

Vol 3 Issue 4 Oct 2013

Impact Factor : 1.2018 (GISI)

ISSN No :2231-5063

Monthly Multidisciplinary
Research Journal

*Golden Research
Thoughts*

Chief Editor
Dr.Tukaram Narayan Shinde

Publisher
Mrs.Laxmi Ashok Yakkaldevi

Associate Editor
Dr.Rajani Dalvi

Honorary
Mr.Ashok Yakkaldevi

IMPACT FACTOR : 0.2105

Welcome to ISRJ

RNI MAHMUL/2011/38595

ISSN No.2230-7850

Indian Streams Research Journal is a multidisciplinary research journal, published monthly in English, Hindi & Marathi Language. All research papers submitted to the journal will be double - blind peer reviewed referred by members of the editorial Board readers will include investigator in universities, research institutes government and industry with research interest in the general subjects.

International Advisory Board

Flávio de São Pedro Filho Federal University of Rondonia, Brazil	Mohammad Hailat Dept. of Mathematical Sciences, University of South Carolina Aiken, Aiken SC 29801	Hasan Baktir English Language and Literature Department, Kayseri
Kamani Perera Regional Centre For Strategic Studies, Sri Lanka	Abdullah Sabbagh Engineering Studies, Sydney	Ghayoor Abbas Chotana Department of Chemistry, Lahore University of Management Sciences [PK]
Janaki Sinnasamy Librarian, University of Malaya [Malaysia]	Catalina Neculai University of Coventry, UK	Anna Maria Constantinovici AL. I. Cuza University, Romania
Romona Mihaila Spiru Haret University, Romania	Ecaterina Patrascu Spiru Haret University, Bucharest	Horia Patrascu Spiru Haret University, Bucharest, Romania
Delia Serbescu Spiru Haret University, Bucharest, Romania	Loredana Bosca Spiru Haret University, Romania	Ilie Pintea, Spiru Haret University, Romania
Anurag Misra DBS College, Kanpur	Fabricio Moraes de Almeida Federal University of Rondonia, Brazil	Xiaohua Yang PhD, USA
Titus Pop	George - Calin SERITAN Postdoctoral Researcher	Nawab Ali Khan College of Business Administration

Editorial Board

Pratap Vyamktrao Naikwade ASP College Devrukh,Ratnagiri,MS India	Iresh Swami Ex - VC. Solapur University, Solapur	Rajendra Shendge Director, B.C.U.D. Solapur University, Solapur
R. R. Patil Head Geology Department Solapur University, Solapur	N.S. Dhaygude Ex. Prin. Dayanand College, Solapur	R. R. Yaliker Director Managment Institute, Solapur
Rama Bhosale Prin. and Jt. Director Higher Education, Panvel	Narendra Kadu Jt. Director Higher Education, Pune	Umesh Rajderkar Head Humanities & Social Science YCMOU, Nashik
Salve R. N. Department of Sociology, Shivaji University, Kolhapur	K. M. Bhandarkar Praful Patel College of Education, Gondia	S. R. Pandya Head Education Dept. Mumbai University, Mumbai
Govind P. Shinde Bharati Vidyapeeth School of Distance Education Center, Navi Mumbai	Sonal Singh Vikram University, Ujjain	Alka Darshan Shrivastava Shaskiya Snatkottar Mahavidyalaya, Dhar
Chakane Sanjay Dnyaneshwar Arts, Science & Commerce College, Indapur, Pune	G. P. Patankar S. D. M. Degree College, Honavar, Karnataka	Rahul Shriram Sudke Devi Ahilya Vishwavidyalaya, Indore
Awadhesh Kumar Shirotriya Secretary, Play India Play (Trust),Meerut	Maj. S. Bakhtiar Choudhary Director,Hyderabad AP India.	S.KANNAN Ph.D , Annamalai University,TN
	S.Parvathi Devi Ph.D.-University of Allahabad	Satish Kumar Kalhotra
	Sonal Singh	

