CHAPTER-V

FINDINGS AND CONCLUSION
This chapter sum up findings of research work arrived at different stages of the research procedure. Demographic details of employees are presented in the chapter before discussing the major findings in answer to the research objectives of the study.

This chapter also discusses the contributions of research work in filling the knowledge gap and expand the scope of job satisfaction and employee productivity construct in public and private telecommunication sector which were the part of this study.

Limitations and suggestions for future research are also mentioned at the end of the chapter.

### 5.1 Findings and conclusions related to demographic aspects of employees

**Age:** As data was collected with the purpose of including all age group of employees in the research study, employees of every age of public and private telecommunication sector were contacted to collect data. Out of all the 400 valid respondents 200 employees as respondents taken from public telecommunication sector and 200 were taken from private telecommunication sector.

- In public telecommunication sector maximum employees 57.5% were having their age between 31 years to 50 years.
- In private telecommunication sector maximum employees 67% were having age of below 30 year.

This can be concluded that most prominent age group was group 2 (31-50yrs) in public and group 1 (below 30 yrs) in private telecommunication sector.

**Gender:** As data was collected from both male and female employees from both public and private telecommunication sector, out of 400 valid respondents 200 employees as respondents
taken from public telecommunication sector and 200 were taken from private telecommunication sector.

- In public telecommunication sector maximum employees 70% were male found as a respondent.
- In private telecommunication sector maximum employees 52.5% were female found as a respondent.

This can be concluded that most prominent gender was male in Public and female in private Telecommunication sector.

This study was aimed to examine correlation between job satisfaction and employee productivity of public and private telecommunication sector employees. It also examined overall job satisfaction and employee productivity of public and private telecommunication sector employees. In the following part of the research, the discussions that can be drawn from the results of the study are presented. In the study it would be necessary to discuss correlation between job satisfaction and employee productivity in public and private telecommunication sector employees.

5.2 Findings related to correlation between job Satisfaction and employee productivity among respondents of public and private telecommunication sector:

when the correlation between job satisfaction and employee productivity in private telecommunication sector employees was measured, it was found that there is correlation between job satisfaction and employee productivity as null hypothesis was rejected (p=.006). In the public telecommunication sector employees it was also found that there is correlation between job satisfaction and employee productivity as null hypothesis was rejected (p=.035).

5.3 Findings related to job Satisfaction among respondents of public and private telecommunication sector:

In the results of job satisfaction between public and private telecommunication sector employees, it is found that there is significant difference between the groups. Private telecommunication
sector employees (M=40.54) were found to be less satisfied than public telecommunication sector employees (M= 61.00).

5.4 Findings related to employee productivity among respondents of public and private telecommunication sector:

According to the study the employee productivity of public and private telecommunication sector employee was statistically examined. Private telecommunication sector employees were considered significantly less productive (M= 30.54) than public telecommunication sector employees (M= 43.78). Bhatia et al. (2014) found in his study that measuring productivity is very essential for judging long term effective capability of the banks. Productivity of any organization is the ability and willingness of economic unit to maximum production within given inputs and technology.

5.5 Findings related to job Satisfaction among respondents of different age groups private telecommunication sector:

In the results of the study, when job satisfaction of different age groups employees of private telecommunication sector was examined, no significant difference was found (p=.550). It was also reported that below 30 year age group employees and between 31-50 year age group employees are less satisfied (M=40.29, M=40.71) than greater than 50 year age group employee (M=41.46). The difference was slightly differed from the groups therefore no significant difference was considered.

5.6 Findings related to job Satisfaction among respondents of different age groups public telecommunication sector:

In the result of job satisfaction of different age groups employees of public telecommunication sector it was found that there is no significant difference between them (p=.570). the levels of job satisfaction of between 31-50 year age group employees was more (M=61.28) than below 30 year age group and greater than 50 year age group employees (M=60.54, M=60.66). It was found that the differences of different age groups were slightly differed therefore no significant difference was considered.
5.7 Findings related to job Satisfaction among respondents of different gender of private telecommunication sector:

To make the research more clear job satisfaction between male and female employees of private telecommunication sector was examined and further it was found that male employees are much satisfied by their job (M= 41.15) and female employees are found less satisfied by their job (M= 39.40).

5.8 Findings related to job Satisfaction among respondents of different gender of public telecommunication sector:

In public telecommunication sector it was found that male and female employees have significant difference in job satisfaction. Male employees were more satisfied (M=61.29) by their job and female employees were less satisfied by their job (M=60.75). The difference was low between male and female employees, so it can be considered that they are somewhat equally satisfied by their job.

5.9 Conclusions:

This present research study is the conclusion of understanding job satisfaction of employee and its relationship with employee productivity. In the process of finding the results and arriving at a conclusion, thesis will raise so many hard questions to answer. What is job satisfaction? What is productivity and employee productivity? Is there a correlation between job satisfaction of employees and their productivity? Does a job satisfaction of employee mean a more employee productive? What factors contribute to employee’s job satisfaction and employee productivity? Is there any difference in job satisfaction of male and female employees? Is there any difference in job satisfaction of different age group employees? Can top and middle level managers and supervisors ensure productive employees? How does all this add up in the public and private telecommunication sector in Madhya Pradesh?
Chonbach alpha reliability test was applied on both the parts of the questionnaire for which the cronbach alpha value for both the parts of the questionnaire was higher than the standardized value of .7 indicating that the questionnaire was highly reliable. Also on applying factor analysis 2 factors emerged for employee productivity while only one factor emerged for employee job satisfaction.

