

The Effect and Degree of Job Satisfaction on Employee Performance in Larson Toyota Car Service Company Private Ltd in Pondicherry

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Abstract

The present study examine the employee's job satisfaction in Lanson Toyota car service company private Ltd. in Pondicherry. This study is employed Questionnaire to examine the employee's job satisfaction level through 102 employees of the company. The statistical tools are used in thus study such as percentage analysis, cross table analysis, and chi-square test. The finding of the study is majority of the employees are satisfied in their job and their company benefits. The results revealed that most of employees are dissatisfied with their working conditions, management communication and interaction level. Also study exhibited that the promotion opportunity in the company was disappointed among the employees. The company properly providing salary and other monetary benefits, fringe benefits, and facilities benefits to the employees at satisfactory level. The study results suggest that company/management should have proper communication with all level employees in particular to job and work condition which would bring more efficiency in job performance and effective in work and also lead to enhance the growth of the company. The study concluded that there is an existence in employees job satisfaction in Toyota car service company Ltd. Pondicherry. The study evidence that Job satisfaction should increased by the management interaction and welfare measures.

Keywords: Job Satisfaction, Monetary Benefits, Employees, Working Condition, Job Performance.

I. Introduction

Job satisfaction is term which revealing one's feeling or emotion or state of mind pertaining nature of their work. Job can be impacted by different kind of factors such as quality of one's relationship with his or her supervisor, physical environment quality in which they work, degree of fulfillment in their work, etc. The Positive attitude and behavior headed for job is equivalent and it exhibit job satisfaction whereas negative behavior or attitude towards job has been revealed variously from time to time. In diminutive, job satisfaction is directly reflecting a person's attitude towards job. Job satisfaction is an behavior or attitude which evidence from balancing & summation of various precise likes and dislikes experienced in association with the job- their assessment may respite largely

upon one's success or failure in the accomplishment of personal objective and upon perceived amalgamation of the job and arrangement towards these ends. Job Satisfaction is a necessary indicator of how personnel experience about their job and a predictor of work conduct such as organizational, citizenship, Absenteeism, Turnover. Job pleasure can in part mediate the relationship of persona variables and deviant work behavior. Common lookup discovering is that job pleasure is correlated with lifestyles style. This correlation is reciprocal which means the humans who are cozy with the lifestyles tends to be blissful with their jobs and the human beings who are cost their jobs tends to relaxed with their life. This is fundamental piece of statistics that is job delight and job overall performance is immediately associated to one another. Thus it can be stated that, "A completely satisfied employee is a productive worker."

Factors of job satisfaction

Hoppock, the earliest investigator in this field, in 1935 counseled that there are six main factors of job satisfaction. These are as under: The way the character reacts to disagreeable situations, the facility with which he adjusted himself with different man or woman the relative reputation in the social and financial crew with which he identifies himself. The nature of work is connected with such abilities, activity and instruction of worker. Security Loyalty Herberg, mausaer, Peterson and capwell in 1957 reviewed greater than one hundred fifty research and listed a number job elements of job satisfaction. These are temporarily described one with the aid of one as follows:

Intrinsic element of job, Supervision, Working conditions, Wage and salaries, Opportunities for advancement, Security, Company & amp; management, Social component of job, Communication, Benefits.

II. Review Of Literature

A study by **Dawal, S. Z., Taha, Z., & Ismail, Z. (2009)** revealed that the mannequin developed highlights that the most substantial elements in each automobile corporations are job rotation, work method, trouble fixing and intention putting with adjusted R2 of 0.8 and 0.7 for the two car agencies. **Awis Al Qarny, I. (2020)** found out the determined that there have been fine and substantial outcomes of compensation on the job satisfaction, and organizational dedication to job delight as properly as the impact of motivation on employee's performance. Moreover, the insignificant impact is located in the impact of the job delight on worker overall performance. **Edralin C. Lim (2020)** exhibited about attested that lean manufacturing elements such as perceived whole productive renovation and perceived worker involvement positively have an effect on the job satisfaction of workers. This learn about may want to furnish recognition to the people in plastics manufacturing involving the magnitude of their position - how to thrive in lean manufacturing implementation. **Ishaq Ibrahim, Kalsom and Ali, Abdul Rahim Zumrah (2019)** found out about concluded that there is a massive partial mediation position of JS on the relationship between BG and ER. The find out about installed a theoretical and realistic base for the future studies, as nicely as implementations of retention in the Malaysian manufacturing enterprise. **Puspita Rinny, Charles Bohlen Purba, and Unang Toto Handiman (2020)** results evidenced that confirmed that compensation, job promotions and job satisfaction concurrently had a sizable impact on performance. Job advertising has a superb and big impact on performance. Job delight has a fantastic and great impact on overall performance.

