

# Employee satisfaction (Non-teaching staff) at an agriculture deemed university

■ RINI CHARAN

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## ABSTRACT

The study was conducted in Allahabad, Uttar Pradesh. It revealed that human resource or employees which are considered as a valuable asset of an organisation have certain reasons of satisfaction and dissatisfaction with their job. The pie-charts based on answers of questionnaire developed specifically for studying the level of employee satisfaction will explain this more clearly. This study took into consideration following dimensions contributing to employee satisfaction: Superior-subordinate relationship Job-role, Career development, Motivation, Pay and benefits, Medical and accommodation facility, Promotion and Leaves provided.

**KEY WORDS :** Human resource, Employee satisfaction, Employees, Organisation

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Man who is termed as 'Human resource' is treated as a valuable asset in an Organization, whose value can be improved by the investment in them through training and development. A small investment in human resource today can give a huge return to the Organization.

A major feature which distinguishes Human resource from other resources is that with the passage of time; the value of other resources decreases as they are affected by wear and tear but on other hand the value of Human resource increases by the passage of time. Dissatisfaction of an employee with his work or company's facilities given to him can have a negative impact on the employee and on the Organization too. Therefore nowadays emphasis is been given to "Employee Satisfaction".

"Employee Satisfaction" is a measure of how much workers are happy with their job and working environment. Motivating employees and keeping their morale high can be

of tremendous benefit to the Company or Organization as satisfied and happy workers will be likely to produce more, take fewer days off, and stay loyal to the company. Organizations that can create work environments that attract, motivate and retain hard working individuals will be better positioned to succeed in a competitive environment that demands quality and cost-efficiency.

Driving employee happiness and job satisfaction is the cornerstone of any employee retention strategy, and the best way to learn about employees' needs is by listening to their complaints. Lack in this field results many times in development of grievances which is considered as a real or imaginary wrong causing resentment and regarded as grounds for complaint or may be a feeling of resentment or injustice at having been unfairly treated.

The study on employee satisfaction aimed at identifying reasons of satisfaction and dissatisfaction so that the reasons for satisfaction and dissatisfaction among non-teaching employees at SHIATS (Sam Higginbottom Institute of Agriculture Technology and Sciences), Allahabad, Uttar Pradesh can be identified.

The present investigation was carried out on 65 non-teaching employees. A questionnaire for employees was

## AUTHOR FOR CORRESPONDENCE

RINI CHARAN, Joseph School of Business Studies, Sam Higginbottom Institute of Agricultural Technology and Sciences, ALLAHABAD (U.P.) INDIA

Email: rini.charan@shiats.edu.in, rini.charan@gmail.com

prepared in which following dimensions were considered that contributed to employee satisfaction:

- Superior-subordinate relationship
- Job-role
- Career development
- Motivation
- Pay and benefits
- Medical and accommodation facility
- Promotion
- Leaves provided

Percentage method was used for calculating the number of options ticked by employees. Pie-charts were prepared for showing percentage of answers of each question on the questionnaire and bar-charts were used for showing the final percentage of satisfaction level of the employees in Sam Higginbottom Institute of Agriculture Technology and Sciences, Allahabad (U.P.) INDIA.

Few pie-charts representing Non-teaching employees' view regarding various dimensions contributing to employee satisfaction have been shown as below:

Other dimensions have a neutral effect altogether on satisfaction level of employees. Above shown pie-charts are the ones showing maximum and minimum percentage of

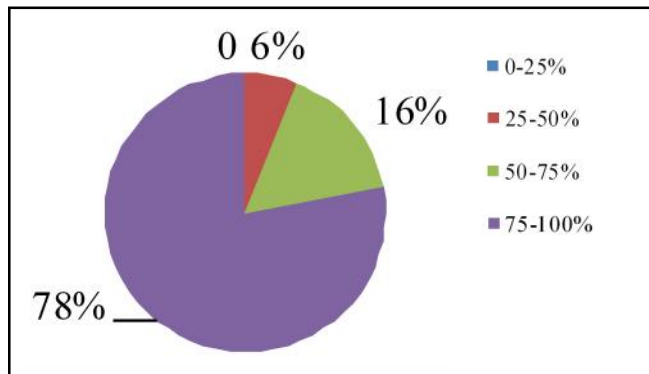


Fig. 1 : Pie-chart showing satisfaction with salary

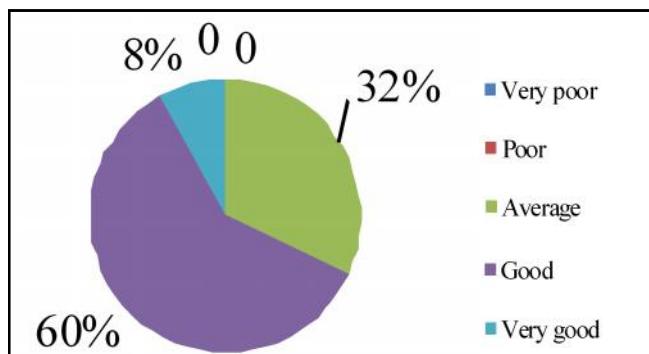


Fig. 2 : Pie-chart showing satisfaction with higher education opportunities provides to the non-teaching staff

