

A Study on Employees Satisfaction at Sai Sudarshan Security and Vigilance

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Abstract

This study examines employee satisfaction at Sai Sudarshan Security and Vigilance Pvt Ltd, focusing on key factors contributing to a positive work environment. Utilizing a purposive sampling technique, we collected primary responses from employees with at least one year of service and participation in training programs. A sample size of 100 was selected from over 130 employees. Data was meticulously organized and analyzed using graphical methods, with responses categorized under various subheadings. The findings reveal high levels of job satisfaction driven by effective communication, regular recognition, and ample career growth opportunities. While significant contentment was reported, areas needing improvement include proactive career development discussions and fostering a balanced, inclusive company culture. These insights underscore the importance of both tangible benefits and intangible factors, such as relationships with colleagues and supervisors.

Keywords: Attitudes, Alignment, Agile, Centrality, Interviews, Compensation

1. INTRODUCTION

Employee fulfillment, often referred to as employee satisfaction, is a crucial term used to describe whether employees are happy and fulfilling their desires and needs at work. A key aspect of employee satisfaction is that satisfied employees must perform their duties and contribute in ways that meet the employer's needs. This broader term is utilized by the Human Capital industry to measure how content employees are with various elements such as their jobs, employee experience, and the organizations they work for. Employee satisfaction is a vital metric that can help determine the overall health of an organization. As a result, many companies conduct regular surveys to measure employee satisfaction and track trends over time. High satisfaction levels indicate that employees are pleased with their treatment by their employer.

While the terms employee satisfaction and employee engagement are often used interchangeably, they are not synonymous. Engagement is one factor that influences overall satisfaction, and vice versa, but they measure different aspects of the work experience. Satisfaction, essential for retention, does not necessarily indicate performance, whereas engagement, which reflects an employee's enthusiasm for their work, is directly tied to productivity. Ideally, satisfaction results from both tangible elements like compensation and

benefits and less tangible factors such as engagement, recognition, and strong leadership. Organizations that fail to address both aspects may end up with a complacent workforce that is content to do the bare minimum to stay employed or a highly engaged staff that performs well while seeking new opportunities elsewhere.

Job satisfaction is a measure of an employee's contentedness with their work, reflecting the feeling of delight or fulfillment that an individual derives from their job. It is evaluated in terms of emotional, cognitive, and behavioral components. In other words, job satisfaction is the extent to which a person feels motivated, content, and happy with their employment.

1.1 Company Profile

An effective operational security program requires agility and prompt response by the security provider, unimpeded by administrative or operational challenges. Sai Sudarshan Security and Vigilance Pvt Ltd is a certified company recognized as one of India's leading professional housekeeping and security services providers. The company serves a diverse clientele, including government, semi-government, public sector undertakings, hospitals, universities, and private sectors.

Equipped with advanced tools such as walkie-talkies, motorbikes, mobile phones, and dedicated control rooms, Sai Sudarshan Security ensures continuous operation managed by a team of 4-5 supervisory staff and 120 security personnel. This setup guarantees round-the-clock contact and response to clients. The managerial team, comprising highly skilled and knowledgeable team leaders, supervisory personnel, field, and administrative professionals, is committed to delivering top-tier customer service. The group includes the General Manager of Operations and Corporate Affairs, Deputy General Managers of Operations and Marketing, Managers of Personnel and Administration, Security, and Housekeeping, all of whom possess extensive expertise in their respective fields. The operational and training managers serve as pillars of the organization.

The company's workforce is primarily civilian employees from various states, backed by a well-qualified and experienced administrative group dedicated to ensuring the highest quality of service for clients. This professional approach enables Sai Sudarshan Security to maintain its position as a front-runner in the security and manpower services industry.

2. REVIEW OF LITERATURE:

Job satisfaction is a complex issue that significantly impacts worker motivation, productivity, and organizational performance. Aziri (2011) noted that, despite its importance, job satisfaction has not received adequate attention from scholars or managers in some regions. Enhancing job satisfaction is essential for improving overall organizational performance. The importance of non-wage incentives, which fall under non-statutory labor welfare facilities, was emphasized by Gani (1993). This study highlighted that dissatisfaction among workers often stems from aspects related to labor welfare facilities, significantly affecting their job satisfaction. However, Gani's research did not explore the influence of quality of work life dimensions or personal variables, hierarchy, and the effects of statutory and non-statutory welfare facilities on job satisfaction. Sharan (1980)

investigated working conditions and job satisfaction, focusing on six key aspects: wages, job security, benefits, promotional prospects, physical atmosphere at work, and social relationships with immediate bosses. The study found that adverse working conditions collectively made work unpleasant for the respondents. Notably, improvements in wages were likely to enhance job satisfaction significantly.