**Address:-Ashok Yakkaldevi 258/34, Raviwar Peth, Solapur - 413 005 Maharashtra, India
Cell : 9595 359 435, Ph No: 02172372010 Email: ayisrj@yahoo.in Website: www.isrj.net**



THE INFLUENCE OF EMPLOYEE PERCEPTION ON THEIR WORK SATISFACTION



J. Wilfred Angello Gerald

Assistant Professor, PG& Research Dept of HRM, St.Joseph's College, Tiruchirappalli

Abstract: Behaviour of people working in an organization differs not only in terms of physical characteristics (age, sex and etc.), background characteristics (training and education) and personality traits (extroversion or aggressiveness) but also by perception. One consequence of such differences is that they do not view things in the same way. There is difference of opinion and evaluation. People differ in their reaction due to differences in perception they have about thing. The psychological process that allows an individual to adjust his behaviour is termed as perception. Perception is the selection and organization of environmental stimuli to provide meaningful experience for their perceiver. It normally refers to the factors that shape and produce what we actually experience, described as a person's views of reality and is affected by individual's values. The key to understand perception is to recognize that it is a unique interpretation of the situation and not an exact recording of it. Because perception is largely learned and no one has the same learning and experience, then every employee has a unique filter and the same situations may produce very different reactions and behaviors. This perception influences the work satisfaction. The perception about the management, policies of the organization, organisation culture, fellow workers and welfare benefits supplied will have an impact on their satisfaction in work. In order to observe and find the existing reality a study has been performed in Rane Brake Linings Ltd, Tiruchirappalli.

Key words: employee perceptions, work satisfaction, welfare benefits, organization culture, organization policies.

INTRODUCTION: EMPLOYEE PERCEPTION AND ITS IMPLICATIONS

In simple terms, perception is understood as the act of seeing what is there to be seen. According to Von Haller Glimmer.B (2008) perception is a process of becoming aware of situations, of adding meaningful associations to sensations. It involves: receiving, selecting, organizing, interpreting, checking, and reacting to sensory stimuli or data. (Robinson P. Stephen, 2007). Through perception, people process information inputs into decisions and actions. It is a way of forming impressions about yourself, other, people, and daily life experience. It is also a screen through which information passes before having an effect on people. Thus perceptual process is a complex process, where it has four variables namely Inputs: Perceived inputs are the objects, events people, etc. that are received by the receiver, Process: The received inputs are processed through the selection, organization and interpretation, Outputs: Through the processing mechanism, the outputs are delivered. These outputs may be feelings, actions, attitudes and Behavior: Behavior is dependent on the perceived outputs.

FACTORS INFLUENCING PERCEPTION

The general factors that influence perception have been classified into the following;

a) Perceiver: When an individual looks at a target and

attempts to interpret what he or she sees, that interpretation is heavily influenced by personal characteristics of the individual perceiver (attitudes, motivates, interests, past experiences and expectations). b) Target: Characteristics of the target that is being observed can affect what is perceived. Loud people are more likely to be noticed in a group than are quiet ones. c) Situation: The context in which we see objects or events is important. Elements in the surrounding environment influence our perceptions, the time at which an object or event is seen can influence attention as can location, light, heat, or any number of situational factors. Managing Perception process express that successful managers understand the importance of perception as an influencing factor on behavior and they act accordingly. They are aware of perceptual distortions and also know that perceptual differences are likely to exist in any situation. As a result, they try to make decision with a true understanding of the situation as it is viewed by all persons concerned

WORK SATISFACTION

Work satisfaction is defined as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience (Locke A.K, 1976). When a person feels at ease after doing a work he is satisfied. It is very difficult to measure work satisfaction. Work satisfaction assumes importance because it influences group behaviour and ultimately performance. Work satisfaction is related with

age, occupation, size and nature of the organization etc. People occupying higher position seem to be satisfied with their work because of better pay, challenging works and good environment. Work satisfaction is the favourable or unfavourable view of the employees, towards their work. It could be well described an expression of agreement between one's expectations of the work and the rewards the work provides. A work satisfaction is not a dependent phenomena resulting only out of the work but rather it is a complex one. A comprehensive form of work satisfaction is one which says a generalized attitude resulting from the three areas viz Specific work factor, individual adjustment and group relationship. Clearly this variable is critically linked to perception. If work satisfaction is to be improved, the worker's participation of the job characteristics, supervision and the organization as a whole must be positive. The important fact is that people who work together often see things differently, and his differences can create problems in their ability to work together effectively. In order to decrease the errors involved in perception, one has to keep in mind the way the perceptual process works.

