CHAPTER III
DESIGN OF THE STUDY

In this chapter based on review of literature statement of the problem has been identified and research questions and objectives of the study have been framed. The research design consists of method of sample selection, data collection, period of the study, tools for analysis, hypothesis, limitation of the study and chapteraisation.

SIGNIFICANCE OF THE STUDY

The contribution of industrial sector for the growing economy is inevitable. On the other hand, employee’s stands in every stage of economic development and industries are not an exemption for this. Thus, the welfare of the employees has to be considered for the development of the nation. However, it is observed that the employee’s welfare is not given much importance in most of the cases where their works are grabbed without considering their well being. The organisation has the responsibility to look after the welfare of the employees. If the organisation fails to satisfy the needs of the employees, then the production of the organisation is affected. Given this backdrop, studying the job satisfaction of the employees has rich value and scope for enriching the need of the labour and organisation. Thus, the study is need of the hour which will provide some insights for achieving higher job satisfaction of the employees and thereby the production and economic development

STATEMENT OF THE PROBLEM

The present study analyses the factors that determines the job satisfaction among the employees of NLC. The job satisfaction may be influenced by both
internal as well external factors. The internal factors that affect job satisfaction are reorganization of employees and economic benefits while the personal characteristics determine the external factors (Thompson and McNamara 1997). Based on this, the production of an organization is determined by the employees at various levels. However, the internal and external factors may vary according to the position of the employees. Organizational care towards the employees’ welfare may reduce inequality and influence the production and job satisfaction. The job satisfaction varies widely among the employees and thereby affects the production and the economy. Thus, the present study attempts to analyses the outcomes of internal and external factors of job satisfaction which determine the job satisfaction.

NEED FOR STUDY ABOUT EMPLOYEE SATISFACTION

The Study of "Employee satisfaction" helps the company to maintain standards and increase productivity by motivating the employees. This study tells us how much the employees are capable and their interest at work place? What are the things still to be satisfy to the employees. Although “human resource” is the most important resources for any organization, so to study on employe es’ satisfaction helps to know the working conditions and what are the things that affect them not to work properly. Always majority of work done by the machines/equipments but without any manual moments nothing can be done. So to study on employee satisfaction is necessary. Hence the researcher framed the following objectives to measure level of job satisfaction of the Employees of Neyveli Lignite Corporation Limited.

RESEARCH QUESTIONS

The study sought to analyse the following research questions in order to achieve the study objectives:
(1) What are the factor determinants of job preference among employees of Neyveli Lignite Corporation Limited?

(2) What are the factor determinants of job satisfaction among employees of Neyveli Lignite Corporation Limited?

(3) What are the challenges of job satisfaction Neyveli Lignite Corporation Limited?

(4) How does job satisfaction influence the performance of employees of Neyveli Lignite Corporation limited?

OBJECTIVES OF THE STUDY

The present study consists of the following objectives:

(1) To evaluate and present the theoretical aspects relevant to the determinants of employees job satisfaction

(2) To study the Job preference and satisfaction of employees of Neyveli Lignite Corporation Limited

(3) To study the employee’s level of satisfaction and labour welfare measures in Neyveli Lignite Corporation Limited.

(4) To offer the findings, suggestion and conclusions

METHODOLOGY

Sample Selection

There are number of employees are working in different categories in Neyveli Lignite Corporation Limited. However the present study has been concentrated only on non- executives job preference and their level of job satisfaction. The number of employees in NLC limited has been furnished in table 3.1

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Table 3.1

The number of employees in various categories in NLC Limited

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Categories</th>
<th>No. of Employees</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Executives</td>
<td>4,269</td>
<td>26.40</td>
</tr>
<tr>
<td>2</td>
<td>Non-executive (Regular)</td>
<td>7,815</td>
<td>48.34</td>
</tr>
<tr>
<td>3</td>
<td>Labour</td>
<td>4,083</td>
<td>25.26</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>16,167</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: NLC Annual Report 2016

Out of the total non-executive population 7815, about 10% of the population has been considered for sample respondents. Hence the total sample respondents’ size is 780. The respondents have been identified randomly by using snowball sampling techniques.

Data Collection

The present study considered both primary and secondary data. In order to measure the job satisfaction, the researcher has collected primary data from the employees of NLC. The data have been collected with the help of well structured questionnaire. The secondary data have been collected from annual report of the company, articles, news papers, websites and unpublished thesis and reports.

Period of the study

The secondary data have been collected for the period of 15 years from 2001-2016. The primary data have been mobilized from September 2016 to February 2017.
Tools for Analysis

Simple percentage analysis, weighted average score and ranking techniques, Chi-square test were used for analysing the job satisfaction of the employees of Neyveli Lignite Corporation Limited.

