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ISSN (Online) : 2455 - 3662  
SJIF Impact Factor :3.967

EPRA International Journal of  
**Multidisciplinary  
Research**

Monthly Peer Reviewed & Indexed  
International Online Journal

**Volume: 3 Issue: 1 January 2017**



**Published By :**  
**EPRA Journals**

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## EXPLORING THE EMPLOYEES JOB SATISFACTION IN PUBLIC AND PRIVATE TELECOMMUNICATION SECTOR IN MADHYA PRADESH STATE

**Megha Soni<sup>1</sup>**

<sup>1</sup>Research Scholar (Management)  
Jiwaji University, Gwalior, M.P, India

**Nishant Dabhade<sup>2</sup>**

<sup>2</sup>Research Scholar (Management)  
Jiwaji University, Gwalior, M.P, India

### ABSTRACT

*The telecommunication is one of the major sectors for country's economic development. This paper aims to find level of job satisfaction among Public and Private Telecommunication sector employees of Madhya Pradesh. In this research, 200 public & 200 Private technical and non technical employees, 400 in total, working in BSNL public and Idea, Airtel, Vodafone, Reliance private telecommunication sector were examined. The obtained data is analysed based on descriptive statistics using SPSS 18. Independent sample t-test has been used in this study to analyze the job satisfaction level among male and female telecommunication sector employees and public & private telecommunication sector employees. The study reveals that there is significant difference in the level of job satisfaction of male and female employees. Further it reveals that there is significant difference in the level of job satisfaction among public & private telecommunication sector employees.*

**KEYWORDS:** Job satisfaction, Public and Private Telecommunication sector, Madhya Pradesh

### INTRODUCTION

Indian telecom industry is growing at a great rapidity and India is expected to become a manufacturing centre for telecom equipment. At present in technological age telecom services have been recognized the world-over as an important means for socio-economic development for a nation. Telecommunication is one of the leading support services needed for fast growth and modernization of various sectors of the economy. Job satisfaction describes how content an employee is with his or her job. Job satisfaction is an emotional reaction to a job. It can be well thought out as a part of life satisfaction. Hoppock (1935) was define job satisfaction is any combination of psychological, physiological and environmental circumstances, which cause a person truthfully, satisfied with his/her job. Locke & Lathan (1976) defined job satisfaction as pleasurable or positive

emotional state resulting from the appraisal of one's job experience.

S Edmund Christopher; Nithya Daimy K M (2014) examined that job of an employee plays an important role in their lives and influence their interests to improve their performance. Employees at their job experience high level of stress because of heavy workload, high targets, lack of job satisfaction, pressure to achieve the target, long working hours and tight schedules. Employee productivity and function of organizations affects by job stress. Negative correlation was found between productivity and level of stress. So in order to gain maximum profit management should take care regarding the physical and mental health of employees at their job.

Shikha Bhargava; Shiva Johri (2014) found in the study that there is growing committing gap in private manufacturing organization between with employees expectations and what employees

are prepared to do. Organization policy affects employee's job satisfaction positively or negatively. Satisfied employees continue their job or else they quit. Organizational commitment and job satisfaction of employees be strong contribution and success of organization. To improve employee's productivity and wholehearted commitment of employees requires better management practices.

Prakash Singh; Thembinkosi Twalo (2015) suggested that job behaviour and performance of employees affected by poor performance management system (PMS). Managers ensure that employee's outputs are well-match with organizational goal with their implemented PMS. Motivation of employees in an organization fails by poor PMS, and when employees are not satisfied with their job that will negatively impact on their self esteem, productivity level and output. Improper job behaviour and performance can ruin the attainment of organizational goals if employee's expectations are not met. When managers focus on PMS that will help to found critical information and help to make sound decisions regarding organizations human resources. To achieve the strategic plans of any organization there should be no compromise with well-developed PMS.

**OBJECTIVES OF THE STUDY**

1. To measure the level of job satisfaction of the telecommunication sector employees.
2. To undertake a comparative study between public and private telecommunication sector employees regarding job satisfaction.
3. To undertake a comparative study between male and female employees of public and private telecommunication sector employees regarding job satisfaction.

**DATA ANALYSIS AND RESULTS**

**Table 1.1: Reliability Statistics**

Cronbach's Alpha	N of Items
.879	16

In the above table, it is being considered that reliability should be more than 0.7 as we can see that the reliability through Cronbach Alpha test is more than the standard value, hence questionnaire is highly reliable.

**RESEARCH METHODOLOGY**

**Hypothesis:-**

- There is no significant difference in the job satisfaction between public and private telecommunication sector employees.
- There is no significant difference in the job satisfaction between male and female employees of public and private telecommunication sector.

**The study:** The study was causal in nature; survey method used as tool for data collection.

**The Sample Design:-**

**Population:** Population includes the technical and non technical employees working in public and private telecommunication sector restricted to Madhya Pradesh.