According to Todd, employee welfare encompasses anything done for the comfort and improvement, intellectual or social, of the employee beyond the wages paid, which is not a necessity of the industry. Employee satisfaction refers to whether employees are happy, contented, and fulfilling their desires and needs at work. Meenakshi Yadav (2020) analyzed welfare measures in the corporate sector, identifying eight factors affecting labor welfare: loans and compensation facilities, education, housing, subsidized food, better working environment, stability of the workforce, and provision of cooperative societies. These welfare measures are crucial for maintaining good industrial relations and long-term efficiency in organizations. Arthur M. Baldonado (2013) explored the motivational needs of Gen Y virtual team members using Herzberg's two-factor theory of motivation. The study revealed that Gen Y workers valued both hygiene and motivator factors, with advancement and personal life being particularly important. This underscores the need for managers to adopt flexible managerial approaches to effectively motivate Gen Y employees. Employee satisfaction is a critical driver of quality, customer satisfaction, and productivity. A study conducted by Renzel (2007) investigated the role of interpersonal trust (trust in management and peers) in influencing employee satisfaction and loyalty. Using structural equation modeling with Partial Least Squares (PLS), the study confirmed a strong link between trust, employee satisfaction, and loyalty. Thus, various factors influence job satisfaction, including working conditions, welfare facilities, interpersonal trust, and managerial flexibility. Addressing these factors can lead to improved employee satisfaction, motivation, and organizational performance.

3. RESEARCH METHODOLOGY

An issue can be solved systematically using research techniques. It is a science that studies the best ways to do research. Research technique essentially refers to the processes that scientists use to describe, interpret, and forecast events.

3.1 Research Objective

The research objective is to examine the factors influencing employee satisfaction and job fulfillment at Sai Sudarshan Security and Vigilance Pvt Ltd, focusing on the impact of working conditions, welfare facilities, interpersonal trust, and managerial flexibility on employee motivation, retention, and overall organizational performance.

3.2 Sampling and Data Collection

The study employed a purposive sampling technique to gather primary responses. The target audience for the questionnaire was employees at Sai Sudarshan Security and Vigilance. To be eligible for participation, employees must have worked at the company for at least one year and

participated in training and development programs. From the 130+ workers in the organization, a sample size of 100 was chosen for in-depth analysis.

Demography	Groups	Respondents
Gender	Male	76
	Female	24
Age	Below-20	0
	21-30	15
	31-39	50
	40-49	20
	50-Above	15
Experience	Fresher	1
	1-2	3
	2-4	29
	5-10	46
	Above-10	21
Total Sample Size (n= 100)		

3.3 Primary Data Processing and Organization

The collected data was meticulously organized and tabulated, with responses categorized under various subheadings specified in the questionnaire. The analysis involved calculating percentages to facilitate effective data interpretation, enabling clear and precise conclusions to be drawn.

4. ANALYSIS AND INTERPRETATION

The study utilizes graphical method for data representation and analysis which are given below: -

Table 1. Responses on Job Position of employees.

	Site Manager	15
	Security Supervisor	20

Job Position	Security Officer/Guard	47
	Access Control Officer	12
	Patrol Officer	6

Table 2. Responses on different Department which are allotted to employees.

Department	Operations Department	63
	Training and Development Department	26
	Human Resources Department	4
	Finance and Accounting Department	4
	Administration Department	3