III. Research Methodology

Sampling Technique

Judgmental sampling: Sample used to be taken on judgmental basis. The gain of sampling are that it is plenty much less costly, faster and evaluation will come to be easier. Sample size taken was 102 employees of Lanson Toyota Automotive Pvt. Ltd, Pondicherry.

Hypotheses Of The Study

The hypotheses are framed based on the objectives of the study.

- NH1: There is no job satisfaction among the employees of Lanson Toyota Automotive Pvt. Ltd, Pondicherry.
- NH2: To study the association between job ratification and work environment among the employees of Lanson Toyota Automotive Pvt. Ltd, Pondicherry.
- NH3: To study the methods of measuring job satisfaction of Lanson Toyota Automotive Pvt. Ltd, Pondicherry.

Data collection

Primary Data: The essential information are those, which are accrued afresh and for the first time and hence show up to be authentic in character. The most important records had been gathered via well-designed and structured questionnaires based totally on the objectives.

Secondary Data: The secondary facts are those, which have already been accumulated through anyone else and surpassed via statistical process. The secondary information required of the lookup used to be gathered thru a number of newspapers, and Internet etc.

Tools Used For Analysis

The statistical tools are used based on the hypothesis

- Cross Table Test
- Chi- Square Test

IV. Analysis and Interpretation

Table 1 Cross-table Ages and satisfied with the job of the Respondents

		Age and satisfied with the job			
		satisfied with the job			Total
		Strongly Agree	Agree	Neutral	
Age	20-25	0	9	6	15
	25-30	0	21	5	26
	30-35	8	21	0	29
	35-45	7	9	8	24
	45 Above	0	8	0	8
Total		15	68	19	102

The above Table 4.31 depicts the Cross Table Analysis, 21 respondents of 25-30 age are agree and 8 respondents of 30-35 age are strongly agree. The majority of the respondents are agreed whereas this table clearly indicates that 19 respondents are neutral with Job satisfaction.

Table 2 Chi Square of Ages and satisfied with the job of the Respondents

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	32.667 ^a	8	.000
a. 9 cells (60.0%) have expected count less than 5. The minimum expected count is 1.18.			

The above Table 4.32 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between age and Job Satisfaction.

Table 3 Cross-table Age and satisfies with the training provided to me of the Respondents

Age and satisfies with the training provided to me							
		satisfies with the training provided to me					Total
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Age	20-25	0	9	6	0	0	15
	25-30	0	13	5	0	8	26
	30-35	18	11	0	0	0	29
	35-45	7	17	0	0	0	24
	45 Above	0	0	0	8	0	8
Total		25	50	11	8	8	102

The above Table 4.39 illustrates the Cross Table Analysis, 18 respondents of 30-35 age are strongly agree and 17 respondents of 35-45 age are agree. The majority of the respondents are agree thereby this table clearly demonstrates with training provided by the organization.

Table 4 Chi-Square Tests Age and satisfies with the training provided to me of the Respondents

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	173.821 ^a	16	.000
a. 18 cells (72.0%) have expected count less than 5. The minimum expected count is .63.			

The above Table 4.40 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between age and training provided to employees.

