



Human Resource Management Employee Job Satisfaction: A Study of Msetcl

KEYWORDS

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ABSTRACT *In any organization the level of job satisfaction is a very important factor to be studied. This is because only when the workers are satisfied with their work, work atmosphere, remuneration, welfare facilities available and employer-employee relations etc., their work ability will increase and they will produce more. The overall job satisfaction of the employees was studied and analyzed on the basis of the overall working and human Resource management aspects of the MSETCL.*

Introduction:-

Human Resource Management is a planned approach to managing people effectively for performance. It aims to establish a more open, flexible and caring management style so that staff will be motivated, developed and managed in a way that they can and will give of their best to support departments' missions. Human resource management believes that human development is a continuous process and that the true organization effectiveness can be achieved by matching the organizations and individual goals. No organization can grow and survive in the present-day environment without the growth and development of its people. In view of fast developing changes, Human Resource Management must be viewed as total system inter-related and interacting with other systems at work production, finance, marketing, with which a business system functions.

Organizational climate is the human environment within which an organization's employees do their work. It may regret to the environment within a department, a major company unit such as a branch, plant, or an entire organization. Climate can influence motivation, performance, and job satisfaction. It does influence by creating certain kinds of expectancies about what consequences will follow from different actions. Employees derive certain rewards, satisfactions, and frustrations on the basis of their perception of the organization's climate. These perceptions tend to lead to motivation.

This is more especially true in electricity sector as it is essentially a people's moral and improvement in work as also the commitment towards social and development policies of government will largely depend on the attitudes and caliber of its employees at different levels. It is for this reason that all organizations including the electricity companies have started laying much greater emphasis on the development of the most important resource i.e. "human Resource" and the important corporate philosophy over the past few years. In fact HRM has emerged as a profession in itself with tremendous relevance to the service sector like electricity transmission. The emphasis of HRM is not only on production and productivity but also on overall quality of work life.

Objectives of the study:-

- To study the level of job satisfaction of employees.

MSETCL: An Overview:-

Maharashtra State Electricity Transmission Company Ltd. (M.S.E.T.C.L) is a sub divided constituent of former Maharashtra State Electricity Board. M.S.E.B. which was established in the year 1959-60 MSEB was one of the top ranking electricity boards of the India, considering the development, plans, implementation, performance and service provided to its customers. After implementation of Indian Electricity Act 2003 the M.S.E.B. is sub grouped into four main successor companies, as M.S.E.B holding company, M.S.P.G.C.L Power generation, M.S.E.T.C.L electricity transmission in bulk and M.S.E.D.C.L electricity Distribution Company established in 2005.

MSETCL manages a network with a transmission capacity of over 66,118 MVA and over 36,000 km of transmission lines. MSETCL is basically divided in eight different zones in Maharashtra with 559 EHV substations working currently in Maharashtra. The present human resource is working in the MSETCL is as follows:

Pay Group	Sanctioned	Working	Vacancies
I	1371	1154	217
II	3173	1961	1212
III	6219	3981	2238
IV	5779	4947	832
Total	16542	12043	4499

Job Satisfaction:-

Job or work is a form of social activity that has social approval. Man primarily works to satisfy needs. Needs may vary from individual to individual and culture to culture. Satisfaction of needs is essential both for physical survival and for providing man with pleasure and comforts. To satisfy needs the individual work. Work as a social activity is a part of man's life. People seek satisfaction of needs and pleasure in work. It is enjoyable, but when people do not get what they aspire for, work ceases to be a source of pleasure and satisfaction.

The level of the worker's satisfaction in his job may be low or high. It depends upon how best he is taken care of in his job factors by the management. Low job satisfaction is a sign of deterioration in the efficiency of work in coir industry. In its sinister form, it causes strikes, absenteeism,

and employee turnover. It may also generate grievances, low productivity and other disciplinary problems. Proper training can develop positive attitudes among employees. Job satisfaction and morale are improved due to a rise in the earnings and job security of employees. Training reduces employee grievances because opportunities for internal promotion are available to well trained personnel.