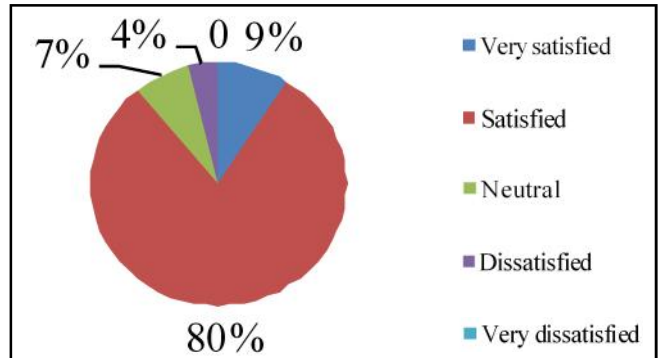


Fig. 3 : Pie-chart showing satisfaction by the way employees are treated by their seniors/ dean/ HOD

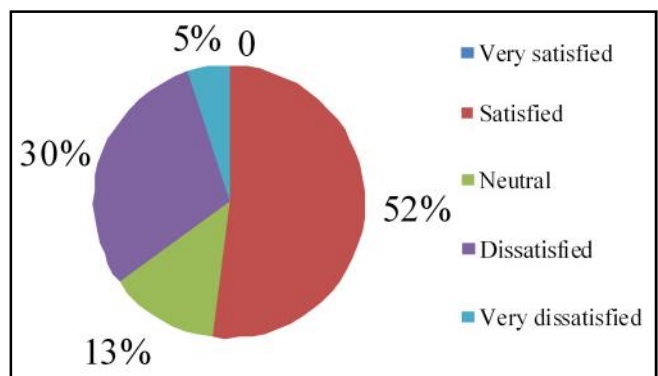


Fig. 4 : Pie-chart showing satisfaction percentage with accommodation facility provided to non-teaching staff

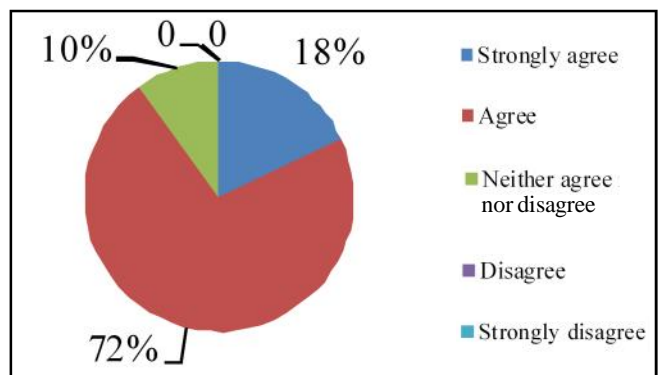


Fig. 5 : Pie-chart showing agreement that non-teaching employees may recommend their relatives and children to join the University as a student or teaching/non-teaching staff in future

satisfaction or dissatisfaction among non-teaching staff. These findings are in agreement with that of Schwab and Wallace (1974), Silva (2006), Matzler and Renzl (2006), Miller (2006) and Kelley (2005).

**Conclusion :**

With requirement of more new teaching employees in an organization and changing needs to organise them and fulfil their job requirements, non-teaching employees play a very important role in functioning of any Organisation or Institution. It has very rightly been said by R W Emerson, "Trust men and they will be true to you; treat them gently, and they will show themselves great".

According to the study carried out, it was found by percentage method that 64% of non-teaching employees are highly satisfied, 33% are satisfied and 03% dissatisfied with their job. On analysing each answer of the questionnaire through pie-charts it was concluded that:

- Non-teaching employees are quite satisfied with their salary according to Figure 1 which is necessary also as it is the main driving factor towards employee satisfaction.
- Quite a number of Non-Teaching employees are satisfied with the higher education opportunities being given to them. The credit goes to the authorities who encourage for further higher studies and a hidden reason may be the fees concession provided to the staff for pursuing further studies from the University itself.
- Figure 3 shows that employees are gratified by the way they are been treated by their seniors. They feel that they are respected and are important for the University.

- There is a certain percentage of non-teaching staff which is dissatisfied with accommodation facilities according to Figure 4. It is requirement of the employees that the University needs to construct more of residential quarters.
- The employees have a good picture of the University as an educational institute as well as a place to work. That is the reason why maximum staff is willing to recommend their friends, relatives and children to join the University as a student or teacher according to Figure 5.

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