WELFARE BENEFITS

Labour welfare plays an essential part of business organization and management, which attaches more importance to human angle. It increases the productive efficiency of the workers and infuses in them a new spirit of self-realization and consciousness. Labour welfare work postulates a real change of hearts and a change in outlook on the part of both the employers and the workers. In India, the need for labour welfare is more important because it creates a healthy atmosphere in the work place, keeps the labour forces stable and contented and helps to maintaining industrial peace. (N.G.Nair, Latha Nair, 2004). The basic features of welfare include those items of welfare, which over and above what is provided by statutory provision. Labour welfare is a predominant power in the world because it highly based on the moral & motivation. Generally labour welfare gives life security to the employees on the basic moralities Labour welfare measures helps to know the concern in Indian constitutions, their work satisfaction, the function of zero defeat policies, healthy working environment, the attitude of the employer toward the employees and finally the perception of the workers.

ORGANIZATION CULTURE

Keith Davis (2004) expressed that Organizational Culture is a set of assumptions, beliefs, values and norms that is shared among the members of an organization. Organizational culture has number of important characteristics such as observed behavioral regularities, norms, philosophy, organizational climate, innovation and risk taking, , people orientation, , individual initiative, integration, management support, reward system, conflict tolerance and communication patterns. Harrison (1972) identified four types of culture in organizations as power culture, role culture, support culture and achievement culture. The assumptions, values, and beliefs that represent organizational culture operate beneath the surface of organizational behavior. They are not directly observed, yet

their effects are everywhere. Assumptions are the shared mental models; the broad worldviews in use that people rely on to guide their perceptions and behaviors. Beliefs represent the individual's perceptions of reality. They help define what is right or wrong, or good or bad, in the world. Values are socially desirable, so what people say value they call (espoused value) may differ from what they truly value (enacted value). It may be stated that culture leads to groupthink, collective blind spots, and resistance to change and innovation. Culture in an organization serves perception, effective control, promotion of innovation, strategy formulation, strong commitment from employees, performance and satisfaction.

ORGANIZATION POLICIES

A policy is a course of action or guidelines to be followed and outlines what has to be done to implement the policy. All organisations should have written policy that stress about the matters to be discussed with other and not to reveal to the public. It supports the practice of services. Policies must reflect legislation and ethical standards of the services rendered. Quality of service delivery is dependent on the responsibility of both the organisation and the worker in following the policies that guide service delivery. Policy describes organisation's strategic plan, job descriptions, ethics in practice and occupational health and safety guidelines. Quite naturally areas covered in a policy includes personnel practices ,complaints and disputes procedures, case management procedures , occupational health and safety procedures, conflict resolution processes , communication , delegations , networking with external agencies. The other primary influence on policy is Ideology (the values and beliefs that the organisation holds about the issue). This impact on what the policy will focus on perception.

ORGANIZATION PROFILE

Rane Brake Linings Ltd (RBL) was established in 1964, RBL has four manufacturing facilities in Chennai, Hyderabad, Pondicherry and Trichy. RBL makes brake & clutch friction products including brake lining, disc brake pads, clutch facings, railway brake blocks etc., which are highly safety critical items for automobiles and Indian Railways. The fourth plant namely Tiruchi plant primarily caters Maruti Suzuki with other OEMs such as Tatas, Toyota, Honda, and Nissan among others. The total capacity of the disc pads has reached 20 million units per annum (2012-13). This plant has been intended for the passenger car segment which facilitates for producing asbestos free disc brake will start production next year. The Trichy facility will cater to only domestic car makers and replacement market segment. Maruti Suzuki will be the major customer which will buy 50 per cent from the new plant followed by the Tata Motors and Toyota Kirloskar Motors for its proposed small car to be made in India. Human Resource Department involves on: Timely recruitment, Implement employee opinion survey action plan, Co-ordinate APEX initiatives, Comply with statutory requirements related to human resources, Performance Appraisal, Skill Matrix, Training and Development, Statutory Compliances, Payroll process,

Create opportunities for professional growth and satisfaction and Develops leadership capabilities at all levels.

