Job Satisfaction Among The Employees Of Metropolitan Transport Corporation (Chennai) Ltd.

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Abstract
Studying of job satisfaction of employees in an organisation leads to the development of the industry as well as the organization’s individual prospects. Study of the employees’ job satisfaction is order of the present corporate day. Metropolitan Transport Corporation (Chennai) Ltd. is part and partial of Chennai resident’s day to day life. In the recent times, frequent strikes took place in the MTC working environment. Employees of MTC are dealing with the day to day transport life of Chennai peoples. Harmony is must MTC, because of its dealing with public who used the MTC as their transport medium. It is evident that the need and importance of the study on job satisfaction of the MTC’s employees is unavoidable.

Keywords:
Job satisfaction, MTC, employee satisfaction, Chennai

Introduction
A committed and inspired work force of an organisation is a back bone of any organisation. If the work force got inspired and committed in its work, will leads to the jab satisfaction within the mind of themselves. The various key factors that are crucial in job satisfaction are pay emoluments, career advancement, edging benefits, gapless communication, safety and Security, effectiveness and yet the work itself. Pay package is significant to some workers and advancement in profession may be significant for some others. For the survival of a worker in an organisation, the work spot environment is vital. A pleasurable working place is more expected one in the mind of employees.

Job Satisfaction
Job satisfaction is a feeling, which arrived from the combination of definite plus and minus experienced in link with the job. This leads to the assessment of the job and job providing firm. It may depend on the employee’s achievement or breakdown in the attainment of his/her personal goals in the available working condition of the job and organization. Certain aspects of the work may attract an employee but others may hate the same.

Newstrom (1986) described job satisfaction, as “it is a combo of positive or adverse emotions that an employee experiences in hi/her work”. Spector (1956) characterized job satisfaction as “how people sense about their jobs and different features of their jobs”.

Metropolitan Transport Corporation (Chennai) Ltd.
In 1947, the Government of Madras Presidency has introduced bus transport for the first time by bring in 30 buses in Madras City, side by side with the buses run by the private players also. It has operated under the control of Madras State Transport Department. In 1972, it was changed into a company type organisation under Indian companies Act 1956, with the name Pallavan Transport Corporation Limited., with a fleet strength of 1029 buses. The number of fleets is increased to 2332 on 1994. Later on, the Pallavan Transport Corporation Ltd. was spited as Dr. Ambedkhar Transport Corporation Ltd. and Pallavan Transport Corporation Ltd. on 19.01.1994. In the year of 2001, both the transport corporations were merged as Single Corporation under the name of Metropolitan Transport Corporation (Chennai) Ltd. Normal buses, Semi-low floor buses, Vestibule services, Air-conditioned buses and small buses are various types of buses operated by the MTC.
in Chennai. MTC operates with 34 depots, each with 200 bus parking facilities in average.

Need and Importance of the Study

Studying of job satisfaction of employees in an organisation leads to the development of the industry as well as the organisation’s individual prospects. Study of the employees’ job satisfaction is order of the present corporate day. Metropolitan Transport Corporation (Chennai) Ltd. is part and partial of Chennai resident’s day to day life. In the recent times, frequent strikes took place in the MTC working environment. Employees of MTC are dealing with the day to day transport life of Chennai peoples. Harmony is must MTC, because of its dealing with public who used the MTC as their transport medium. It is evident that the need and importance of the study on job satisfaction of the MTC’s employees is unavoidable. So, “Job satisfaction among the employees of Metropolitan Transport Corporation (Chennai) Ltd.”, was fixed as the topic.

Objectives

The study has been under taken with the following objectives:
- To analyze the demographical factors of the employees of MTC.
- To study the factors affecting the job satisfaction of MTC employees.
- To suggest the measures to be taken by the MTC to maintain the employees’ Job satisfaction at the optimum level.

Research Methodology

This study is basic research based on the collected data and evidences. The researcher was collected the data in person directly from 74 samples from employees of MTC depots in Adyar, Besant Nagar and Thiruvanmiyur which comes under the region of Adyar. Convenience sampling method was adopted to collect the samples. Three point rating scale questionnaire was used as tool consisting of disagree, neutral and agree. Both the primary and secondary data collected from the published articles, journals, books, magazines, reports and websites to strengthen the theoretical area. The data are analyzed by using Percentage Analysis. The period of the study was January 2018 to March 2018.

Limitations of the Study

The following will be the limitations of this research work:
1. The present research work is restricted to three depots of Adyar region MTC.
2. The present research work covers only 74 samples and the samples responses are also subjective and may be bias in some cases.

