

# Indian Railways Employees Job Satisfaction: A Prospective Case Study on Guntakal Division South Central Railway Zone

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## Abstract:-

There are several factors that contribute to an individual's ability to do any given job and their actual output. External and internal factors contribute to job satisfaction, which may be influenced by the working individual's environment. True, job satisfaction may have both positive and bad effects on the individual, the firm, and the nation. In order to determine if an employee is satisfied with his or her employment, we look at a variety of physiological, psychological, and environmental elements. Emotional, cognitive, behavioural, and evaluative repercussions of job satisfaction results. For this study, the primary objective is to investigate how various job satisfaction factors and challenges affect railway workers in the Guntakal Railway Division of India's South Central Railway.

**Keywords:** Guntakal Railway Division, Job Satisfaction, South Central Railway,

## Introduction:-

Individual sentiments and performance toward one's work are characterised as job satisfaction. Job satisfaction is a hot topic that has a significant impact on the organization's overall performance. A person's level of job satisfaction may rise for a number of reasons, some of which have to do with the business itself and others with the personal life of the employee. It is also possible to describe job satisfaction in terms of how a person perceives, feels about, and approaches their work. Job satisfaction is determined by the formed worldview (positive or negative) (or rather job dis-satisfaction). Many studies on work happiness have been undertaken and are currently being conducted by many writers, researchers, and thinkers, and everyone has their own definition of work fulfilment.

*A few examples of standard definitions are as follows:*

**Edwin A. Locke** (1976) 'Business fulfillment is characterized as an ideal or charming reaction to one's work, work achievement, or professional adventures,' according to the study.

**Michael Armstrong** (2006) "Attitude and sentiments individuals have about their work" is how Job Satisfaction is defined. Having a good outlook on one's work is a sign of job contentment. Dissatisfaction with one's employment is shown by one's attitude toward it.

Human resource management, organisational behaviour, psychology, sociology, and anthropology all include job satisfaction as an essential topic of study. Workplace contentment is a function of a wide range of factors, such as the job's intrinsic rewards and challenges, the salary and benefits, the work environment, the relationships between managers and their employees, the company's philosophy and policies, and the degree to which employees' hopes and expectations are met in practise. Overall, work satisfaction in a specific career does not stay constant throughout one's life.

Job satisfaction is a very ancient idea that emerged in the West. Theorists and workers have done, and continue to do, groundbreaking work in the area of job satisfaction and practise. They found that a person's sentiments and results toward their job (which cannot be regarded as an object but may be seen as a consequence of their work performance) do not grow toward it overnight; rather, various variables both within and outside the workplace continually impact them. The level of pleasure swings as well, ranging from high to poor and then back again. Despite the fact that job satisfaction and job attitude are frequently used interchangeably, there is a distinction between the two: job attitude is a tendency toward a specific thing, event, organisation, or person associated with the job that lasts for a longer period of time inside the individual. Work satisfaction, on the other hand, is a dynamic collection of attitudes that either grow at the same time or diminish even more swiftly if a certain job orientation is met

appropriately. As a result, determining if an employee has a positive attitude toward their employment or is satisfied with their job is a difficult task for the business. Factors influencing job satisfaction are organizational, job and individual.

## **REVIEW OF LITERATURE**

Ashok Kumar and Bala Nageswara Rao, (2015) A recent report claims that the largest spending on human resources and personnel-related expenses (staff on rolls plus pension) are found in Indian railways. More than 61% of overall operational costs are devoted to paying the company's workers.

Naved Ahmad et al (2014) Employee happiness was studied in relation to organisational commitment and employee performance. The findings revealed that organisational commitment and employee satisfaction had a favourable association. Employee performance, likewise, has a favourable impact on employee satisfaction.

Mary Eapen and Sumathi Annamalai (2014) Representative work fulfillment at a vehicle deals and adjusting firm was contemplated, just as the main considerations that add to work fulfillment. As indicated by the discoveries, 89% of workers are fulfilled or profoundly happy with their present positions, with the most significant factors being compensation, benefits, working relationships with managers, leadership, safety, and open lines of communication.

Schermerhorn et al. in his book, "Organizational Behavior" According to the dictionary, job satisfaction refers to how satisfied or dissatisfied individuals are with their jobs. All in all, it's a mindset or passionate reaction to one's work liabilities just as the encompassing physical and social conditions. "Effect of Occupational Stress on Job Satisfaction: A Survey Based on Coping Mechanism" is an examination of the effect of word related weight on work fulfillment in the drug units situated in the Korangi modern zone of Karachi, Pakistan.

Sarma V.S Veluri in his book, "Organizational Behavior" The subject of work-life balance was widely investigated. The quality and psychology of one's work life, according to this individual, cannot be measured. Various methods are used to measure it, including as rating scales, personal interviews, trend monitoring, and the critical incident method.

Steven L. Mc. Shane et al. in their book, "Organizational Behavior" It is a proportion of occupation qualities, work air, and enthusiastic encounters at work, as per these individuals Workers who are happy with their positions, as per them, have a positive perspective on their work environment in light of their own encounters and perspectives. As per Jennifer M. George and Gareth Jones' book "Comprehension and Managing Organizational Behavior," one of the most significant and well-informed mentalities in authoritative conduct is work fulfillment. Character, morals, work fulfillment, and social standing all have an influence.

Aswathappa K in his book, "Organizational Behavior" Job satisfaction is described as an employee's overall attitude about their work. According to him, work satisfaction arises when an employee's attitude toward his or her employment is favourable. When one's attitude is negative, dissatisfaction occurs.

