

Employee Job Satisfaction : A Case Study On The Pipeline Department Of Oil India Limited

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INTRODUCTION

The success of any organization depends on the satisfaction level of its employees. A major part of man's life is spent at the work place. It not only provides status to the individual, but also binds him to the society. The term job satisfaction is of utmost significance from the standpoint of employee morale. It refers to employees' general attitude towards his work. A person with a high level of job satisfaction holds a positive attitude towards the job, otherwise, he holds a negative attitude towards the job. Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job, an affective reaction to one's job, and an attitude towards one's job. Job satisfaction is correlated with life satisfaction. This correlation is reciprocal, meaning people who are satisfied with life tend to be satisfied with their jobs, and people who are satisfied with their job tend to be satisfied with their life. An important finding for organizations to note is that job satisfaction has a rather tenuous correlation to productivity on the job. Oil India Limited (OIL) is a premier national oil company engaged in the business of exploration, production and transportation of crude and natural gas. Oil India Private Limited company was incorporated in 1959 as a company with 2/3rd shares owned by the Burmah Oil company (BOC) of UK and 1/3rd by the Government of India. In the year 1962, by an agreement, the Government of India and BOC transformed OIL into a joint venture with equal co-ownership. The company was later nationalized on 14th October, 1981. The OIL India limited transports the entire crude oil produced in the North East India to five refineries i.e. Digboi, Numaligarh, Guwahati, Bongaigaon, and Barauni.

NEED FOR THE STUDY

The term Job Satisfaction refers to a pleasurable or positive emotional feeling of an employee. To increase the productivity of an organization, the employees' positive attitude towards his job is very much essential. Employees are highly complex individuals, subject to a variety of psychological and sociological needs apart from their survival needs. Attitude of employees is the main driving force of an organization.

OBJECTIVES OF THE STUDY

The main objectives of the present study are:

- 1) To assess the satisfaction level of employees in the Pipeline Department of Oil India limited.
- 2) To identify the factors which influence the job satisfaction of employees.
- 3) To offer suggestions to improve the satisfaction level of employees.
- 4) To examine the employees' degree of satisfaction towards the facilities.

DATABASE AND METHODOLOGY

The study is based on both primary and secondary data.

❖ **Primary Data:** The primary data were collected using a structured questionnaire.

❖ **Secondary Data:** The secondary information was collected from the internet, OIL's magazine and journal.

❖ **Sample Selection:** There were 434 employees (both executives and workmen) working in the Pipeline department of Oil India Limited as on 31st March, 2011. The questionnaire was administered through mail and in person to 100 employees. The researcher got accurate responses only from 60 respondents. The sampling was selected by using the convenience sampling technique.

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QUESTIONNAIRE DESIGN

A structured questionnaire was designed to collect the primary data. Basically, while designing the questionnaire, it was kept in mind that all the required information would be collected through the questionnaire. The questionnaire was developed on the basis of variables like occupational level, facility and incentive offered, pay, promotion and transfer policy, and employer-employee relationship. The respondents were asked to rate each statement on the Likert scale of 1 to 3. The collected data were tabulated and analyzed by using SPSS (version 14.0) software.

RESULTS AND INTERPRETATION

Table 1: Employees Satisfied With Their Jobs					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	1	1.7	1.7	1.7
	no comments	13	21.7	21.7	23.3
	yes	46	76.7	76.7	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

The Table1 reveals that 76.6% of the respondents were satisfied with their jobs, and 1.7% of the respondents were not satisfied with their jobs. 21.7% of the respondents were neither satisfied nor dissatisfied.

Table 2: Employees Satisfied With The Working Conditions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	poor	4	6.7	6.7	6.7
	no comments	13	21.7	21.7	28.3
	good	43	71.7	71.7	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

The Table 2 reveals that 71.7% of the respondents were satisfied with the working conditions, 6.7% of the respondents were not satisfied and 21.7% of the respondents were neither satisfied nor dissatisfied with the working conditions.

Table 3: Satisfied With Their Current Position					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	6	10.0	10.0	10.0
	no comments	24	40.0	40.0	50.0
	yes	30	50.0	50.0	100.0
	Total	60	100.0	100.0	
Source- field survey					

Table 4: Salary Offered By OIL Is Sufficient					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	neither agree nor disagree	7	11.7	11.7	11.7
	agree	53	88.3	88.3	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

The Table 3 reveals that 50% of the respondents were satisfied with their current position in job, 40% of the respondents refused to comment on this aspect, and the remaining 10% were not satisfied with their current position. The Table 4 reveals that 88.3% of the respondents agreed with this statement, and only 11.7% of the respondents neither agreed nor disagreed with the statement.

Table 5: Facilities Provided By OIL Are Excellent					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	4	6.7	6.7	6.7
	neither agree nor disagree	4	6.7	6.7	13.3
	agree	52	86.7	86.7	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

The Table 5 reveals that 86.7% of the respondents were satisfied with the facilities provided by this company, 6.7% of the respondents neither agreed nor disagreed, and the same percentage of the respondents were dissatisfied.

