

A Study of Employee Job Satisfaction with Special Reference to the South Central Railway's Guntakal Division

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Abstract:-

It is the total of all factors that have a significant impact on an individual's ability to do any given work and their actual output that contributes to job satisfaction. Job satisfaction elements originate and grow both outside (non controllable) and internally (controllable) in the working individual's surroundings. Employment satisfaction is the total of all physiological, psychological, and conditional factors that either satisfy or dissatisfy an employee with his or her work. Findings on job satisfaction have implications for evaluating, thinking, behaving, and feeling. The goal of this study is to investigate several aspects of work happiness, difficulties, and corrective methods impacting railway personnel working in the Guntakal Division of the Indian railways' south central railway division. The Guntakal Division of Indian railways is located on the vijayawada route. Guntakal is the administrative centre for six districts' railway requirements. Divisional Railway Manager (DRM) in Guntakal is the primary administrative and regulatory body.

Keywords: Divisional Railway Manager, Job Satisfaction, South Central Railway Division,

Introduction Indian Railways

Indian Railways are, without a question, lifelines for millions of passengers. Not only does it provide work for over 13 lakh people (roughly 9% of the country's total workforce), but it also serves as a foundation for tourists to travel across the country on its charming trains, amazing routes, and stunning scenery, as well as to meet and converse with people from a wide range of ethnic groups, dialects, and cultures. We are all captivated by the Indian Railways as a consequence of this.

Between Mumbai and Thane, India's railroads first started service in 1853. Because of the British's total control over India, as well as their need to carry troops and supplies to every part of it, it was largely a big cost that they incurred by using innocent Indians as a major mode of transportation, as well as a source of cash for the English. More than 7,500 railway stations are served by a network of 65,000 kilometres that includes more than 12,000 daily passenger trains as well as eight thousand freight trains that convey 2.5 million passengers each day. To ensure the smooth running of the Indian economy, Indian Railways transports millions of tonnes of freight as well as millions of passengers throughout the nation and across the world. It also carries passengers on long-distance routes from one end to the other of the country.

Despite the country's rapid population increase, economic development, and globalisation, Indian Railways has been constantly improving its systems to find acceptable technical and managerial solutions to our country's specific difficulties. As a result of the introduction of new freight corridors, gauge conversion, double- and triple-rail track construction on the busiest rail routes, introduction of double-decker goods and carriage vans, metro trains, mono rails, as well as current hopes for bullet trains, the Indian Railways now have an entirely different look and feel from before.

Our travel will be more pleasant, hassle-free, and convenient as a result of our efforts. Improved AC-tier coaches with more seats and less noise, heat and dust have all contributed to this goal's achievement. Other improvements to the system include bio-operated toilets and washrooms, free WiFi at train stations, and improvements to the reservation system (with the help of the Passenger Reservation System and the Passenger Information System).

It is the responsibility of the RDSO (Research, Design and Standards Organization) within the Indian Railways to continuously develop new rail and track technology for the company's locomotives, carriages, and other rolling equipment. Modern signalling systems employing solid state interlocking auxiliary warning systems, heavier rails, concrete sleepers, elastic fasteners, long span

bridges and girders, and improvements in overhead electric traction are other technological breakthroughs that help extend component lives, reduce maintenance requirements, and reduce accidents and other harrowing events.

Indian Railways' South Coast Railway Zone includes the Guntakal Railway Division, one of four such divisions (SCR). Guntakal serves as the division's headquarters, while Visakhapatnam serves as the zonal headquarters. In order to cover the whole Bg line division, the Guntakal Division is Uni Gauge. The Guntakal division was constructed by the Southern Railway zone in 1956. As of February 27, 2019, this zone had been created, it had been relocated to the South Coast Railway zone on October 2, 1977. This incorporates the provinces of Karnataka and Tamil Nadu, just as the entire of Andhra Pradesh. In 1871, when the Madras Indian Railway joined the Great Indian Peninsular Railway and extended the Chennai-Arakanam route to Raichur, a 1,676 mm (5 ft 6 in) wide train reached Mumbai and Chennai. Between 1888 and 1890, the Maharatna Southern Railway established a meter line from Vijayawada to Margov via Juntakal. The Guntakal-Bangalore Railway was started in 1892-1893. It was created in 1893 that the Guntakal-Mysore Frontier Railway. SMR Railway was in charge of its operations.