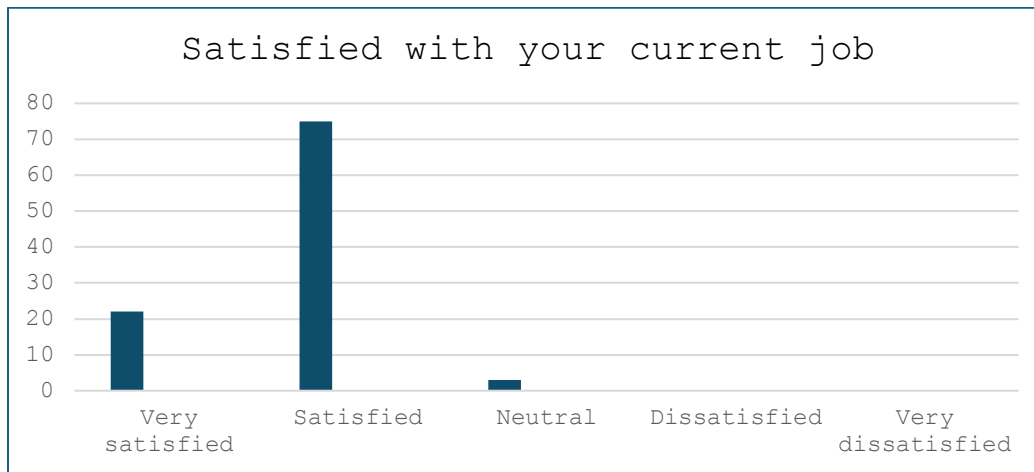


Figure 1. How satisfied are you with your current job?

Figure 1 showed that 75% of employees are satisfied with their job in the organization and 22% of employees are feel very satisfied in their current job position and remaining 3% are neutral with their current jobs.

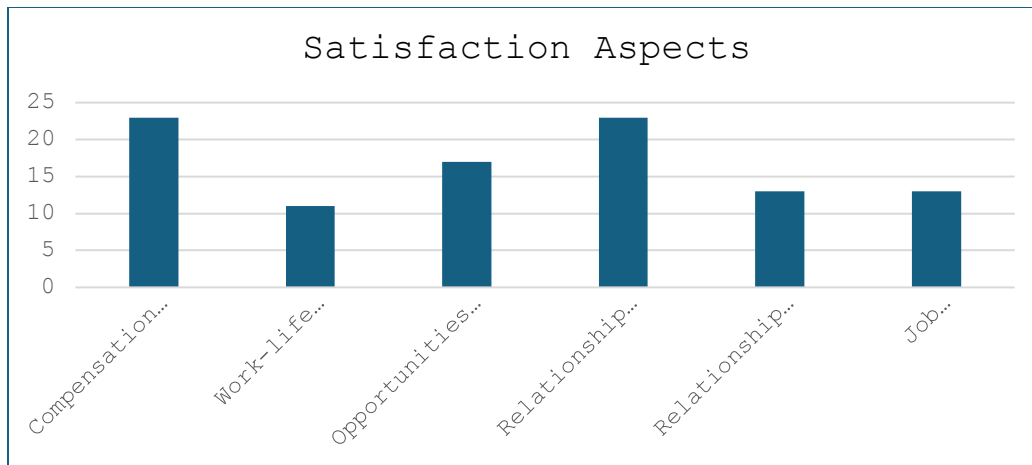


Figure 2. Rate your satisfaction with the following aspects of your job?

Figure 2 showed that 23% of employee's satisfaction aspects are compensation and benefits and 11% are satisfied with work-life balance and 17% are believing that opportunities for advancement are the satisfaction aspect for them and 23% are satisfied as relationship with their colleagues 13% are satisfied because of relation with supervisors/managers and remaining 13% are satisfied with their job responsibilities.



Figure 3. Do you feel comfortable in your work environment

Figure 3 showed that 100% of employees agree that they feel comfortable in the working environment of the organization.

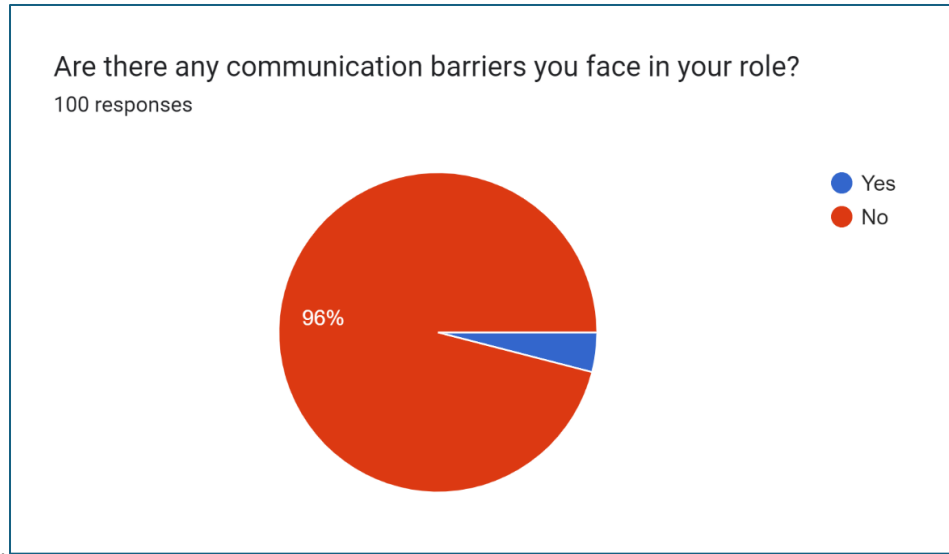


Figure 4. Are there any communication barriers you face in your role?

