
An Empirical Research on the Job Satisfaction and Job Performance of Rice Mill Workers

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Abstract: The research paper titled the relationship between Job Satisfaction and Job Performance. This paper studies factor influencing Job Satisfaction toward Job Performance. Descriptive research is applied using convenience method of sampling with 71 respondents. The data is collected from the Rice Mill workers. The majority of respondents were Male and their majority of Age group were 36-25 years. The tools used of the study is mean analysis, frequency analysis, t-test, ANOVA and Regression. Through analysis it is found that there is no significant difference between the Job Satisfaction and Job Performance because of the improper working of machineries and lack of technologies in Rice mill Sector.

Keywords: Job Satisfaction, Job Performance, Rice Mill, Innovation

INTRODUCTION

Job satisfaction is an essential segment of organisation atmosphere and a significant in the board representative relationship. Rice milling is the oldest and the largest agro processing industry of the country. Milling is a general term used for processing of food grains into consumable form keeping in mind the nutritive quality of the product as well as consumer's preference. It facilitates storage of food grains and reduces wastage. Rice Processing Industry is a raw material- intensive it has direct dependence on agricultural production. It is true that the increase in production of paddy gears the milling activity, the growth and expansion of the paddy processing units also encourages production of paddy and thereby raises rural-led employment and income. Thus, the growth of the rice milling industry has spread effective. It is a labour-intensive industry. Job Satisfaction refer to an individual's inclination of satisfaction at work, which goes about as an inspiration to work. Here, it is not only Satisfaction, joy Or self-happiness, however it is consistently corresponding to the activity. Employees satisfaction is essentially one "at work". "Work" from the operational perspective isn't as it were a movement which is performed under authoritative arrangement and for which one gets paid" yet in addition the "complete relationship of a person with the firm, not the explicit obligations or duties which he may have," Satisfaction implies the basic sentiment of state going with the achievement of any objective; the end state in feeling, join the accomplishment by a motivation of its target". Satisfier signifies 'any improvement, circumstance or experience, which addresses an issue or speaks to a objective. Job Satisfaction is an inspiration factor and a reconciliation factor too. It is similarly a spirit promoter. Work Satisfaction refer to the mentality of the representative towards his activity. It is identified with how much the worker's very own needs are satisfied in the activity circumstance. Hence, work satisfaction is the favorableness with which representatives see their work.

Our research idea is based on the rich knowledge acquired by our peer teams across the university.(A.C.Gomathi, S.R.Xavier Rajarathinam, A.Mohammed Sadiqc, Rajeshkumar, 2020; Danda et al., 2009; Danda and Ravi, 2011; Dua et al., 2019; Ezhilarasan et al., 2019; Krishnan and Chary, 2015; Manivannan, I., Ranganathan, S., Gopalakannan, S. et al., 2018; Narayanan et al., 2012, 2009; Neelakantan et al., 2013, 2011; Neelakantan and Sharma, 2015; Panchal et al., 2019; Prasanna et al., 2011; Priya S et al., 2009; Rajeshkumar et al., 2019; Ramadurai et al., 2019; Ramakrishnan et al., 2019; Ramesh et al., 2016; Venugopalan et al., 2014)

Currently we are working on Job Satisfaction and Employee performance.This paper attempts to study the relationship between the Job Satisfaction and Employee performance in Rice Mill Sector.

REVIEW OF LITERATURE

(Shipton et al., 2006) intends to investigate the relationship between aggregate job satisfaction and organizational innovation. The study results that the majority of employees experience job satisfaction, they will endorse rather than resist innovation and work collaboratively to implement as well as to generate creative ideas.

(Kim et al., 2002)the purpose of this study is to examine the employee performance in regards to their job satisfaction, their implications to the managers for improving employee performance through job design. The

outcome of the study had made significant improvement in employees performance by providing safety records for the employees which had made the employees to satisfy in their job.