The guntakal division's total route kilometres as of 08-05-2020 are 1451.90. An A-1-category station is among the 134 stations in the division; the others are B-categories (eight), C (nine), D (nine), and F (nine) in that order; The remaining 20 are Class F stations. There are no "C".

Job Satisfaction

The term "job satisfaction" refers to the contentment that comes from having a job that makes you want to come into work every day. It is largely the pleasure of the person on the work, not self-satisfaction, happiness, or contentment. Employment satisfaction is described as an employee's pleasant emotional state as a consequence of their job being evaluated as accomplishing or assisting the attainment of their job values. In contrast, discontent with one's work is defined as a negative emotional state resulting from a belief that one's job is irritating or impedes one's ability to attain one's job values or entails disvalues. It was imagined that "the apparent connection between what one sees it as offering and what one sees it as involving" was liable for both fulfillment and disappointment.

The term "work satisfaction" refers to an employee's overall contentment with the employer for which he or she is paid. Satisfaction refers to the basic emotional state that comes with achieving any goal or achieving a certain level of performance; the end-state is the sensation that comes with achieving an impulse's aim. Workplace unhappiness does imply a lack of motivation. The elements that contribute to work satisfaction and job discontent have been articulated in many ways by researchers, writers, and organisations. An person who is really satisfied with his or her employment is characterised as "any combination of psychological, physiological and environmental elements" by Hoppock.

Job Satisfaction and Its Factors

The following is a list of them:

1. Organizational factors

Organizational and managerial norms and policies, as well as the size, location, production, and performance of the company, as well as the environment and culture, are all factors to consider.

2. Workplace Factors

Nature, job assignment, and working circumstances, degree of autonomy, job security, salary, fringe benefits, and other non-monetary perks, job supervision, job interaction with workers, job prospects and future, recognition, awards, and job status, and so on.

3. Personality traits of individuals

Age, gender, ethnicity, caste, religion, and language, education and professional qualifications, experience and abilities, personality and personal life, family and marriage life, and so on.

Job Satisfaction: Its Importance and Role

Job satisfaction is the most important aspect in an organization's and an individual's success. The following are some of the notable benefits of work satisfaction:

1. Identification of Individuals working's training and developmental needs.

2. Personnel preferences and non-preferences might be easily determined.
3. Working Individuals' stress and anxiety levels can be determined.
4. Challenging tasks and dangerous situations can be handled properly.
5. Expanding risk-bearing capacity.
6. It is possible to fix more and larger focused targets.
7. Incumbents' recruitment and selection costs are reduced.
8. Basics of communication and creating a healthier work environment.
9. High-quality work and improved performance are required.
10. Constant eagerness, enthusiasm, and motivation for work.
11. Satisfied Employees are more likely to stay in the Organization for a long time.
12. A Productivity/Performance enhancing tool.

Railway Employee Job Satisfaction Measures

The Indian Railway's different work satisfaction measurements are consistently used throughout the country. The following are some of the most well-known methods in the field of work satisfaction:

1. Workplace conditions in Indian railways

Industrial Disputes Act 1947 and the Payment of Wages Act 1936 control the Indian Railways' employees. The average railroad worker has to deal with some of the most extreme working conditions, such as working through the night, in scorching heat, subzero cold, or driving rain. The HOER Regulations: Working Hours and Rest Periods Rail workers are subject to the new regulations of 2005. Continuous, basically intermittent, excluded, and intense are the different types of worker duties. Aside from that, various rules apply to running staff, as well as split duty.

2. Leave Facilities

Leave on Average Pay (LAP), Leave on Half Average Pay (LHAP), Leave Not Due (LND), Child Care Leave (CCL), Study Leave (SL), Casual Leave (CL), Compensatory Casual Leave (CL), encashment of leave, hospital leave, leave and vacation/holiday rules for school staff, Maternity Leave (ML), Paternity Leave (PL), special disability leave, and so on are all available through Indian Railways. These, as well as other leaves, may be obtained if the laws and restrictions are followed.