**Sample element:** Individual employee was the sampling element.

**Sample Size:** Sample size was 400 respondents. 200 employees of Public and 200 employees of Private telecommunication sector were taken.

**Sampling Technique:** Simple random sampling technique was used for the present study.

**Tools used for data collection:-**

For the present study data was collected with the help of questionnaire. Five point Likert scale Questionnaire relating to job satisfaction was used by allocating values of 1,2,3,4,5 respectively to the responses "Strongly Disagree", "Disagree", "Neutral", "Agree", "Strongly Agree".

**Tools used for data analysis:-**

- Cronbach alpha reliability test was applied through SPSS to test the reliability of the questionnaire.
- Descriptive statistics were used to measure the level of job satisfaction. The Data was analyzed by calculating percentage and frequency. Mean scores were calculated. Hence Mean score greater than 3 on any statement implies positive response of the respondent.
- Independent sample t-test was applied to study the significant difference between the mean score of different groups.

**Table 1.2: Overall level of Employees Satisfaction**

Dimensions of Job Satisfaction	N	Mean	Std. Deviation
Working environment of the company.	400	3.2075	1.11019
Present working hour.	400	3.3525	1.18184
Work responsibilities.	400	3.3925	1.10748
Comfortable in carrying out my responsibilities	400	3.5000	1.06199
work relationships	400	3.2800	1.17476
Various activities in the firm & love participating in them.	400	3.4675	1.01810
Overall job security.	400	3.1525	1.36157
Right to put forward my opinions.	400	2.8800	1.04563
Leaders at workplace as positive role models.	400	3.0650	1.11305
Recognition and rewards for my outstanding works and contributions.	400	3.0475	1.08313
Right set of duties, as per my ability.	400	3.0250	1.13030
Able to maintain a healthy balance between work and family life	400	2.9825	1.32536
Fulfilling my responsibilities give me a feeling of satisfaction & personal achievement.	400	3.0350	1.14326
Leave policy of the company.	400	3.2225	1.35187
Assistance policy (e.g.- lunch & transport etc.) of the company.	400	2.8500	1.16011
Long term benefit & insurance policies of the company.	400	3.0575	1.12354
Valid N (listwise)	400	50.5175	69.00968

Table 1.2 indicates that the Mean and Standard Deviation of employees. Mean score greater than 3 implies positive responses. Table shows that employees have highest significant level regarding the statement they are comfortable in carrying out their responsibilities (Mean=3.5, S.D =1.07). Result indicates that overall satisfaction of employees is

high as mean value regarding most of the factors is greater than 3. The study finds that the mean value for overall job satisfaction of employees is 50.5175 with standard deviation of 69.00968 which indicates that the satisfaction level of majority of employees is high.

**Table 1.3: Significance of difference between means score of various dimensions of job satisfaction for Male vs. Female Telecommunication sector employees**

Dimensions of Job Satisfaction	Gender	N	Mean	Std. Deviation	Sig. Value of t-test
Working environment of the company.	male	235	3.3915	1.06615	.06955
	female	165	2.9455	1.12214	.08736
Present working hour.	male	235	3.4255	1.17205	.07646
	female	165	3.2485	1.19146	.09276
Work responsibilities.	male	235	3.4340	1.04948	.06846
	female	165	3.3333	1.18596	.09233
Comfortable in carrying out my responsibilities	male	235	3.4851	1.07556	.07016
	female	165	3.5212	1.04524	.08137
Work relationships with the people around me.	male	235	3.2851	1.20876	.07885
	female	165	3.2727	1.12815	.08783
Various activities in the firm & love participating in them.	male	235	3.4681	1.04291	.06803
	female	165	3.4667	.98484	.07667
Overall job security.	male	235	3.2085	1.38487	.09034
	female	165	3.0727	1.32777	.10337
Right to put forward my opinions.	male	235	2.8170	1.04418	.06811
	female	165	2.9697	1.04429	.08130
Leaders in my workplace as positive role models.	male	235	3.0681	1.13399	.07397
	female	165	3.0606	1.08592	.08454
Recognition and rewards for my outstanding works and contributions.	male	235	3.0213	1.09563	.07147
	female	165	3.0848	1.06729	.08309



Right set of duties, as per my ability.	male	235	3.0383	1.14477	.07468
	female	165	3.0061	1.11255	.08661
Able to maintain a healthy balance between work and family life	male	235	3.0298	1.37560	.08973
	female	165	2.9152	1.25137	.09742
Fulfilling my responsibilities give me a feeling of satisfaction & personal achievement.	male	235	3.0596	1.15316	.07522
	female	165	3.0000	1.13159	.08809
Leave policy of the company.	male	235	3.3362	1.32762	.08660
	female	165	3.0606	1.37352	.10693
Assistance policy (e.g.- lunch & transport etc.) of the company.	male	235	2.8723	1.14759	.07486
	female	165	2.8182	1.18050	.09190
Long term benefit & insurance policies of the company.	male	235	3.1021	1.15016	.07503
	female	165	2.9939	1.08480	.08445