(Badrianto and Ekhsan, 2020) The purpose of this study is to find out whether there is an influence of the work environment and job satisfaction variables on employee performance, which is one of the main factors for companies to achieve goals. This research results in the variable work environment and job satisfaction to bring a positive and significant effect on employee performance partially and simultaneously.

(Dinc, 2017) The purpose of this study is to analyze the impact of organizational commitment components on overall job satisfaction and job performance and that organizational commitment components have a considerable effect on overall job satisfaction and job performance. The study results Overall job satisfaction mediates the relationship between normative and affective commitment and job performance.

(Pang and Lu, 2018) The purpose of this study is to evaluate the effect of motivation on job satisfaction and organizational performance in the context of manufacturing companies, whether the organizational performance dimensions included financial and non-financial performance. The result of this study indicates that remuneration and job performance had a positive effect on financial performance dimensions.

(Yusof et al., 2017) This study examines job intensity to investigate the effects of green product and process innovation on job satisfaction. The outcome of this study results that green product and process innovation have a positive direct effect on job intensity and a negative indirect effect on job satisfaction through job intensity.

(Siengthai and Pila-Ngarm, 2016) The purpose of this study is to examine the effect of job redesign as well as that of the interaction effect of job redesign and job satisfaction on employee performance. It reveals that job redesign is significantly and inversely related to employee performance and the interaction effect between job redesign and job satisfaction.

(Frempong et al., 2018)The purpose of this study is to analyze the situational and dispositional determinants of job satisfaction in environments created by implementing employee-supportive lean. The outcome of this study reveals that perceived job demands has a negative impact on job satisfaction.

(Ozturkoglu et al., 2016)his study analyzes the extent of the relationship between job satisfaction and work and workplace related conditions.It reveals that the factor analysis that is used to determine the inter-related elements, their underlying factors and their effects on job satisfaction.

(Shahu and Gole, 2008)The purpose of the study is to fill part of this void in literature by examining the relationship between job stress, job satisfaction and performance of private manufacturing companies. Outcome of the study is that suggest that higher stress levels are correlated to lower performance whereas job satisfaction indicates higher performance.

(Umar, 2014)The purpose of the study is to investigate the effect of wages to the employees work motivation, job satisfaction and the work motivation of employees performance. This sample was taken from 300 workers by random sampling the model data analysis in this studies was used svm structure equivation modeling the result of the studies is indicate that the work motivation employee job satisfaction influence by at manufacturing companies.

(Olasupo, 2011) The purpose of the study is to investigations the relationship between organizational culture, leadership style and job satisfaction in a Nigerian private manufacturing organization and this sample consisted of 80% of the workforce at the Brewery comprising 150 respondents in the ratio 5:9:1. The outcome of the study. The outcome of is that relationship between organizational culture, leadership style and job satisfaction in a Nigerian private manufacturing organization.

(Sarmiento et al., 2007)The purpose of the study is that determinants of perceived job performance in a sample of shop-floor employees in a manufacturing plant in northern mexico. The outcome of the study is that two variable that measure job satisfaction are positively and significantly associated with job performance.

(Zhu et al., 2015)The purpose of the study is explores the influence of employees by carrying out empirical research in manufacturing industry in china. The outcome of the study is potentially apply not only in the societal context to china but might also resonate more widely across other countries in the global economy

(K. and David, 2000)The purpose of the study is exploring the potential moderating effects of role ambiguity and role conflict, as two dimensions of role stress, on the budgetary participation and job satisfaction-performance linkages. The outcome of the study is shows that both role ambiguity and role conflict have an interactive effect on managerial performance but not on job satisfaction.

RESEARCH METHODOLOGY

The workers have been targeted to collect the data for this research. Questionnaire with questions of demographic profile and perception about the relationship between Job Satisfaction and Job Performance has been circulated to 71 clients. Collected data analysed using Frequency, Mean, Anova and Regression. The questionnaire is been derived from the work of Rashmi,(2008).