3. Compensation and Other Benefits

There are four groups of Indian Railway workers (groups D, C, B, and A), with group D being the lowest. Gazette positions are in groups A and B, whereas non-gazette positions are in groups C and D. The qualifying requirements for each category, as well as the wage structure, varies. Indian Railway personnel are severely underpaid in contrast to banks and other organisations, given the nature of their employment and the dangers they assume. Railway personnel are also eligible for bonuses and allowances such as DA (Dearness Allowance), HRA (House Rental Allowance), OTA (Overtime Allowance), DA (Daily Allowance), Transport Allowances, and a variety of additional bonuses and allowances.

4. Advances and Loans

Railway personnel are qualified for an assortment of advances and withdrawals from the Consolidated Fund of India the most outstanding of which being propels with interest and advances without interest, the two of which have subcategories.

5. Promotion

They are distributed according to seniority criteria. The term "seniority" refers to a railroad employee's position within the group to which he or she belongs. Seniority may alter as a result of events such as promotion (to a higher position or a raise in the basic wage), transfers, and penalties, among others.

6. Concession for Traveling

Passes and privilege ticket orders are examples (PTO). Allowing free tickets and PTO is a crucial concession, particularly for railway workers. The Ministry of Indian Railways of the Central Government issues the pass or PTO in accordance with its instructions and orders. Depending on the level of urgency and the nature of the assignment, several sorts of passes are available.

7. Transfer Services

A majority of Indian Railway employees work for the same Railway or other Indian Railway enterprises they were assigned to

when they first began their careers. It is the right of an Indian Railway employee, at request of the administration or on their own initiative, to be transferred to any other Railway institution. Transfers might be mutual, periodic, or based on the current situation.

Research Design of the study

The researcher has conducted both exploratory and descriptive study, recognizing the importance and magnitude of the task. The sample size was 250 workers and employees from different railway departments in the Guntakal Division (both males and females). The basic data was gathered via a questionnaire (random sample approach) that the researcher gave to the respondents. Journals, abstracts, and magazines on work satisfaction, as well as published literature, reports, and websites of Indian railways, South Central Railway, and Guntakal Division, were used to gather secondary data.

Obstacles that Affect Job Satisfaction

1. Manpower Shortage

There is a serious shortage of employees. For example, in the electrical sector, several jobs have been postponed due to a serious lack of qualified and trained technicians. The number of people working as station managers, controllers, and ticket inspectors has dropped by a quarter, as well as a staffing shortage in categories such as all running crew, physicians, and RPF, among others.

2. A huge amount of work to do

Employees of Indian Railways labour in practically every terrain and against nature. Their labour is difficult; they work long and irregular hours, and their working environment is filthy and unsanitary. Those working in the field have no set job schedule and might labour up to 12 hours a day with no regard for their safety. Some personnel are assigned to stations that are extremely far away, uninteresting, and unappealing, as well as night shifts that last all night. As a result, all of these situations, along with the dangers of outdoor labour, have a negative impact on the workers' health and emotional well-being.

3. Inadequate Basic Amenities

Some personnel working at tiny stations say that they don't have enough of the essentials (like dispensary, schools, market, etc.). For example, the yard & pit department, loco sheds, and other work areas are not located in a good place since they lack appropriate lighting and standard tools and equipment for the workers to use.

4. Inconvenient Rest Time

Some employees are required to work more than 8 hours a day, and roster duty might continue up to 10-12 hours, among other things. Employees are not permitted to leave the headquarters and are not assigned a certain work schedule. As a result, workers are not allowed enough relaxation or a weekly vacation. Working in shifts all the time throws off the human biological clock.

5. Digitalization's Slow Progress

In comparison to other industrialized nations' railroads, India's railways are sluggish to modernise. Employees need cutting-edge tools and equipment. Railway workers do a large number of manual tasks and use the fewest contemporary technology. There are no MRIs, ultra-sound sonograms, digital x-ray machines, or the most up-to-date diagnostic testing devices and technology at railroad hospitals.

