

SELF-SATISFACTION AND ITS ASSOCIATED FACTOR: A STUDY OF TWO ORGANISATIONS OF ASSAM**Dr. Parismita Chetia**

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Abstract:

This study self-satisfaction basically a study about workers socio-psychological condition which is highly influenced by the two organisations of Namrup, Assam. This study of the industrial workers is of great importance so far as the recent development of industrialization is concerned. It is a recurring feature of industrial life. Employees are motivated by a wide variety of social and psychological factors not merely through earnings. It is a known fact that human behaviour that is affected by feelings, sentiments and attitudes. So, in this context informal work groups play a pivotal role in shaping the attitudes and performance of individual workers. Generally self-satisfaction implies the inner abilities of a man which motivate them to find out their needs and conditions to develop their potential. Many a times it has been observed that the social esteem, salary, promotion, working environment, medical and welfare facilities and other conditions of employment may highly responsible of workers dissatisfaction to their work. In this study an attempt has been made to observe that factors of what are the responsible or workers dissatisfaction in two organisations of Namrup and to analyse how the factors may highly affect the workers in both the organisations of Namrup, Assam i.e., APL and NTPS.

Key Words: Self satisfaction, organisations, A.P.L., N.T.P.S., Assam**1. Introduction :**

Human-relation study in one of major important concern in recent days in modern industrial organisations. It is the way in which an industrial organisation's workers and management feel about each other, interact and solve their problems. Human relation is crucial for industrial productivity by enhancing their employees motivation towards their goal.

Bacically human relations implies that it is the interaction between employees and the organisations concerned related persons. It may be, management, workers, any one else and they come into contact duringh working period.

Human relations approach is one of the most significant approach of workers. Employees are motivated by a wide variety of factors such as social and psychological not merely through earnings. It is a well known fact that human behaviour which is affected by sentiments, feelings and attitudes, so in this respect informal work groups playing a decisive role in shaping the attitude and performance of workers.

Human relations is a process in which the workers communicate with each other to achieved their targeted goals through maintaing positive culture of organisation. For industrial productivity there must be increase in the level of job-satisfaction to its organisations as greater job satisfaction leads higher productivity otherwise vice-versa or the problem absent raised and

it leads to fall in productivity. Motivated employees can be productive employee.

i. Job-Satisfaction :

Job-Satisfaction can be treated as one of the major determinant prediction of workers absenteeism. The Father of Human Relations Movement Elton Mayo and others suggested that job-satisfaction had beneficial effects, including work performance (Argyle, 1988). Thus, it can be assumed that satisfied workers effect on productivity to a great extent.

It is to be mentioned, that positive and negative aspects of job-satisfaction affect productivity. In this context Herzberg, et al. (1959) stated that positive satisfaction is due to motivators, achievement, recognition the work itself, responsibility and advancement. Dissatisfaction is due to bad experiences caused by hygiene factors, supervisors, fellow workers, working condition, company policy and personal life. (Herzberg et.al. 1959)

It has been suggested that low job-satisfaction is the determinant factor of withdrawl, which may take the form of absence, lateness, turnover and even sickness and accident. In every organisation job-satisfaction increases job performance of an employee. There are different approaches to understand what makes employees satisfied with their job. In relation to job satisfaction Herzberg Two-Factor theory is playing a key role in workers job-satisfaction. He shows Motivators as job-satisfaction factor and Hygiene factor as job-dissatisfaction factor. He indentifies motivators such as recognition, responsibility, personal growth, promotion, achievement and the Hygiene factors viz, organizational policy, working condition, job-security, poor supervision organisational policy, working conditions and job-security. He pointed out that presence of cer- tain factors may lead to job-satisfaction and absence of these factors would lead to job-dissatis- faction. Furthermore he opined that when motivatiors are present at high levels it contributes to job-satisfaction and absence of these leads to job-dissatisfaction.

In this regard, differenent numbers of scholars, social scientistists have conducted a host of studies. Because the work and workers problem is important matter so far as modern industrial organisation is concerned. Therefore, in this respect an attempt has been made to find out the self-satisfaction factors of workers in two organisations of Namrup. As, there is no such kind of study conducted in upper Assam. That is why the researcher would select the problem of self satisfaction factors firstly to investigate why the industrial or organisational workers dissatisfied to their job due to other motivational and hygiene factors.