The study focused to examine the correlation between job satisfaction and employee productivity among the public and private telecommunication sector employees. It also focused to examine the overall job satisfaction and employee productivity of public and private telecommunication sector employees. On the basis of the results obtained it could be concluded that there is a positive correlation between job satisfaction and employee productivity for both public and private telecommunication sector employees. Also the significant difference was found between the job satisfaction of public and private telecommunication sector employees. Similarly on comparing the employee productivity of both public and private sector employees a significant difference was found between both the sectors. On comparing the job satisfaction of public telecommunication sector employees of different age groups, no significant difference was found between the different age group employees. Similarly on comparing the job satisfaction of private telecommunication sector employees of different age groups, no significant difference was found between the different age group employees. As Chehrazi et al. (2016) claimed in his study that there is positive relationship between job satisfaction and its component such as ability, understanding and perception of job motivation and its response with employees’ productivity.

The results also indicates that there was no significant difference found between the female and male employees of public telecommunication sector employees for job satisfaction and a similar result was obtained on comparing the female and male employees of private telecommunication sector on job satisfaction. N Murthy et al. (2015) studied on gender differences in job satisfaction of public and private sector employees and examined that there is no significance difference between male and female employees in these sectors.

It can be concluded that the different factors influence job satisfaction and employee productivity. Management should take special care about the factors that affect the employee’s
job satisfaction. Some responsible factors of job satisfaction of employees that directly impact on their productivity are working environment, job location, working hours, existing salary structure, compensation of employees, work responsibility, work relationship, employees participation in various activities in the organization, overall job security, given right’s to put forward their opinion to employees, positive role of leaders at the work place, performance appraisal policies, recognition and rewards, assignment of right set of duties as per their ability in the organization, leave policy, employees assistant policy, long term benefit and insurance policy. At a particular time each factor play different role and the other time it may be responsible in different way. It is very difficult to say which factor has contributed and how much. The management should consider their employees as most important resource and should be concern about their care at workplace. The most practical explanation for this result is examined by Devi et al. (2013) that there is significant differences exists between public and private sector bank employees regarding different aspects of job satisfaction, pay and fringe benefits, supervision, training and development.

Once the organization mission and objectives are set then this is the responsibility of management to achieve it. Employee productivity is the core part of the organization which should be seen by the management. Some responsible factors that help the management to identify the employee productivity issues that directly relates to the job satisfaction of employees. The factors absenteeism rate amongst employees, impatience of employees when they have to do a lot of work, employees focus on their job, employees efficiency in time management, employees capability of scheduling their work, employees efficiency in handling pressure of deadline, employees self-imposed work load, social relationship amongst each other, employees ability to handle many task at the same time, employees ability to spend extra time at their work when required, employees willing to learn new things, employees willing to accept new ideas or approaches, employees work stress should be noticed by management for improvement of employee job satisfaction level and to take right action for better productivity.

It is difficult for management to get good employees for a particular job but it is more difficult to keep hold of and maintain the employees for that job. Employees who are satisfied by their job are productive and who are not satisfied by their job they are less productive. Management and
supervisors should have regular discussion between them regarding improvement of employee’s job satisfaction so that they can find the solutions of their productivity issues.

5.10 Implication

- Most of the public and private organizations do not see job satisfaction as a driver of better employee productivity; the research indicating that job satisfaction is one of the leading contributing variables towards employee productivity. Hence the results of this research can be implemented in order to advance our knowledge regarding job satisfaction and employee productivity of public and private telecommunication sector.
- The key implication of the present study is to know correlation between job satisfaction and employee productivity separately in public and private telecommunication sector employees.
- It is examined that the job satisfaction of different age group employees in private telecommunication sector and similarly in public telecommunication sector employees. The investigation will be helpful to all public and private sector to make their employees satisfied at their work place by providing them facilities as per different age group for improvement in their productivity.
- The results of the study regarding job satisfaction of male and female employees are also examined. The results of the research will be helpful to the public and private organization to draw up different plans and policies for male and female for the better productivity.

5.11 Suggestions

- In the research correlation between job satisfaction and employee productivity of telecommunication sector was examined. This also can be applied in different public and private sectors.
- Correlation between job satisfaction and employee performance can also be found in the further research. Other factor can also be studied in different sectors in further research.
- The sample size taken in the study was 400 for public telecommunication sector and 400 for private telecommunication sector which could be increased.
- The study was done only on Madhya Pradesh state but the same study can be conducted for other state of India as well.
• Organization should try to identify the employee ability and skills and according to that they should provide them training for improvement in their productivity.

• The study will be handy for the organization to decide whether level of job satisfaction of employees should be increased or not and they can understand how to improve the employee productivity.

• The study is quit helpful to the public and private organization how to compare the job satisfaction and employee productivity.