6. Inadequate Hospital Services

In railway hospitals, hospital services, instruments, equipment, pharmaceuticals, and other types of medical care are the most neglected. The train staff's impolite conduct was seen, as was the lack of medicines and other required medications, the lack of medical facilities when they were needed, and so on. Private doctors labour according to their own personal standards whenever they feel like it, and they are free to quit at any moment. In addition, the Class IV personnel at the railway hospital is underutilized, since they are observed sitting idly and talking.

7. Interrupted Social Life

As a result of their jobs, several railway employees had little time to spend with their family. As a result of being stationed in far-flung areas or working 10- to 12-hour shifts or roster duty, employees might get anxious and depressed, which can have a

detrimental influence on their personal and social life. These workers possess less energy for get-togethers or reunions with companions, and they give less time and work to their family's prosperity than their friends.

Enhancing Job Satisfaction through facilitation

1. Fill the Vacant Positions

Various key unfilled positions are being filled immediately. This will attempt to reduce accidents, overestimation of budgets, and stress generated by job pressure. As a result, each department that is experiencing a staffing shortfall must create a list of vacant positions in order to maintain an average working force.

2. Update Basic Amenities

At running rooms, smaller single rooms must be available for relaxation. Rest homes or running rooms must be cleaned on a regular basis, kept sanitary with basic utilities, soundproofed, and air conditioned. Quality food, RO treated drinking water, and other daily essentials supplies are kept in the running rooms, as well as certain additional amenities to improve rest and running room facilities, such as televisions. Housing quarters should be improved and maintained, and suitable lighting and ventilation facilities should be established at work.

3. Increased Resting Time

Give no more than two night shifts to the same employee at the same time. Give staff a weekly break period on schedule so that they are refreshed for the following assignment. Give yourself plenty of time to recuperate and prepare for the next task. As a result of the extended travel times between headquarters and houses, the duty roster/duty hours should be increased to eight hours, especially in the branch line section.

4. Make Work More Modern

Modern tactics include computerization, file management, employee attendance and grievance systems, retail management, and day-to-day work. Eliminate any hardware that is obsolete, harmed, or at this point not being used to diminish physical and material misfortune. Use of the most up-to-date software programmes, online creation of travel/ concessional passes or PTO, PF, attendance cards, in addition to a variety of other small-scale digital office tasks, as well as the introduction of robotics machines and automated tooling, are all examples.

5. Make Medical Facilities More Modern

Medical facilities should be updated. Medical personnel must be soft-spoken, well-mannered, and willing to assist those in need. Doctors' and staff's behaviour and conduct while interacting with patients should improve. Have new physicians hired right away, new departments opened, and MRI, digital X-ray, and CCTV cameras installed right away.

6. Innovative Stress Reduction Techniques

It would be beneficial for railway workers if there were entertainment or leisure areas, sports complexes, mandated health checks, frequent cultural and social events and so on to help lower stress levels and boost services connected to health and bodily stamina on the ground.

7. Arrange for a family reunion

Employees will be more comfortable, closer to their families, and have more opportunities to socialise if the welfare officer organises family trips or cultural activities for their department. Another step may be the monthly organizing of railway-man get-togethers, officers' meetings, or the provision of large housing to workers so that they can retain their families at their separate work stations, among others.

Conclusion

The Guntakal railway division of the south central railway division of Indian Railways is the subject of this study. Thousands of employees are divided into different divisions, making it difficult to operate together with effective coordination of operations and synchronisation of responsibilities. Many personnel come from various backgrounds, ethnic communities, languages, and other characteristics such as gender, religion, and beliefs. As a result, in a situation where a large number of people are present at the same time, there are several HR concerns to consider, as well as work satisfaction. It's almost impossible to keep every employee content with their job duties. A comprehensive variety of career options, including equal opportunity, job security, and

postretirement benefits, are available to Indian Railways employees, all of which are aimed at improving work satisfaction. However, it has been shown that employees are often content with basic necessities like food and water, job security, leave approval, compensation, medical benefits, travel passes, and retirement perks. At the same time, there is dissatisfaction with specific topics such as tool availability, dwelling quarter conditions, promotion, pension benefits, resting discomforts, and so on.

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