Table 5 Cross-table Age and my salary and other monetary benefits of the Respondents

Age and my salary and other monetary benefits					
		my salary and other monetary benefits			Total
		Strongly Agree	Agree	Neutral	
Age	20-25	0	15	0	15
	25-30	0	16	10	26
	30-35	0	22	7	29

	35-45	8	16	0	24
	45 Above	0	8	0	8
Total		8	77	17	102

The above Table 4.45 illustrates the Cross Table Analysis, 22 respondents of 25-30 age, 16 respondents of 25-30 age and 15 respondents of 20-25 age are agree. The majority of the respondents are agreed whereas this table clearly indicates that 8 respondents only strongly agreed with other monetary benefits.

Table 6 Chi-Square Tests Age and my salary and other monetary benefits of the Respondents

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.964 ^a	8	.000
a. 10 cells (66.7%) have expected count less than 5. The minimum expected count is .63.			

The above Table 4.46 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between age, salary and other monetary benefits.

Table 7 Cross-table Age and satisfied with facilities benefits of the Respondents

Age and satisfied with facilities benefits						
		satisfied with facilities benefits				Total
		Strongly Agree	Agree	Neutral	Disagree	
Age	20-25	0	0	9	6	15
	25-30	18	0	8	0	26
	30-35	21	8	0	0	29
	35-45	9	15	0	0	24
	45 Above	0	0	8	0	8
Total		48	23	25	6	102

The above Table 4.47 represents the Cross Table Analysis, 21 respondents of 30-35 age are strongly agree and 15 respondents of 35-45 are agree. The majority of the respondents are strongly agreed thereby this table clearly points out that 6 respondents only disagreed with facility benefits.

Table 8 Chi-Square Tests Age and satisfied with facilities benefits of the Respondents

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	120.846 ^a	12	.000
a. 10 cells (50.0%) have expected count less than 5. The minimum expected count is .47.			

The above Table 4.48 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between age and satisfaction of facility benefits.

Table 9 Cross-table Salary and satisfied with the job of the Respondents

Salary and satisfied with the job					
		satisfied with the job			Total
		Strongly Agree	Agree	Neutral	
Salary	8000 below	0	0	5	5
	8000-15000	1	23	0	24
	20000-25000	14	37	6	57
	25000-35000	0	0	8	8
	35000-Above	0	8	0	8
Total		15	68	19	102

The above Table 4.49 illustrates the Cross Table Analysis, 37 respondents of who get paid 20000-25000 are agree and 23 respondents of 8000-15000 are also agreed. The majority of the respondents were concurred. Therefore, this table clearly signifies that 15 respondents are strongly agreed with job satisfaction.

Table 10 Chi-Square Tests Salary and satisfied with the job of the Respondents

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	75.935 ^a	8	.000
a. 9 cells (60.0%) have expected count less than 5. The minimum expected count is .74.			

The above Table 4.50 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between salary and job satisfaction.

Table 11 Cross-table Salary and satisfies with the training provided to me of the Respondents

Salary and satisfies with the training provided to me							
		satisfies with the training provided to me					Total
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Salary	8000 below	0	0	5	0	0	5
	8000-15000	0	16	0	8	0	24
	20000-25000	25	26	6	0	0	57
	25000-35000	0	8	0	0	0	8
	35000-Above	0	0	0	0	8	8
Total		25	50	11	8	8	102

The above Table 4.57 reveals the Cross Table Analysis, 26 respondents who get paid of 20000-25000 are concurred and 25 respondents of 20000-25000 are strongly agreed. The

majority of the respondents were concurred whereas this table clearly points out that there is no respondents disagreed with the satisfaction of training provided by the organization.

Table 12 Chi-Square Tests Salary and satisfies with the training provided to me of the Respondents

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	193.231 ^a	16	.000
a. 20 cells (80.0%) have expected count less than 5. The minimum expected count is .39.			

The above Table 4.58 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between salary and training satisfaction.