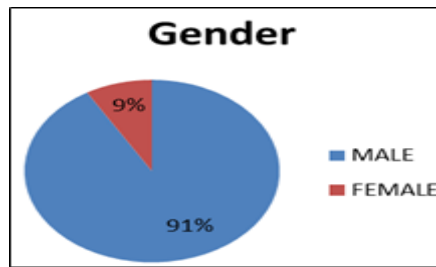


Fig.1: The majority of the respondents are those whose age is between 18 yrs - 25 yrs (5.6%) followed by the age which lies between 26 yrs - 35 yrs (35.2%), followed by the age group between 36 yrs - 50 yrs (40.8%) and more than 50 years (18.3%).

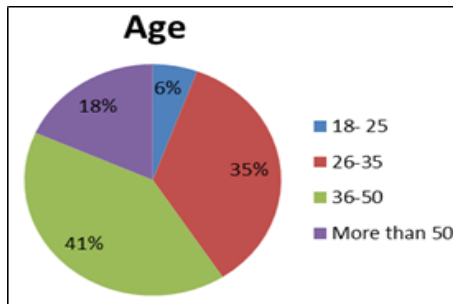


Fig.2: The majority of the respondents are Female (8.5%) and Male respondents are (91.5%).

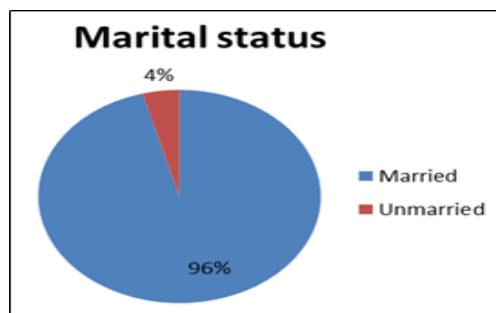


Fig.3: The majority of respondents are Married (95.8%) followed by Unmarried (4.2%).

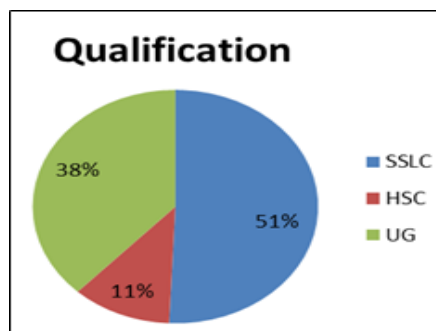


Fig.4: The majority of respondents are SSLC (50.7%) followed by UG (38%), followed by HSC (11.3%).

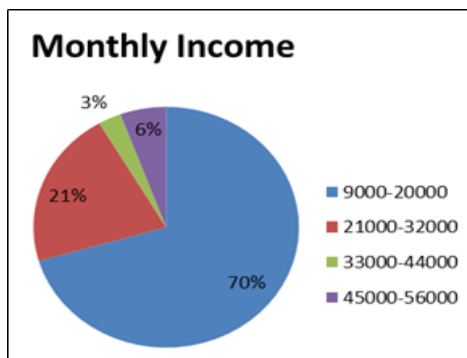


Fig.5: The majority of respondents earn an income ofRs 9,000-20,000 (70.4%) followed by Rs.21,000 – Rs.32,000 (21.1%), followed Rs. 33,000-44,000 (2.8%) and lastly Rs.45,000 – Rs.56,000 (5.6%).

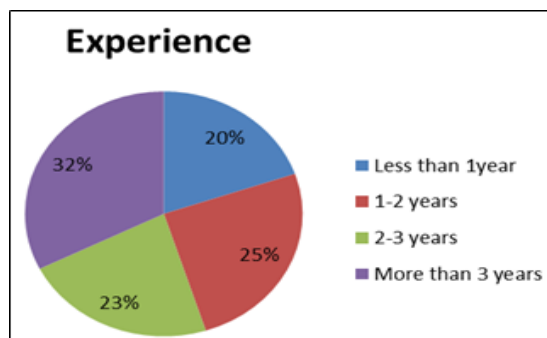


Fig.6: The majority of respondents of Experience is more than 3 years (32.4%) followed by 1-2 years (25.4%), followed by 2-3 years (22.5%) and lastly less than 1 year (19.7%).