MATERIALS AND METHODS

In this study the researcher had adopted descriptive research design; both types of data were collected directly from the employees of Rane Brake Lining Limited, Tiruchirappalli. Primary data was gathered with the help of structured questionnaire, consisting of personal data and their perception on work satisfaction in the organization. Similarly secondary data were gathered from journals, organizational reports and websites etc. Population of the study consists of 578 employees out of which 50 respondents are taken for the study as sample respondents through stratified random sampling technique.

OBJECTIVES OF THE STUDY

To study the existing perception of the employees on work satisfaction.

To find out the factors that influence the employees' perception

Hypothesis of the study

There is significant association between organisation culture and perception of the respondents in the industry.

There is significant association between labour welfare and perception of the respondents.

There is significant correlation between over all factors of work satisfaction and over all factors of perception of the respondents in the industry.

Table 1: Socio economic profile of the respondents

Socio economic profile	No. of Respondents (n=50)	Percentage (100%)
Gender		
Male	36	72
Female	14	28
Experience		
0 to 5yrs	08	16
6 to 10yrs	18	36
11 to 15yrs	22	44
16yrs & above	02	04
Monthly income		
Below Rs.15500	13	26
Rs.15501 to 15800	19	38
Rs.15801 to 16300	11	22
Rs.16301&above	07	14

On the whole 36 male and 14 female respondents are taken for the study, From this sample respondent, 16 per cent respondents had 0 to 5 years of services, 36 per cent respondents had 6 to 10 years of services, 44 per cent respondents had 11 to 15 years of experience and only 4 per cent had 16 and above years of service. In the case of monthly income, 26 per cent and 14 per cent of the respondents earn a monthly income below Rs 15500 and Rs.16301& above respectively. 38 per cent earn a monthly income between Rs.15501 and Rs15800. Similarly 22 per cent of the

respondents have their monthly income between Rs.15801 to Rs.16300. When the collection of data is successfully fulfilled, the analysis of data is carried with percentage analysis and appropriate statistical tools such as Chi square test and rank correlation coefficient was applied respectively for testing hypotheses to arrive at necessary interpretations.

RESULTS AND DISCUSSIONS

Table 2 : Association between organization culture and perception of the respondents in the industry

Sl.no	Various dimensions of organization culture	Employee perception		Statistical inference
		Low (n=23)	High (n=27)	
1	Power culture			X ² =.001 Df=1 .972>0.05 Not Significant
	Low	10(46.0%)	11(46.2%)	
	High	13(54.0%)	16(53.8%)	
2	Role culture			X ² =.354 Df=1 .552>0.05 Not Significant
	Low	08(41.7%)	07(45.1%)	
	High	15(58.3%)	20(54.9%)	
3	Support culture			X ² =.934 Df=1 .334>0.05 Not Significant
	Low	09(45.3%)	08(37.9%)	
	High	14(54.7%)	19(62.1%)	
3	Achievement culture			X ² =.934 Df=1 .334>0.05 Not Significant
	Low	06(39.3%)	09(39.9%)	
	High	17(60.7%)	18(60.1%)	

Statistical test: Chi-square test was used the above table

Ho: There is no significant association between organization culture and perception of the respondents in the industry

H1: There is significant association between organization culture and perception of the respondents in the industry

INFERENCE AND FINDINGS

Practically speaking 53.8 per cent of respondents have high perception in relation to the power culture (54 per cent). This might be due to the affiliation over the concern and it also depends on the ways things and responsibilities are taken into. Similarly 58.3 per cent of the working mass project high perception related to role culture (54.9 per cent). Familiarity with the existence culture makes the necessary influence on the work While 54.7 per cent of them report high perception pertaining to support culture as registered by 62.1 per cent. This once again insists the concern of the organization over the workers through the policies. Hence 60.7 per cent of the respondents express high perception pertaining high responds to the achievement culture where workers are motivated to move further through records and rewards. It is observed that on the whole table values are lesser than the calculated values (.972>0.05, .552>0.05, .334>0.05 and .334>0.05). It agrees that Ho is accepted and H2 is rejected. Hence, there is no significant association between organization culture and perception of the respondents in the industry.