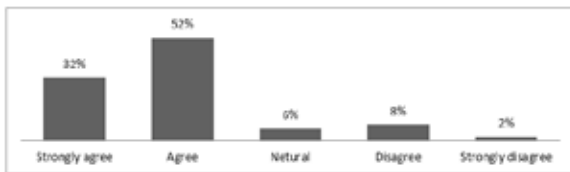
Study & Methodology:-

The present study is basically focuses on the Human resource management in Maharashtra State Electricity Transmission Co. Ltd. And particularly to measure the satisfaction level of employees those working in company in different conditions and at the different levels. The scope of the present study is limited to the transmission company particularly the Aurangabad zone with the sample of limited employees with a questioner.

The present study try to analysis the employee's moral and satisfaction level considered the factors like Personal satisfaction, Relations with superiors and subordinates, Training and Development activities and Working environment. In coir industries the level of job satisfaction is a very important factor to be studied. This is because only when the workers are satisfied with their work, work atmosphere, remuneration, welfare facilities available and employer-employee relations etc., their work ability will increase and they will produce more.

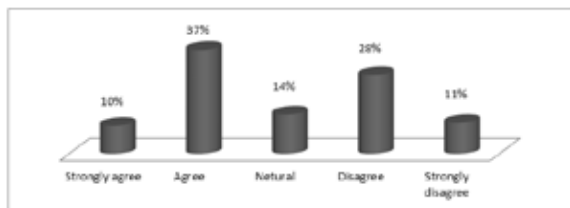
The overall job satisfaction of the coir workers was studied and analyzed on the basis of the overall working and manpower management aspects of the company. This is shown as follows:-

PERSONAL SATISFACTION



Personal satisfaction includes personal accomplishment, work responsibility, learning new skills and contribution towards organization. It shows that majority of the employees i.e. 82% are personally satisfied in the organization.

SATISFACTION WITH CAREER AND COMPENSATION



In Career and compensation 37% employee are agree and 10% employee are satisfied which includes merits of work, Recognition, Responsibilities and Health & Retirement Benefits for the employees.

SATISFACTION WITH TRAINING AND RESOURCES

Particular	TRAINING	RESOURCES
Strongly Agree	10%	10%
Agree	40%	52%
Natural	16%	17%
Disagree	27%	18%
Strongly Disagree	07%	03%

Human Recourse Development activities includes the policies regarding the development of the employees which includes the Training as per requirement, Provision of resources and corporate communications in which shows the level of satisfaction with 40% and 52% in training and resources respectively.

SATISFACTION WITH SUPERIORS, SUBORDINATES AND COLLEAGUES (WORKING ENVIRONMENT)

Particular	WITH SUPERIORS	WITH SUBORDINATES	WITH COLLEAGUES
Strongly Agree	18%	14%	24%
Agree	57%	54%	58%
Natural	13%	12%	11%
Disagree	11%	15%	06%
Strongly Disagree	01%	05%	01%

In motivation Hygiene factor theory HEZBERG concluded the two factors which are causes to the dissatisfaction of the employees; working environment is one of them. Working environment includes employee's relation with their Superiors, Subordinates and with their Colleagues. Majority of the employees are satisfied with the working environment of MSETCL.

Conclusion:-

When analyzing the overall job satisfaction it is evident from the overall study that 18.02% of the workers were fully satisfied and 49.29% were partially satisfied, and the rest were dissatisfied with the job. The reasons for job dissatisfaction are unfavorable working conditions, strained relationship with the manager, dissatisfaction about wages, non-participation in management etc.

There are some strong suggestions for job satisfaction first one is employee should be rotated across departments and review of promotion and hiring policy. Secondly there is awareness about policies. New policies should introduce and implemented. Thirdly to keep employee abreast of latest technological development and standards need to be set for all equipments to be purchased.

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