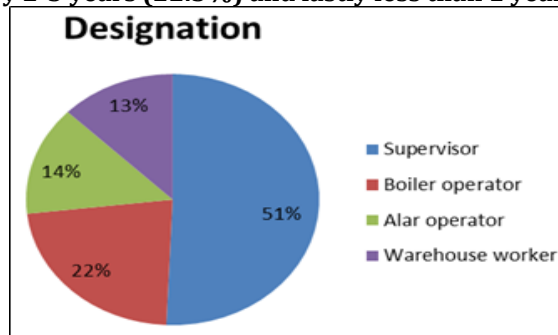


Fig.7: The majority of respondents are supervisors (50.7%) followed by boiler operator (22.5%), followed by Alar operator (14.1%) and lastly warehouse worker (12.7%).

Table 1: Mean Analysis

	Mean	Rank
Compensation		
I am satisfied with salaries or wages package (salary or wage)	2.75	1
I am happy with bonus (bonus)	2.55	2
I am happy for incentive such a medical allowance, education allowance, HRA (incentive and allowance)	1.01	3
Job Security		
Accessible or reasonable target (target)	3.11	1
Feeling safe and comfort in working environment(safe and comfort)	3.10	2
Leave policy of the company is satisfied (leave policy)	3.04	3
I am secure towards the job (job security)	2.72	4
Working Condition		
Neat and clean office place, rest area and washroom (neat & clean office)	3.79	1
Well ventilated with good light fans and air-conditioning (ventilated air-condition)	3.77	2
Security guards and parking facility is good (parking facility)	3.73	3
Working method is simple (method of working)	3.58	4

Tools and equipment is good working condition (tools & equipment)	3.35	5
Superior Authority	Mean	Rank
Communication between employees and senior management is satisfied (employees and senior management)	3.80	1
Good working relationship with immediate supervisor (relationship with supervisor)	3.73	2
Treatment to employee is good (treatment of employee)	3.52	3
Career Promotion	Mean	Rank
Opportunity for use of skills and abilities (opportunity and skills)	3.92	1
I am provided with well-equipped training for the job (equipment training)	3.54	2
Opportunity for promotion (opportunity for promotion)	3.47	3
Equal opportunity (equal opportunity)	3.06	4
Leadership	Mean	Rank
Friendship, respect and warmth relationship (friendship and respect)	4.34	1
Prefer democratic style of leadership (democratic leadership)	3.35	2
Wok Group	Mean	Rank
Good relationship with the group member (relationship with member)	4.46	1
I am attracted towards the group in the company (attracted to group)	3.83	2
I need social relationship inside the company (social relationship)	3.04	3
I feel like a part of family (part of family)	4.27	1
Encouragement and feedback (feedback)	3.31	2
Use of internet and technology for doing job (internet facility)	2.90	3
Job Performance	Mean	Rank
Workers provide better customer service (customer service)	4.77	1
Worker productivity is higher in organization (productivity)	3.87	2
Satisfied employees who feel fairly treated by and are trusting of the organization are more willing to engage in behaviours that go beyond the normal expectations of their job(OCB)	3.15	3
I am less likely to quit(turnover)	3.03	4
I am likely to create a deviant behaviour at the workplace (workplace deviance)	2.92	5
I have fever avoidable absences(absenteeism)	2.23	6

Interpretation: Table No.1 shows the mean analysis of factor of Job Satisfaction and Job Performance.. It shows variable “salary and wage satisfaction” includes the highest mean score of (2.75) of factors of compensation. In Job security “Accessible ” includes the highest mean score of (3.11), followed by mean of condition the “Cleanliness of office” includes the highest mean score of (3.79), followed by mean of career promotion the “Communication between employees and senior management” includes the highest mean score of (3.80), followed \by leadership the “friendship, respect and warmth relationship” includes the highest mean score of(4.34)and followed by worker group of “good relationship with the group members” includes the highest mean score of (4.46), followed by performance of “workers provide better customer service” includes the highest mean score of (4.77).