Table 3: Association between labour welfare and perception of the respondents in the industry

Sl.no	Dimensions of welfare measure	Employee perception		Statistical inference
		Low (n=23)	High (n=27)	
1	Statutory			
	Low	13 (51%)	06 (41.5%)	X ² =2.814 DF=1 .093<0.05 Significant
	High	10 (49%)	21 (58.5%)	
2	Non – Statutory			
	Low	09 (41.8%)	12 (45.3%)	X ² =2.738 DF=1 .039<0.05 Significant
	High	14 (58.2%)	15 (54.7%)	
3	Total Welfare measure			
	Low	11 (45.1%)	04 (39.6%)	X ² =2.958 DF=1 .028<0.05 Significant
	High	12 (54.9%)	23 (60.4%)	

Statistical test: Chi-square test was used the above table
 Ho: There is no significant association between perception on work and labour welfare of the respondents in the industry.
 H2: There is significant association between perception on work and labour welfare of the respondents in the industry.

Inference and Findings

It is observed that 58.5 per cent of the respondents have high perception along with low opinion (51 per cent) on statutory welfare benefits. Concentration on work is maintained even when the statutory measures are maintained mandatory purpose. While 54.7 per cent of the respondents express high perception as well as high regard for non statutory welfare measures (58.2 per cent). Hike in non statutory measures enhances the work perception. Finally 60.4 per cent of them have high regard for the work followed by high opinion (54.9 per cent) on total welfare measures. Balanced welfare benefits naturally inspire the interest to work more. It is observed that on the whole table values are greater than the calculated values (.093<0.05, .039<0.05 and .028<0.05) It agrees that Ho is rejected and H2 is accepted. Hence, there is significant association between perception on work and labour welfare of the respondents in the industry.

Table 4: relationship between over all factors of work satisfaction and over all perception of the respondents in the industry

	Welfare benefits	Organization culture	Organization policies	Over all work satisfaction	Input	Process	Out put	Over all perception
Welfare benefits	1	.350(*)	.028	.395(**)	.743(**)	-.091	.078	-.006
Organization culture	.350(*)	1	.618(**)	.473(**)	.582(**)	.041	-.048	.289(*)
Organization policies	.028	.618(**)	1	.188	.089	-.130	.362(**)	.091
Over all work satisfaction	.395(**)	.473(**)	.345(**)	1	-.087	.349(**)	-.186	.456(**)
Input	.743(**)	.582(**)	.289(*)	.229	1	.109	.119(*)	-.055
Process	-.091	.041	-.130	.109	-.097	1	.239(*)	.349(*)
Out put	.078	-.048	.362(**)	-.186	.119(*)	.239(*)	1	-.195
Over all perception	-.006	.289(*)	.091	.456(**)	-.055	.349(*)	-.195	1

* Correlation is significant at the 0.05 level / ** Correlation is significant at the 0.01 level

Statistical test: Karl Pearson coefficient correction test was used the above table

H0: There is no significant relationship between over all factors of work satisfaction and over all perception of the respondents in the industry.

H3: There is significant relationship between over all factors of work satisfaction and over all perception of the respondents in the industry.