Figure 4 showed that 96% of employees do not face any communication barriers and only 4% of employees face communication barriers.

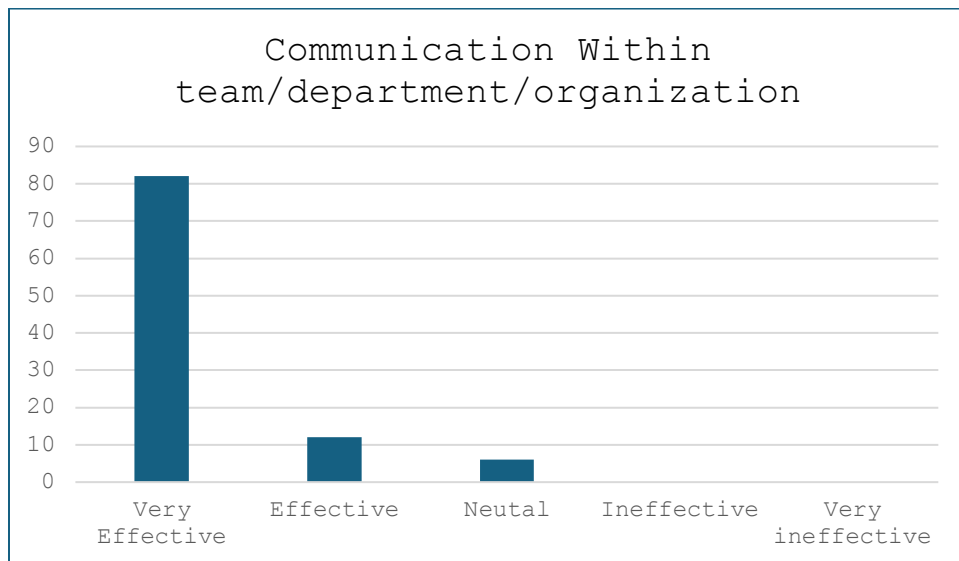


Figure 5. How effective do you find communication within your team/department/organization?

Figure 5 showed that 82% of employee's feel that they have very effective communication with their team and 12% of employees feel effective in communication in their team & organization and 6% are neutral with communication within their team/department/organization.

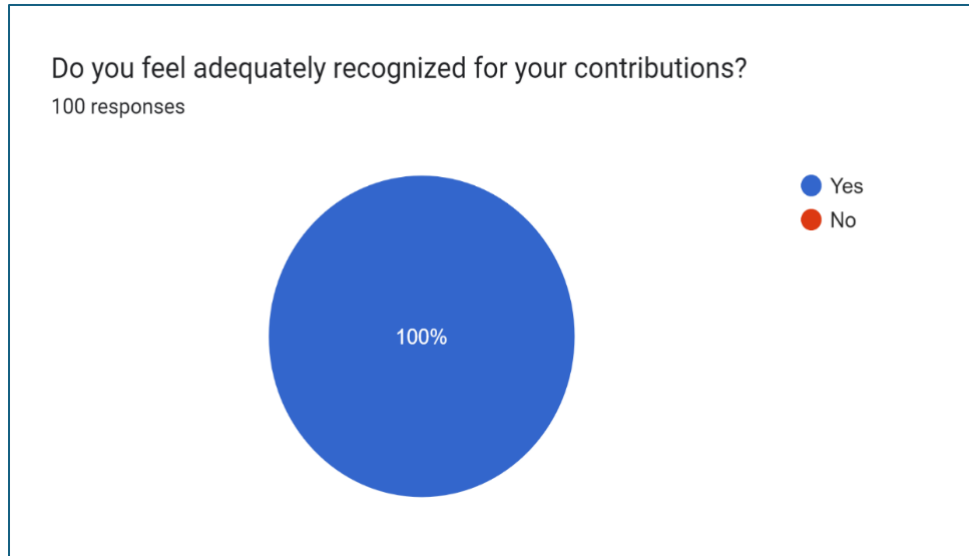


Figure 6. Do you feel adequately recognized for your contributions?