(1) Simple Percentage Analysis

Simple percentage analysis has been used to find out the views and opinion of the respondents under this study.

\[
\text{Percentage} = \frac{\text{No. of respondents}}{\text{Sample size}} \times 100
\]

(2) Weighted Average Score

To ascertain the employee’s level of perception and satisfaction, five point scaling techniques has been used viz., Highly Satisfied (HS), Satisfied (S), Neither Satisfied Nor Dissatisfied (NSNDS), Dissatisfied (DS), Highly Dissatisfied (HDS). To rank the factors weighted score has been assigned that is HS: 5, S :4, NSNDS: 3 , DS:2 , HDS:1.

(3) Chi-square Test

It is a technique to examine whether a given discrepancy (i.e. value of \( x^2 \)) between theory and observation is considered to be significant.

Uses of Chi-square

Chi-square is a very versatile test used both as a non-parametric and a parametric measure. As a non-parametric measure it is used as:

i. As test goodness of fit.
ii. As a test of independence.
iii. To establish confidence intervals for the variance of a population.
**Step involved in applying Chi-square test**

(1) To calculate the expected frequencies on the basis of the given hypothesis or on the basis of null hypothesis.

(2) Expected frequency of any cell:

\[ E = \frac{\text{(Row total for the row of that cell) x (Column total for the column of that cell (Grand Total))}}{\text{(Column total for the column of that cell (Grand Total))}} \]

(3) To obtain the difference between observed and expected frequencies and to find out the square of such differences. Calculate \((O_{ij} - E_{ij})^2\).

(4) To divide the quality \((O_{ij} - E_{ij})^2\) obtained as stated above by the corresponding expected frequencies or the group frequencies.

(5) To find out the summation of \((O_{ij} - E_{ij})^2/E_{ij}\) values or what we call \[ \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}} \] This is required \(\chi^2\) values.

The \(\chi^2\) value obtained as such should be compared with relevant table of \(\chi^2\) and the interface is drawn.

**HYPOTHESIS**

Null hypothesis has been framed to test level of significances of NLC employee’s job perception and satisfaction.

**Hypothesis with regard to NLC Employee’s Job Perception**

- **H0\(_1\)** There is no Association between Age and perception on the employees are properly employed through the employment exchange
- **H0\(_2\)** There is no association between Qualification skills
- **H0\(_3\)** There is no association between Qualification and Perception about Disposal of incentives
H_04 There is no association between Qualification and Perception about Disposal of incentives
H_05 There is no association between Qualification and Perception about increment
H_06 There is no association between Qualification and Perception about working environment is safety and comfortable
H_07 There is no association between Qualification and Perception about announcement of increment proper
H_08 There is no association between experience and Perception about training given by the corporation
H_09 There is no association between experience and Perception about incentives
H_10 There is no association between experience and Perception about providing increment
H_11 There is no association between experience and Perception about awards to motivate the employees.
H_12 There is no association between experience and Perception about promotion is based on genuine ground
H_13 There is no association between experience and Perception about promotion is based on performance of the employees
H_14 There is no association between experience and Perception about union function effectively.

**Hypothesis with regard to NLC Employee’s Job Satisfaction**

H_01 There is no Association between Age and Method of Employees satisfaction towards Selection and Appointment
H_02 There is no association between Age and levels of satisfaction on salary
H_03 There is no association between age and levels of satisfaction on incentives
Ho4 There is no Association between age and levels of satisfaction on increment.
Ho5 There is no Association between age group and levels of satisfaction with relationship with higher official
Ho6 There is no Association between educational qualification and levels of satisfaction on quantum of salary.
Ho7 There is no Association between educational qualification and levels of satisfaction on quantum of incentives.
Ho8 There is no Association between educational qualification and levels of satisfaction on quantum of increment.
Ho9 There is no Association between educational qualification and levels of satisfaction about safety measures.
Ho10 There is no Association between educational qualification and levels of satisfaction with higher officials.
Ho11 There is no Association between nature of job and levels of satisfaction with quantum of salary.
Ho12 There is no Association between nature of job and levels of satisfaction with incentives.
Ho13 There is no Association between nature of job and levels of satisfaction with increment.
Ho14 There is no Association between nature of job and levels of satisfaction on relationship with higher officials.

**LIMITATION OF THE STUDY**

(1) This study does not cover the aspect of employees’ attitude and performance towards job satisfaction.

(2) Executive, consolidate pay labours are not considered for the present study.
(3) No special care has been given to the sample respondents on the basis of their designation

CHAPTER SCHEME

The entire work has been presented in five chapters.

Chapter I : Presents the theoretical aspects relevant to the determinants of employees job satisfaction

Chapter II : Furnishes the Review of literature

Chapter III : Represents Research Design of the study

Chapter IV : Deals with analysis of the Job preference, Satisfaction and Welfare measure of employees of Neyveli Lignite Corporation Limited

Chapter V : Presents the summary of findings, suggestions and conclusion.