Table 13 Cross-table Salary and work well together of the Respondents

Salary and work well together							
		work well together					Total
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Salary	8000 below	5	0	0	0	0	5
	8000-15000	10	6	8	0	0	24
	20000-25000	11	22	0	9	15	57
	25000-35000	8	0	0	0	0	8
	35000-Above	0	8	0	0	0	8
Total		34	36	8	9	15	102

The above Table 4.61 constitutes the Cross Table Analysis, 22 respondents who get paid 20000-25000 are agree and 11 respondents of 20000-25000 are strongly agree. The majority of the respondents were agreed. Therefore this table clearly demonstrates that there is some of the respondents only strongly disagreed with work well together.

Table 14 Chi-Square Tests Salary and work well together of the Respondents

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	83.791 ^a	16	.000
a. 19 cells (76.0%) have expected count less than 5. The minimum expected count is .39.			

The above Table 4.62 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between salary and work well together.

Table 13 Cross-table Salary and My salary and other monetary benefits of the Respondents

Salary and my salary and other monetary benefits					
		my salary and other monetary benefits			Total
		Strongly Agree	Agree	Neutral	
Salary	8000 below	0	0	5	5
	8000-15000	0	19	5	24
	20000-25000	0	50	7	57
	25000-35000	8	0	0	8
	35000-Above	0	8	0	8
Total		8	77	17	102

The Table 4.63 illustrates the Cross Table Analysis, 50 respondents who get paid of 20000-25000 are agree and 19 respondents of 8000-15000 are also agreed. The majority of the respondents were admitted whereas this table signifies that there is some of the respondents only strongly agreed with other monetary benefits.

Table 14 Chi-Square Tests Salary and My salary and other monetary benefits of the Respondents

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	130.030 ^a	8	.000
a. 10 cells (66.7%) have expected count less than 5. The minimum expected count is .39.			

The above Table 4.64 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between salary and other monetary benefits.

Table 15 Cross-table Salary and Satisfied with facilities benefits of the Respondents

Salary and satisfied with facilities benefits						
		satisfied with facilities benefits				Total
		Strongly Agree	Agree	Neutral	Disagree	
Salary	8000 below	5	0	0	0	5
	8000-15000	15	1	8	0	24
	20000-25000	28	14	9	6	57
	25000-35000	0	8	0	0	8
	35000-Above	0	0	8	0	8
Total		48	23	25	6	102

The Table 4.65 represents the Cross Table Analysis, 28 respondents who get paid salary between 20000-25000 are strongly agree and 14 respondents of 20000-25000 are agree. The majority of the respondents are strongly agree whereas this table indicates that there is no respondents disagreed with benefits provided by the organization.

Table 16 Chi-Square Tests Salary and Satisfied with facilities benefits of the Respondents

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	68.742 ^a	12	.000
a. 14 cells (70.0%) have expected count less than 5. The minimum expected count is .29.			

The above Table 4.66 explains that results of chi-square. The significant value of Pearson Chi-Square is 0.000 which is less than the table value 0.10. This indicates that there is significant association between salaries and satisfied with facilities benefits.

V. Conclusion

The present study examine the employee's job satisfaction in Lanson Toyota car service company private Ltd. in Pondicherry. This study is employed Questionnaire to examine the employee's job satisfaction level through 102 employees of the company. The statistical tools are used in this study such as percentage analysis, cross table analysis, and chi-square test. The finding of the study is majority of the employees are satisfied in their job and their company benefits. The Age group of 25 to 35 and also salary scale of Rs. 20,000 to Rs. 30,000. These two groups of employees are highly satisfied in their employment. Whereas the other age group and salary scales are not satisfied during the period of study. The results revealed that most of employees are dissatisfied with their working conditions, management communication and interaction level. Also study exhibited that the promotion opportunity in the company was disappointed among the employees. The company properly providing salary and other monetary benefits, fringe benefits, and facilities benefits to the employees at satisfactory level. The company also rendered recreational activities and people programs to the employees which help to relief the stress in work place. The study results suggest that company/management should have proper communication with all level employees in particular to job and work condition which would bring more efficiency in job performance and effective in work and also lead to enhance the growth of the company. The study conclude that there is an existence in employees job satisfaction in Toyota car service company Ltd. Pondicherry. The study evidence that Job satisfaction should increased by the management interaction and welfare measures.

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