

# Employee satisfaction (Teaching staff) at an Agriculture Deemed University

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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, now-a-days 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

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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 teaching employees at SHIATS (Sam Higginbottom Institute of Agriculture Technology and Sciences), Allahabad, Uttar Pradesh can be identified.

## METHODOLOGY

The present investigation was carried out on 192

teaching employees. A questionnaire for employees was 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. These findings are in agreement with that of Schwab and Wallace (1974), Silva (2006), Matzler and Renzl (2006), Miller (2006) and Kelley (2005).

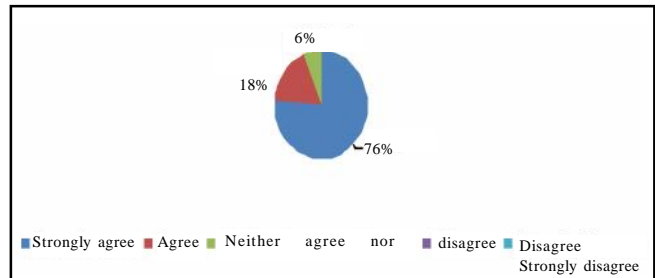
**ANALYSIS AND DISCUSSION**

Few pie-charts representing Teaching employees' view regarding various dimensions contributing to employee satisfaction have been shown in Fig. 1 to 6.

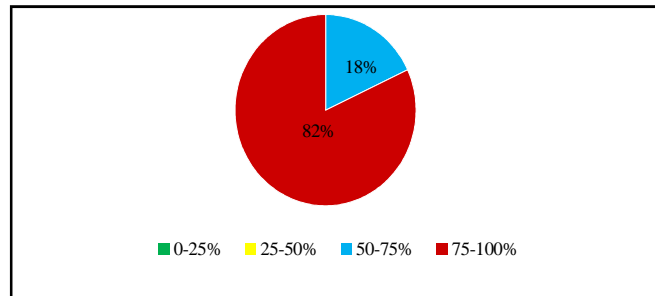
Other dimensions have a neutral effect altogether on satisfaction level of employees. Above shown pie-charts are the ones showing maximum and minimum percentage of

satisfaction or dissatisfaction among teaching staff.

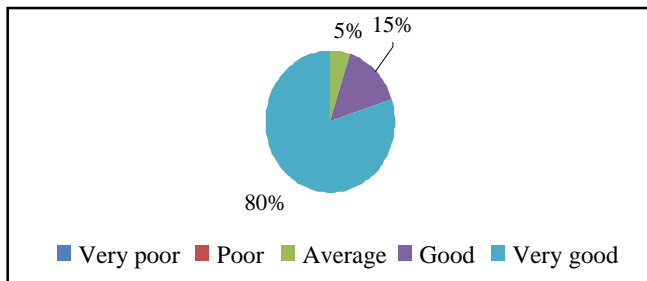
According to the study carried out, it was found by percentage method that 27 per cent of teaching employees



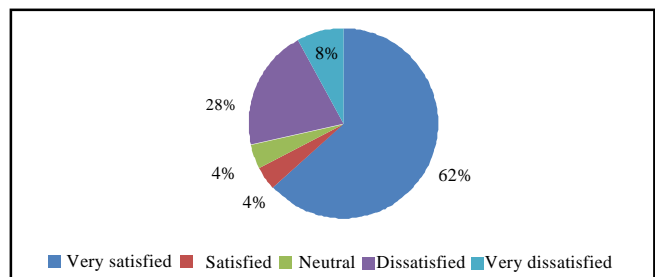
**Fig. 3 : Pie-chart showing satisfaction with adequate opportunity provided for moving to a better job within the University**



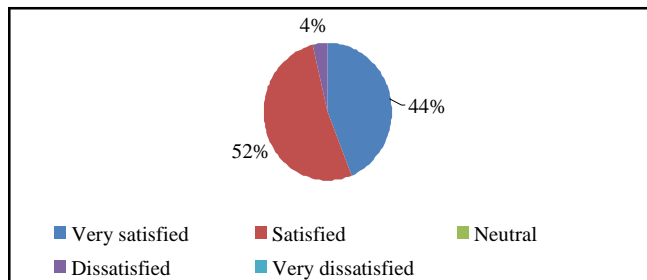
**Fig. 4 : Pie-chart showing satisfaction percentage with salary**



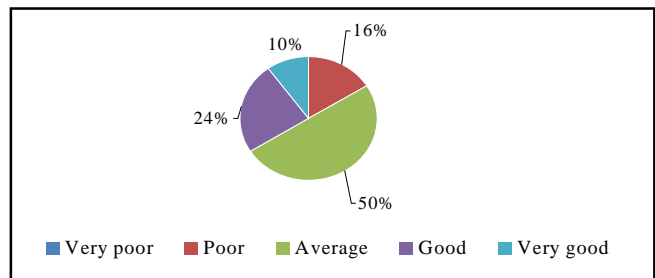
**Fig. 1 : Pie-chart showing satisfaction with the higher education opportunities provided by the University**



**Fig. 5 : Pie-chart showing satisfaction percentage with promotions received by employees**



**Fig. 2 : Pie-chart showing satisfaction with the number of leaves provided to the teaching staff**



**Fig. 6 : Pie-chart showing satisfaction with the rate of communication medium between employees and top level of the University**

are highly satisfied, 64 per cent are satisfied and 9 per cent dissatisfied with their job. On analysing each answer of the questionnaire through pie-charts it was concluded that:

Teaching employees seem to be quite 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.

Leaves provided to the teaching staff appear to be adequate as maximum percentage *i.e.* 96 per cent staff is satisfied with the leaves they can avail as given in Fig. 2

Maximum teaching employees are satisfied with the opportunities provided to them to acquire a better job in the University as given in Fig. 3

Teaching employees need to be promoted and upgraded to better positions timely according to their qualification and experience without any biases which will lead to increased salary resulting in increased efficiency and commitment towards their work. Promotion and salary (Fig. 4 and 5) have been found out to be the major driving factor towards achieving satisfaction among teaching employees.

Communication between teaching staff and higher authorities or upper level of management needs to be worked upon where higher authorities are easily approachable and

understand the needs and requirements of teaching employees (Fig. 6).

### Conclusion:

With changing era and growing need of teachers (teaching in University) to equip themselves with better knowledge and spend more time in research it is necessary to take care of their satisfaction level with their job which can directly affect the quality of education being provided by them.

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