The purpose or aim of this study is to observe and analyse various aspects of workers work related issues which dissatisfied the workers of both of these organisations of Namrup, Assam. The present study of job-satisfaction improves the employee's productivity and reduces absenteeisim, turnover while job-dis satisfaction degrades workers work efficiency. As a result this type of dissatisfaction may make them absent from their factory work.

ii. Basic concept of Job-Satisfaction:

Job-Satisfaction is one of the prominent phenomena in the field of human resource management and organisational behaviour. It implies workers positive attitude to their job. Job-satisfaction of an employee's focus on some related aspects like salary, working enviornment, fellow workers, leadership etc. Various research studies indicated that satisfied employees tend to be motivated towards the work which in turn improves employees performance. It may be

reason about the satisfied employee known as productive employee and deprivation of these factors tend to be alienated from their job which results absenteeism in both the organisations. Similarly employees morale also reflected by organisational culture, management style and employee's self-concept, perception of work reward.

Basically job-satisfaction is connected which workers absence behaviour. The significance of job-satisfaction is fairly evident from a description of the importance of maintaining morale in an organisation. Workers satisfaction directly relates to quantity and quality of product which affect the production and ultimately it affects state and national economy.

iii. Causes of Job-satisfaction :

Workers job-satisfaction may arise due to several factors such as salary, work commitment, working environment, nature of work, promotion, welfare facility, social security, hours of work, supervision, achievement, (Self-actualization) occupation stress so and so on.

iv. Basic concept of Self-Satisfaction :

Generally self-satisfaction of an individual implies person's feeling of satisfaction about one's achievements. It is concerned with workers motivation that transmitted through perception of self into reality. As self satisfaction or self worth is a prime factor of workers commitment to their work.

Self-satisfaction is the last and most essential need of an individual as suggested by Maslow. It indicates the inner abilities of a man which motivate them to find out their needs and conditions to develop their potential. He further, extended his theory, of comparison of social man model with a man model of a formal organisation. The self-actualization or self satisfaction leads the workers to fulfil the needs. After satisfying the needs by his abilities and skill he can develop a sense of creating a lot of things. Therefore, in such a situation the formal organisation does not allow them to actualized or satisfy their needs. The idea of social man model about the nature of work has become meaningless because of high degree of division of labour and specialization. Status seekers are one of the types of absentee concerned with the Maslow's self-actualization man. As a self actualization, man always tried to seek of higher social status in respect of work. Deprivation of such type of dissatisfied the workers and never encourages to motivating for their work, Under such circumstances they compel to keep away from work.

2. Significance of the study :

In recent days self-satisfaction is considered as one of the major concern of industrial workers. It is due to the fact that self-satisfaction tend to be more happier which brings committed to their work. Every research problem has its own significance keeping in view of the theoretical as well as practical relevance. Since, there is no such study conducted in Assam. There are few industrial organisations in Assam and they are located in the situations of rural surroundings and rural environment. This reveals a fact that most of these industries are of rural origin associated with great mix of rural traditions.

3. Objectives of the study:

- i. To observe the responsible factors of self-satisfaction in the two organisations of

Namrup.

ii. To analyse how self-satisfaction may affect the workers for which they demotivated and low commitment to their job in both these organisations i.e., A.P.L and N.T.P.S.

4. Field and Methodology:

(i) Namrup is a small town which situated closely to the foothills of the great Patkai Mountain Range in the extreme northeastern part of India. The river Dilih flows through it. Namrup is situated in a picturesque location amidst wet paddy fields, Assamese villages, orchards, large tea-gardens and densely forested hills. Administratively Namrup is located within district and it is today an important industrial town of Assam.

Namrup is approximately 80 km from Dibrugarh district in upper Assam by road towards south-east. And approximately 70 kms from Tinsukia towards south. It has also a small railway station in Dibrugarh-Guwahati broad-gauge railway line. There are three industrial plants in Namrup. These are Brahmaputra valley Fertilizer corporation Limited (BVFCL), Assam Petro Chemicals Limited (A.P.L.), and Namrup Thermal Power Station (N.T.P.S), These three organisations are located in the heart of the Namrup town. But we have selected two organisations for our research. These are A.P.L. and N.T.P.S. organisations.

(ii) Methodology of the study :-

To attain the objectives of the study, data collected through the interview schedule. We have selected 50 respondents i.e. workers both from APL and 50 from NTPS as our selected sample for the study. The respondents both from the organisations are full time. The studied respondents consists of both males and females.

5. Findings of the study:

For this study, we have taken 41-50 age group of respondents from APL, while most of the NTPS workers are from the age group of 51-60. In this study it was observed that the age group 51-60 workers are less absent than compared to 41-50 mid level young age group workers. Again, it was revealed that in APL 87.7% are male and 12.3% respondent belong to female. On the contrary, in NTPS 92.60% consists male and 7.3% respondents are female. With regard to marital status of the respondents it is seen that 75.5% respondents of APL are married and 25.5% belongs to divorce, single, widows. While in NTPS 74.7% respondents are married and rest of 26.3% are single, widow, divorce. Also it is to be mentioned that 16.7% belong to graduate in APL rest of belong to under graduate, below matriculation, technical study etc. But on the otherhand 11.7% are graduate rest of respondents belong to below under graduate, technical study of NTPS. From this study it is clear that majority of respondents live in nuclear family while in NTPS the case is similar regarding family structure. In case of occupational grades of the workers it is found that in both these organisations grade III workers are highest category.