Inference and Findings

The results of the inter correlation matrix observed from the above table exhibits that out put and over all perception has no significant relations with welfare benefits at 0.05 and 0.01 levels. Similarly Input and out put have no significant relations with organization culture at 0.05 and 0.01 levels. Input, out put and over all perception has no significant relations with Organization policies at 0.05 and 0.01 levels. Meanwhile Input, Process, out put and over all perception has no significant relations with over all work satisfaction at 0.05 and 0.01 levels. Organization policies and over all work satisfaction has no significant relations with input at 0.05 and 0.01 levels. Welfare benefits, organization culture and organization policies have no significant relations with process at 0.05 and 0.01 levels. Meanwhile welfare benefits and organization culture has no significant relations with out put at 0.05 and 0.01 levels. Finally Welfare benefits and organization policies has no significant relations with Over all perception. Thus null hypothesis is rejected; it implies that there is significance relationship between over all factors of work satisfaction and over all perception of the respondents in the industry

CONCLUSION

In this ever growing and advancing industrial scenario employee seems to be the driving and striking weapon for sculpturing and enhancing the national development. Perception as it depends on individual, situation and the object, has to be taken care for the well being of the individual employee in general and particularly for the organization as a whole. The factors of work satisfaction such as organization culture, organization policies and welfare for the employees contribute a lot towards the perception of the employee, which creates the interest to work and with others in an organization. It is rightly proved by this study in Rane Brake Linings Ltd (RBL), Tiruchirappali that when factors of work satisfaction are systematically and sequently executed will certainly enhance employee perception positively in the working concern.

REFERENCE

I.Clara Williams., (2007). The relationship between labour welfare and labour perception, National HRP Journal, 8, 12, 89-97
 II.Harrison .,(1972). Organization Culture enhances labour effectiveness in the state of Iowa, Journal of management studies, 6, 8, 45-57

- III.Keith Davis., (2004). Organization culture and its essentials, *Journal of Management Survey*, 4, 5,178-82
- IV.Locke A.K., (1976). labour welfare in comparison with work satisfaction, *Journal of Labour studies*, 5, 11, 45-58
- V.MacDonnell .K and Baldev.R., (2011). Restructuring organization policies and labour Supply, *American Journal of labour enhancement*, 7, 15, 178-82
- VI.Maria and Karen.K., (2012). Social security and organization policies, *Journal of Sociological analysis*, 4, 5, 67-78
- VII.Nair. N.G., Latha Nair., (2004). Welfare benefits - an positive approach for industrial Growth, *The British Journal of sociology*, 7, 11, 67-75
- VIII.New man .L and Ivan.O (2009), Labour welfare and their participation, *Journal of Human Resources*, 6, 16,123-32
- IX.Peter Taylor and Goodbye., (2008). Welfare schemes – A mandatory issue for perception, *Indian Journal of labour economy*, 9, 10, 78-86
- XI.Robinson P. Stephen., (2007). Employee perception and employee efficiency, *American Journal of labour scenario*, 78, 12,234-42
- XII.Sam Sunder.,(2010). Extra mural benefits – An innovative measure, *Academy of Management Journal*, 8, 12, 67-75
- XIII.Sinha.G.P., (2011). Labou welfare –A right of working force, *Russian Journal of labourProgress*, 4, 10, 90-95
- XIV.Sukhareva, J.A., (2009). Employee welfare and its current perspective in Japan, *International Business Review*, 8, 1, 34-37
- XV.Von Haller Glimmer.B., (2008). Employee perception and their implications, *Indian Journal of social sciences*, 4, 2,256-62

Publish Research Article International Level Multidisciplinary Research Journal For All Subjects

Dear Sir/Mam,

We invite unpublished research paper.Summary of Research Project,Theses,Books and Books Review of publication,you will be pleased to know that our journals are

Associated and Indexed,India

- * International Scientific Journal Consortium Scientific
- * OPEN J-GATE

Associated and Indexed,USA

- EBSCO
- Index Copernicus
- Publication Index
- Academic Journal Database
- Contemporary Research Index
- Academic Paper Databse
- Digital Journals Database
- Current Index to Scholarly Journals
- Elite Scientific Journal Archive
- Directory Of Academic Resources
- Scholar Journal Index
- Recent Science Index
- Scientific Resources Database

Golden Research Thoughts
258/34 Raviwar Peth Solapur-413005,Maharashtra
Contact-9595359435
E-Mail-ayisrj@yahoo.in/ayisrj2011@gmail.com
Website : www.isrj.net