Review of Literature

An overview on the previous works done by the scholars will help us to familiar in the field of study. Some the reviews of literatures are:

Job satisfaction will be defined as “the amount of overall constructive influence (of feeling) that individuals have towards their works” (Hugh, 1983). Davis (1985) found that employees are for responsibility and opportunity to achieve something. And also found that the employees want to feel that their organisation care more for their needs and problems. Lee et al. (1981) found that sex differs significant in job satisfaction; men were found less satisfied with payment than women. Demato (2001) concluded that demographic variables are frequently interconnected and not easy to separate to conclude their overall impact on job satisfaction. In her study she found that educational qualifications position and counsellors are targets to stay on their current position. Azhar Mahmood et al. (2011) also concluded that women are more content with their jobs than male teachers.

Findings

The findings of the work carried out, was summarized below:
1. It is found that 38% of the respondents were belongs to the age group of 41 to 50 years old, followed by 34% in the age group of 31 to 40 years old. Below 30 years old age group consist only 11% in the total.
2. It is found that 55% respondents are drivers, followed by 31% are conductors and 10% belong to the administration.
3. It is found that 89% respondents are married and the remaining were singles.
4. It is found that 69% respondents are from joint families, whereas the remaining was from the nuclear families.
5. It is found that 49% respondents completed their SSLC and 29% completed their HSC courses. 18% respondents not yet completed their ESLC and only 6% finished their degree courses.

6. It is found that 49% respondents disagree with the statement that they are feel proud to work in MTC, followed by 38% agree with the same statement.

7. It is found that 46% respondents are disagree with the statement that have confidence on the management of MTC, followed by 37% respondents agree with the statement.

8. It is found that 40% respondents disagree with the statement that MTC adopts best methods of work as early as possible and 31% agree with the same.

9. It is found that 32% respondents disagree with the statement that their job enhanced their skill, 27% respondents took neutral stand and 32% agree with the same statement.

10. It is found that 32% disagree for the statement that they feel fresh at the end of the day or week and 25% agree with the same statement.

11. It is found that 42% disagree with the statement that the working condition in MTC is satisfactory one, followed by 29% of the respondents agree with the statement.

12. It is found that 41% respondents disagree with the statement that there was a high team spirit prevailing among the employees, followed by 23% of them agrees the same.

13. It is found that 48% respondents disagree with the statement that there is no role for favouritism in MTC. 29% respondents agree with the statement.

14. It is found that 44% of respondents disagree with the statement that they can present their problem to the management. 23% respondents agree with the statement.

15. It is found that 41% respondents agree with the statement that their job testing their ability. 37% respondents disagree with the statement.

16. It is found that 50% respondents disagrees with the statement that their superiors have confidence on them. 26% respondents agree with the statement.

17. It is found that 50% respondents disagree that their pay is fair and 32% respondents only agrees that their pay is fair.

18. It is found that 37% respondents disagree with the statement that their promotions got effect on time basis. 30% of the respondents agree with the statement.

19. It is found that 40% respondents disagree with that their promotions are based on their experience. 29% respondents agree with the statement that their promotions are getting effected on the basis of their experience.

20. It is found that 36% respondents disagree that their pay is fair when they compare the same with other similar jobs. 24% respondents agree the statement.

21. It is found that 47% respondents dissatisfied with the facilities provided to them. 28% respondents satisfied with the facilities provided.

22. It is found that 47% respondents disagree with the statement that they not like this job and the circumstances force them to do the work. 20% respondents agree the same.

23. It is found that 35% respondents disagree with the statement that they quit the job, if they get similar job in another organisation. 27% respondents agree the statement.

24. It is found that 37% respondents agree with the statement that MTC has well placed technically in the industry. 33% of the respondents disagree with the above statement.

25. It is found that 41% respondents agree with the statement that they are satisfied with the present job. 29% of them satisfied with the present job. 30% respondents’ neither agree nor disagree the statement and took a neutral stand.
Suggestions

Based on the findings, we have to suggest certain things to the MTC peoples for the purpose of its development in future.

1. The pay emoluments must be revised in regular time interval. Because there was a dissatisfaction among the employees on pay emoluments.
2. The management of MTC should consider its own employees views on working field for the betterment of MTC.
3. Favouritism should be avoided to gain the trust the among the MTC employees.
4. Special training camps should be contacted for employees to build the team spirit among the employees.
5. Proper mechanism should be formulated to receive the employees’ grievances to find remedies.
6. Timely promotions are the reasonable expectations of the employees of any organisation. Hence, it should be assured.
7. Superiors should be hear the suggestions of the subordinates to develop the organisational peace in the working environment.
8. Welfare measures like medical facilities should be improved from the present level.
9. Technically the MTC fleets and its depots should be well placed.
10. Periodical grievance redressal camp should be conducted.

Conclusion

After the careful study, we come to the conclusion that the employees’ of Metropolitan Transport Corporation (Chennai) Ltd. are not satisfied with the present working environment. Hence, MTC Ltd. should consider this work as an eye opener to rectify the distrust situation.

Reference