### **Theories of Job Satisfaction**

1. Abraham Maslow's Need Hierarchy Theory (1943)
2. Fredrick Herzberg's Two-Factor Theory or Motivator-Hygiene Theory (1957)
3. Douglas McGregor Theory X and Theory Y (1960)
4. John Stacey Adams The Equity Theory (1963)
5. Clayton Alderfer's ERG Theory (1969)
6. Edwin A. Locke's Range of Affect Theory (1976)
7. David McClelland's Needs Theory (1977)

### **Consequences of Job Performance**

1. Productivity and performance.
2. Labour turnover and absenteeism.
3. Stress and safety.

4. Attitude and morale.
5. Behavioural and attitudinal change.

#### **Measurement of Job Performance**

1. Rating scale.
2. Interview and observation.
3. Outcomes of performance.
4. Job satisfaction index.
5. Minnesota satisfaction questionnaire.
6. Survey.

#### **Guntakal Railway Division (GRD)**

South Central Railway acquired the Guntakal Division on October 2, 1977, after it was formed in 1956 as a part of Southern Railway. Lord Sri Venkateswara Swamy's Tirupati temple is located in Guntakal Division, as are several other revered pilgrimage sites, including Padmavathi Temple in Tiruchanur, Lord Sree Kalahasteswara Temple in Sri Kalahasti, Lord Varasiddi Vinayaka Temple in Kanipakam, Sri Laxminarasimha Swamy Temple in Kadiri, and Raghavendra Swamy Temple. Matt Mantralayam Due to the recent discovery and construction of Begum Caves, 35 kilometres from Tadipatri Station, the station has lately garnered popularity. Minerals, iron metal, lime stone, and an assortment of regular stones are found in overflow in Guntakal Division, which likewise enjoys otherworldly benefits.

In addition to the increasing commercial exploitation of the aforementioned resources and the high pace of industrialization and port operations, the volume of products moving through the region is soaring. Year after year, the Guntakal Division grows in importance, both in terms of passenger and cargo traffic. First in terms of route kilometres (1307.07) and second in terms of track kilometres is the South Central Railway's Guntakal division (1872.47). Additional track is being built as part of the ongoing doubling and New Line Projects of Rail Vikas Nilayam Limited (RVNL) and Construction Organization. As soon as Pakala-Dharmavaram was finished in 2010-11, the division was declared complete on the Broad gauge scale. As long as you don't include the Pakala-Dharmavaram portion, all loop lines have been made 30 kilometres long, and the whole track may be used for CC+8+2T PSC sleepers with 60kg/52kg rails were announced in 2010-11 after the PQRS was finished on the Guntakal length of ST sleeper track in Guntakal. The Gooty-Renigunta Single Line part of the track carries roughly 70 GMT, whereas the Raichur-Guntakal Single Line segment carries about 60 GMT.

The Guntakal Division is an important component in India's railway network. It links East, South, West, and North India and serves as the gateway to South India. Dharmavaram, Kadapa, Renigunta, and Yerraguntla are among the seven Andhra Pradesh revenue districts covered by the Guntakal Division. It is located in the Anantapur district of Andhra Pradesh, India's Guntakal Junction railway station, which serves the town. The Guntakal Railway Division of South Coast Railway has its headquarters here as well. Mumbai-Chennai, Vijayawada-Marmagova and Guntakal-Bengaluru lines all pass through this station. 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. All of Bg Line Division is covered by Guntakal Division, which has a Uni Gauge. A division called Guntakal was established in 1956 by the Southern Railway Zone. As of February 27, 2019, this zone had been created, it had been relocated to the South Coast Railway zone on October 2, 1977. Both Andhra Pradesh and Karnataka are featured on the list. associated Mumbai and Chennai with a 1,676 mm (5 ft 6 in) wide measure track. Between 1888 and 1890, the Southern Maharatna Railway constructed a metre-gauge line connecting Vijayawada with Margao through Guntakal. The Guntakal-Bangalore railway line was opened in 1892–1893. It was established in 1893 that the Guntakal-Mysore Frontier Railway. SMR Railway was in charge of its operations.

As of 8-05-2020, the guntakal division has a total of 1451.90 route kilometres. The division has 134 stations, one of which is an A-1, six of which are A, eight of which are B, nine of which are "D," 90 of which are "E," and the remaining twenty of which are "F." There are no 'C' class stations in this division.

#### **Railway Employees**

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. Work Environment in Indian Railways
2. Leave Facilities
3. Salary and other Benefits

4. Loans & Advances
5. Promotion
6. Travelling Concession
7. Transfer Facilities
8. Grievance Redressal Machinery
9. Welfare Facilities
10. Recreational Activities
11. Staff Benefit Fund (SBF)
12. Retirement Benefits

### **Aim of the Study**

1. To study the level of job satisfaction among the employees working at the Guntakal Railway Division in the South Central Railway region of Indian Railways.
2. To analyze the age wise level of job satisfaction among the employees working in the Guntakal Railway Division of South Central Railway region.
3. To analyze the designation wise level of job satisfaction among the employees working in the Guntakal Railway Division.
4. To analyze the gender wise level of job satisfaction among the employees working in the Guntakal Railway Division.
5. To analyze the work wise level of job satisfaction among the employees working in the Guntakal Railway Division.

To know different kinds of job satisfaction measures existing at Guntakal Railway Division, trace out the current drawback and thereafter suggest some of the remedial actions.

### **Conclusion**

The present research project is for the Guntakal Railway Division of Indian Railways' South Central Railway Division. 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 is quite difficult to keep each and every employee happy with their work. Indian Railways, without a doubt, provides a wide range of career opportunities, as well as equal opportunity, job security, and post-retirement benefits, all of which aim to improve job satisfaction among railway personnel.

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