Table 2: Analysis of Gender and Marital status VS Employee Job Satisfaction and Employee Performance.

Component	Gender T-value	Marital T-value
I am satisfied with Salaries or wages package (salary or wage)	1.336	.125
I am happy with bonus (bonus)	.302	1.518
I am happy for Incentives such as medical allowance, educational allowance, HRA (incentive and allowance)	1.063	.209
Job Security		
I am secure towards the job (secure job)	.300	.509
Accessible or reasonable target (safe and comfort)	.430	.297
Leave policy of the company is satisfied (leave policy)	1.872	.763
Feeling safe and comfort in working environment (job security)	.266	.808
Working conditions		
Tools and equipment is good working condition (neat & clean office)	.582	1.507
Working methods is simple (working method)	1.539	.623
Security guards and parking facility is good (parking facility)	.829	1.840
Well ventilated with good light fans and air- conditioning (ventilated air-condition)	1.739	.603

Neat and clean office place, rest area and washrooms (parking facility)	.187	1.334
Relationship with Superior authority		
Good working Relationship with immediate supervisor (employees and senior management)	1.527	1.958
Communication between employees and senior management is satisfied (relationship with supervisor)	2.026**	.291
Treatment to employee is good (treatment of employee)	.597	.090
Promotion and Career Development		
Opportunity for promotion (opportunity and skills)	.067	.293
Equal opportunity to grow despite being male or female (equal opportunity to female)	2.479**	1.033
I am provided with well-equipped training for the job (equipment training)	1.642	.612
Opportunity for use of skills and abilities (equal opportunity)	.213	.446
Leadership Styles		
Prefer democratic style of leadership (democratic leadership)	.670	.111
Friendship, respect and warmth relationship (friendship and respect)	1.434	.200
Work group		
Good Relationship with the group members (relationship with member)	.148	.328
I am attracted towards the group in the company (attracted to group)	.947	.985
I need social relationship inside the company (social relationship)	3.331***	1.185
Other Factors		
I feel like a part of family (part of family)	1.070	1.115
Encouragement and feedback (feedback)	1.791	.731
Use of internet and other technology for doing job (internet facility)	.648	.651
Job Performance		
Worker productivity is higher in organizations (Productivity)	.289	.323
I have fewer avoidable absences (absenteeism)	1.237	1.707
I am less likely to quit (Turnover)	1.120	.111
I am less likely to create a deviant behaviour at the workplace (Workplace deviance)	.958	.654
Satisfied employees who feel fairly treated by and are trusting of the organization are more willing to engage in behaviours that go beyond the normal expectations of their job (OCB)	.607	1.981
Workers provide better customer service	.339	2.930

From Table No.2 It is inferred that there is no significant difference between Gender and Marital status with respect to Employee Job Satisfaction and Employees Performance.

Table 3: Analysis of Employee Job Satisfaction and Employee Job Performance

Compensation and benefits					
Component	Age F-value	Education qualification F-value	Designation F-value	Income F-value	Experience F-value
Salary and Wage	1.758	.574	4.032**	6.839***	4.389***
Bonus	.005	.132	4.076	3.844***	2.098
Incentive and Allowance	.472	.810	.315**	.107	.981
Job Security					
Secure Job	1.055	.782	4.720***	2.455	.481
Target	1.594	1.574	.736***	7.536	1.730
Leave policy	.291	.384	13.937***	.149	1.060
Safe and comfort work	.168	2.231	4.179	1.991	.235
Working conditions					
Tools and equipment	.672	.146	17.081***	10.502	1.309
Working methods	.259	.547	3.030**	.875	1.184
Parking facility	.631	.843	1.991	1.126	1.489
Ventilated and air-conditioning.	.417	1.042	1.733	.293	1.070
Neat and clean office	.889	.046	.104	1.214	2.073
Relationship with Superior authority					
Relationship with supervisor	.767	.565	2.397	3.660***	2.201

