower satisfaction with regard to working environment.
- There is a significant difference between the satisfaction of employees of V.O.C. and Chennai port trusts with regard to working environment.

### SUGGESTIONS

In working environment, cleanliness has scored the least mean score in V.O.C. port trust and sanitation in Chennai port trust. The working places should, therefore, be kept clean and free from wastage and dirt. The managements must provide clean and hygienic environment to the employees through improvement in the quality of housekeeping and also instruct and guide employees to maintain a



clean environment. Conducive and congenial working environment may improve the job satisfaction of employees and its leads to increase their productivity.

10. [www.iosrjournals.org](http://www.iosrjournals.org).

## CONCLUSION

Some factors in workplace environment may be considered important for job satisfaction. The quality of working environment may simply determine the level of employees' motivation, subsequent performance, productivity and jobs satisfaction. Eventually, this study proved the words of Robert Hoppock that "Job satisfaction is also related to the place of work or work situation. It's believed that employees at the work place in large cities are generally less satisfied with their jobs than those who work in small towns or cities". This study proved that town employees of V.O.C. port trust are more satisfied than large city employees of Chennai port trust.

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