Employee's depression:

Information regarding workers depression with their job due to several factors is also collected. The following table shows the feeling of depression to their job of respondents of two organisations of Namrup.

Table - (i) Feeling of depression in job :

Name of the industry	Responses	No's of respondend	Percentage
APL	Always	12	24%
	Often	17	34%
	Rarely	11	22%
	Neber	10	20%
	Total	50	100%
		50	100%
NTPS	Always	12	24%
	Often	17	34%
	Rarely	11	22%
	Neber	10	20%
	Total	50	100%
			50

The data presented in the table shows that the respondents of two organisations under the study are depressed because of various causes. It is one of the remarkable phenomenon of employees self dissatisfaction of organisations. These factors are salary; low morale, poor leadership quality, in adequate working environment, etc. are the contributing factors of employees depression of both the organisations of Namrup.

Dut of total 50 respondents of APL, the hightest number of respondents 34% often feen depressed for their job and 22% respondents rarely depressed rest of 24% respondents always felt depressed in their present job and 20% respondents never felt depressed in their job. On the contrary majority 38% respondents often felt depressed in their present job of NTPS organisation, again 22% always felt depressed in present job and 26% respondents are rarely frusted in present job but 14% never felt depressed for their job.

It seems that the respondents of Assam Petro Chemicals Limited are dissatisfied with their job due to wide variety of factors such as lack of welfare facilities, working hours, lack of promotion, leave, unsatisfactory leadership quality, unsuitable working environment etc.

The workers of APL are highly influenced by the promotion factor. The high educated workers according to their qualification are deprived of promotion. The respondents never self-actualize to develop their inner qualities and capabilities. That leads them to less committment towards their job.

The workers expressed dis-satisfaction with supervisors behaviour. They explained that supervisors always play their dominating role. This kind of situation compel them to stay away from their work.

Apart from that workers of two organisations feel depressed with their job due to other work related factors like salary, morale, promotion, lack of interaction with supervisor, unhygienic working enviroment inadequate welfare and medical facilities etc. Thus, it is asserted that such types of deprivation may affect workers mindset by which the workers donot encourage to develop their inner skill and abilities. And it leads to low commitment to the job. Here, one fact

come to know that the workers keep absent from work due to suffers from major illness in APL the workers suffered from illness due to chemical evolved from the industry. This kind of issue may dissatisfied them to their job.

6. Conclusions :

From the above discussions it is very clear that self-satisfaction is considered as prime movers of workers job-satisfaction. It can be looked as one of the main determinant predictor of workers commitment. It is to be stated that a happy worker is a productive worker. Furthermore the job related factors may highly affect the workers mind-set. Motivational factors direct the relationship between job-satisfaction and also improves the performance. It leads to higher productivity.

In an organisation for higher level of output there must be focus on socio-psychological stisfaction of the workers to bring higher productivity and efficiency of an organisation.

Furthermore, irritating and intolerance working environment is exist in both these organisations. Heat and moisture which rapidly exhaust the workers, bad lighting condition, which cause eye-strain, dust, fumes and all of these influence the workers health, causing them remain away from their work. Along with the sound pollution or noise pollution vibration affect hearing capabilities of NTPS workers to a large extent. In this context it canbe say that the relation between mind and health is too much important for maintaining physical as well as social environment. The workers suffer from number of diseases like deafness, headache abnormality in blood pressute etc. The loud sound of the factory makes them tired and sick, it causes low commitment hence absent of some workers.

The self-satisfaction factors are major concern of workers absence behaviour of two industries which is forwarded by Maslow. The self-satisfaction factor tends the workers to fulfill theirneeds. After satisfying the needs by their ability and skill they can develop a sense of creating a lot of things. Thus, in such a condition the formal organisation neber permit the workers to fulfil their needs. Status seekers are one kind of absentee associated with Maslow's self-actualization man. This kind of status seekers want higher social status in terms of work and vice-versa. In APL organisation the workers motivated but frequently likely to be demotibated from their work due to job-related factors such as promotion, supervision though the workers are receiving high salaryfromthe organisation. Similarly, the workers of NTPS demotivated due to lack inadequate welfare and recreation facility, working environment etc. Thus, it can be pointed out that deprivation of job related factors may also dissatisfied among both the workers of organisations. The other conditions of employment would not satisfy their basic needs. Therefore, it clear that leadership, smetimes act as motivators to do work but other conditions too dissatisfy them and compel to abstain from their work. The conclusions arrived at by this investigator is tentative in nature and future research on such concepts should ventured by other scholars.

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