Table 6: Incentives Provided By OIL Are Excellent					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	2	3.3	3.3	3.3
	neither agree nor disagree	10	16.7	16.7	20.0
	agree	48	80.0	80.0	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

The Table 6 reveals that 80% of the respondents were satisfied with the existing incentives provided by the company, 16.7% of the respondents were neither satisfied nor dissatisfied, and only 3.3% of the respondents were dissatisfied with the incentives provided by OIL.

Table 7: Promotion Policy Is Justifiable					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	30	50.0	50.0	50.0
	neither agree	4	6.7	6.7	56.7
	agree	26	43.3	43.3	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

The Table 7 reveals that only 43.3% of the respondents were satisfied with the present promotion policy, and 50% of the respondents were not satisfied with the same.

Table 8: Annual Leaves Provided Are Sufficient					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	10	16.7	16.7	16.7
	agree	50	83.3	83.3	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

Table 9: Transfer Policy Is Good					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	4	6.7	6.7	6.7
	neither agree nor disagree	1	1.7	1.7	8.3
	agree	55	91.7	91.7	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

The Table 8 reveals that 83.3% of the respondents were satisfied with the annual leave granted to them. Only 16.7% of the respondents were not satisfied with the annual leaves provided by the organization. The Table 9 reveals that 91.7% of the respondents were satisfied with the existing transfer policy, and only 6.7% of the respondents were not satisfied with the existing transfer policy.

Table 10: Employer - Employees Relations Are Cordial					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	4	6.7	6.7	6.7
	no comments	1	1.7	1.7	8.3
	agree	55	91.7	91.7	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

Table 11: Office Timings Are Satisfactory					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not agree	18	30.0	30.0	30.0
	neither agree nor disagree	2	3.3	3.3	33.3
	agree	40	66.7	66.7	100.0
	Total	60	100.0	100.0	
Source : Field Survey					

Table 12: Descriptive Statistics					
The descriptive statistics have been used to find out the mean and standard deviation of each statement					
	N	Minimum	Maximum	Mean	Std. Deviation
Satisfied With Job	60	1	3	2.75	.474
Rate The Working Condition	60	1	3	2.65	.606
Satisfied With Current Position	60	1	3	2.40	.669
Salary Offered By OIL Is Sufficient	60	2	3	2.88	.324
Facilities Provided By OIL Are Excellent	60	1	3	2.80	.546
Incentives Are Excellent	60	1	3	2.77	.500
Promotion Policy Is Justifiable	60	1	3	1.93	.972
Annual Leave Is Sufficient	60	1	3	2.67	.752
Transfer Policy Is Good	60	1	3	2.85	.515
Employer - Employee Relations Are Cordial	60	1	3	2.85	.515
Office Timings Are Satisfactory	60	1	3	2.37	.920
Valid N (listwise)	60				
Source : Field Survey					

From the Table 10, it is clear that 91.7% of the respondents were satisfied with the relationship between the employer and employee, 1.7% of the respondents refused to comment, and 6.7% of the respondents were not satisfied with the relationship with their employer. The Table 11 shows that 66.7% of the respondents were satisfied with the office timings, 3.3% were neither satisfied nor dissatisfied, and 30% of the respondents were dissatisfied.

The Table 12 reveals that the occupational level, facility, incentives offered, pay, promotion and transfer policy, the employer - employee relationship was good at Oil India Limited. It also reveals that the pay structure, facilities provided by the company, transfer and promotion policy, annual leave facility, and working conditions were the most important factors influencing job satisfaction.

FINDINGS OF THE STUDY

- 1) 76.6% of the respondents were satisfied with their job.
- 2) 71.7% of the respondents were satisfied with the working conditions.
- 3) 50% of the respondents were satisfied with their current position in job.
- 4) 88.3% of the respondents were satisfied with the salary structure.
- 5) 86.7% of the respondents were satisfied with the facilities provided by the company.
- 6) 80% of the respondents were satisfied with the incentives offered by the company.
- 7) 50% of the respondents were not satisfied with the existing promotion policy.
- 8) 83.3% of the respondents were satisfied with the annual leaves granted by the company.
- 9) 91.7% of the respondents were satisfied with their existing transfer policy.
- 10) 91.7% of the respondents agreed that there is a cordial relationship between the employer and the employees.
- 11) 66.7% of the respondents were satisfied with their office timings.

SUGGESTIONS AND CONCLUSION

- 1) Introduction of new promotion policy may help to increase the employees' satisfaction levels.
- 2) The pay structure plays an important role in job satisfaction of employees, hence, the salary should be fixed in such a way that it fulfills the employees' expectations.
- 3) Office timings should be maintained in such a way that employees feel comfortable.
- 4) Inter organizational tour may be arranged once in a year for exposure of employees and to facilitate interaction among the employees of the organization.

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