Communication with senior manager	.207	.049	.751	.279**	3.185**
Treatment to employee	.411	.553	1.314	2.040	.708
Promotion and Career Development					
Opportunity for promotion	1.063	.024	3.690**	2.748**	.851
Equal opportunity to both gender	1.586	2.146	2.087	.494	1.585
Equipped training.	.872	1.248	8.050***	5.681***	1.338
Skills and abilities	.811	.043	1.228	1.463	1.569
Leadership Styles					
Democratic leadership	.104	.603	4.208***	.954**	.145
Friendship, respect relationship	.79	.833	2.842**	2.448	2.553
Work group					
Relationship members.	.364	1.115	2.756**	1.105**	4.376***
I am attracted to the group	.109	.488	1.028	.937	1.830
Social relationship in company	2.934**	.154	2.512	2.864	2.668**
Other Factors					
Part of family	1.569	1.851	.769	.485	2.045
Feedback	1.760	.168	.903	1.157	.786
Internet facility	1.936	.308	.465	.918	.092
Job Performance					
Productivity	.771	.523	.920	.920	1.165
Absenteeism	.934	.267	.725	.725	.577
Turnover	.381	.134	4.572***	4.572***	.114
(Workplace deviance)	1.790	.093	.722**	.722	1.418
(OCB)	.690	.989	2.517**	2.517**	.734
Customer service	1.912	.229	1.484	1.484	1.602

Interpretation: From Table No.3 It is inferred that there is no significant difference between Age, Education Qualification, Designation, Income, and Experience with respect to Job Satisfaction and Employee performance

Table 4: Regression

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.234a	0.55	.050	.81878

Table 5: ANOVA

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.555	1.231		2.075	.042
	Compensation	.168	.202	.124	.830	.410
	Security	-.185	.255	-.131	-.724	.472
	Condition	.016	.330	.009	.047	.963
	Relationship	-.030	.075	-.050	-.404	.688
	Career	.336	.262	.193	1.286	.203
	Leadership	-.062	.265	-.033	-.235	.815
	Group	.022	.223	.013	.098	.922

a. Dependent Variable: Job Performance

R is the correlation, its value is 0.234 and R square is degree of determination, its value is 0.55. The degree of determination shows the extent to which compensation and benefit Job Security Working conditions relationship with superior promotion and career development Leadership Work group other factor Job performance influences the Employee performance Here there is no relationship exist between Job Satisfaction and Employee Performance because the significant value is greater than 0.05. Because Employees are not satisfied towards Compensation. Moderately satisfied towards Job Security, Working Conditions, Relationship with superior authority, Promotion and Career development, Leadership style, Work group, Other factor and Job Performance. Due to the improper function of machineries and lack of usage of modern technologies there is a decline in Job performance in Rice Processing Industry. So there is no relationship between Employee Satisfaction and Performance.

RESULT&DISCUSSION

The study was instigation to analysis the Job Satisfaction of the Rice mill workers towards the effectiveness of Job Performance. Based on the factors selected as independent variable(Compensation &benefits, Job security, working condition, Relationship with superior authority, Promotion and career development, Leadership style, Work group, Other factor)Because Employees are not satisfied towards Compensation. Moderately satisfied towards Job Security, Working Conditions, Relationship with superior authority, Promotion and Career development, Leadership style, Work group, Other factor and Job Performance.

CONCLUSION

The focus of the Research work is to understand the Employees Job Satisfaction and Job Performance but, from the above analysis it's been found that there is no Job Satisfaction so the Performance of the Employees is not up to the mark. Due to the improper function of machineries and lack of usage of modern technologies there is a decline in Job performance in Rice Processing Industry. So there is no relationship between Employee Satisfactionand Performance. Majority of the Employees felt that the compensation and benefit is Better, Hence the management should take necessary conditions and make the company to improve the working environment so that the Employees should feel that this company is the better place to work. Some of dissatisfaction are poor working condition, overwork, low level of pay, no scope of promotion or career advancement and lack of recognition.

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