Results (Table1.3) reveals that the level of satisfaction of male employees is higher in comparison of female employees regarding the dimensions working environment, present working hours, work responsibilities, work relationships with the people around them, various activities in the firm & love participating in them, overall job security, given right to put forward my opinions, leaders in my workplace as positive role models, awarded right set of duties, as per my ability, & able to maintain a healthy balance between work and family life, responsibilities give him a feeling

of satisfaction & personal achievement, leave policy of the company, employee assistance policy and long term benefit & insurance policies of the company but there is no significant difference between in the satisfaction of male and female employees. For the other factors discussed above satisfaction level of female employees is greater than male employees but there is significant difference in the satisfaction of male and female employees as significant value of t- test is greater than .05 in all cases.

**Table 1.4: Significance of difference between means score of various dimensions of job satisfaction for public Vs. private Telecommunication sector employees**

Dimensions of Job Satisfaction	Indicator of each last matching case as Primary	N	Mean	Std. Deviation	Sig. Value of t-test
Working environment of the company.	private sector	200	2.2700	.76158	.05385
	public sector	200	4.1450	.35298	.02496
Present working hour.	private sector	200	2.9950	1.19672	.08462
	public sector	200	3.7100	1.05426	.07455
Work responsibilities.	private sector	200	3.0950	1.11002	.07849
	public sector	200	3.6900	1.02428	.07243
Comfortable in carrying out my responsibilities	private sector	200	3.2850	1.09074	.07713
	public sector	200	3.7150	.98928	.06995
Work relationships with the people around me.	private sector	200	3.0000	1.14742	.08114
	public sector	200	3.5600	1.13704	.08040
Various activities in the firm & love participating in them.	private sector	200	3.2050	1.05762	.07479
	public sector	200	3.7300	.90620	.06408
Overall job security.	private sector	200	2.6600	1.29723	.09173
	public sector	200	3.6450	1.24367	.08794
Right to put forward my opinions.	private sector	200	2.9050	1.05429	.07455
	public sector	200	2.8550	1.03893	.07346
Leaders in my workplace as positive role models.	private sector	200	2.9050	1.12798	.07976
	public sector	200	3.2250	1.07711	.07616
Recognition and rewards for my outstanding works and contributions.	private sector	200	2.8050	1.02579	.07253
	public sector	200	3.2900	1.08711	.07687
Right set of duties, as per my ability.	private sector	200	2.7750	1.10929	.07844
	public sector	200	3.2750	1.09791	.07763
Able to maintain a healthy balance between work and family life	private sector	200	2.5250	1.19436	.08445
	public sector	200	3.4400	1.29413	.09151
Fulfilling my responsibilities give me a feeling of satisfaction & personal achievement.	private sector	200	2.6500	1.05502	.07460
	public sector	200	3.4200	1.09984	.07777

Leave policy of the company.	private sector	200	2.7300	1.30214	.09208
	public sector	200	3.7150	1.21704	.08606
Assistance policy (e.g.- lunch & transport etc.) of the company.	private sector	200	2.5200	1.07955	.07634
	public sector	200	3.1800	1.14637	.08106
Long term benefit & insurance policies of the company.	private sector	200	2.7700	1.04526	.07391
	public sector	200	3.3450	1.12798	.07976

Result (Table1.4) reveals, there is significant difference in the satisfaction level of public & private telecommunication sector employees as significant value of t-test is greater than .05 in all cases.

### CONCLUSION AND SUGGESTION

Results show that male respondents were found more satisfied than their female counterparts. The study also revealed that public telecommunication sector employees are more satisfied than private telecommunication sector employees. This is due to working environment, present working hours, work responsibilities, work relationships with the people around them, overall job security, given right to put forward my opinions, leaders in my workplace as positive role models, awarded right set of duties, as per my ability, & able to maintain a healthy balance between work and family life, responsibilities give him a feeling of satisfaction & personal achievement, leave policy of the company, employee assistance policy and long term benefit & insurance policies of the company of public telecommunication sector employees.

Study shows that private telecommunication sector employees are very sensitive regarding working environment, working hours, recognition n rewards, right set of duties and responsibilities; leave policy, employee assistance policy, long term benefit and insurance plan and leaders at work place. The authorities should include employees at the time of restructuring their policies.

Study further shows that level of satisfaction among both public and private telecommunication sector employees is low regarding 'given right to put forward my opinions'. Authorities should arrange regular formal meetings with employees to consider their suggestions and also try to value it.

### Area for further research:-

- The study will be handy for the organization to decide whether level of job satisfaction of employees should be increased or not and they can understand how to improve the employee performance.
- The study was done only on Madhya Pradesh state but the same study can be conducted for other state of India as well.
- The study is quit helpful to the public and private organization how to compare the job satisfaction and employee performance.
- A study on level of satisfaction among telecommunication sector employees of rural and urban area further can be undertaken. Comparative analysis can be made between public and private banking sector employees.

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