Figure 8 showed that 100% of employees feel adequately recognized for their contributions.

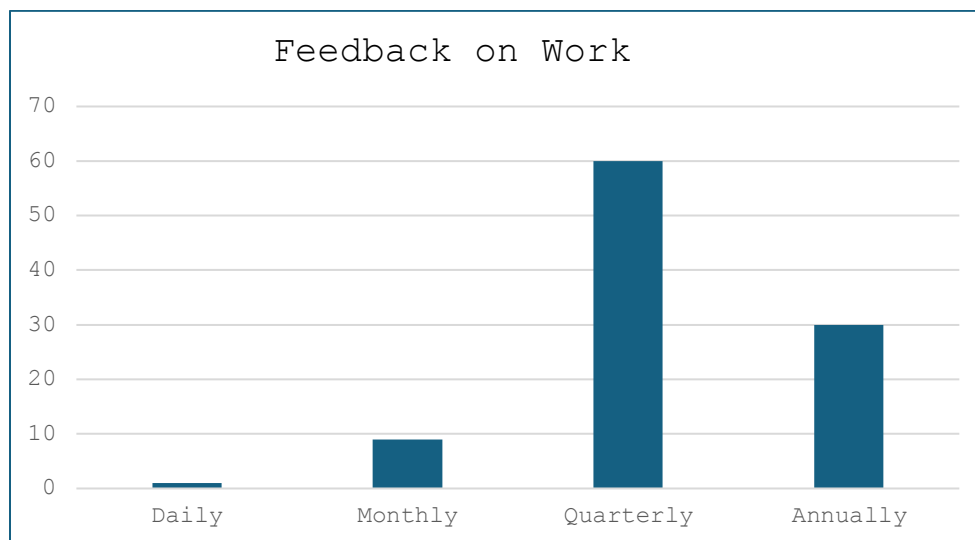


Figure 7. How often do you receive feedback on your work performance?

Figure 7 showed that 9% of employees provide monthly feedback on work performance and 60% provide quarterly feedback on work and 30% provide annually feedback on work and remaining 1% provide feedback on daily basis.

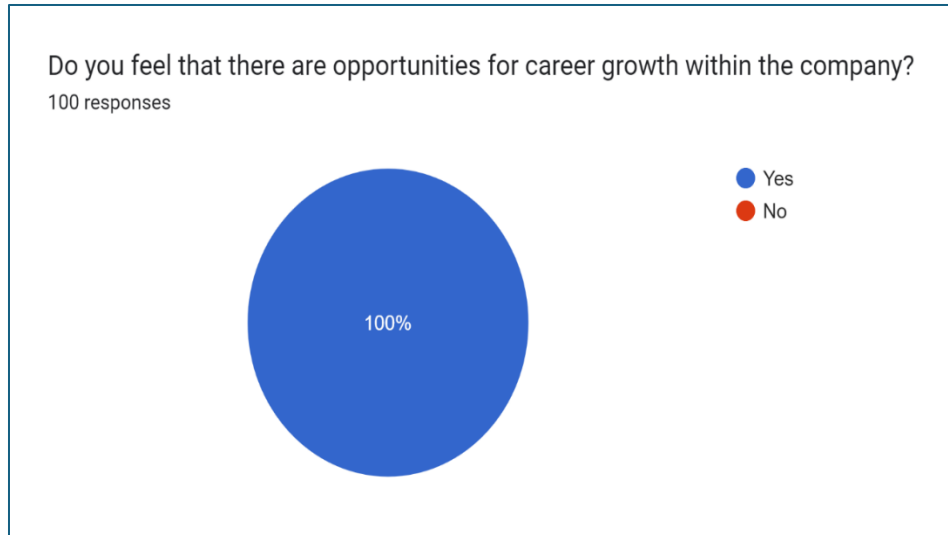


Figure 8. Do you feel that there are opportunities for career growth within the company?

Figure 8 shows that 100% of opportunities provided for their career growth within the company.



Figure 9. Have you discussed your career goals with your manager?

Figure 9 shows that 70% of employees discussed their career growth management of organization and 30% of employees do not discuss their career growth with management.

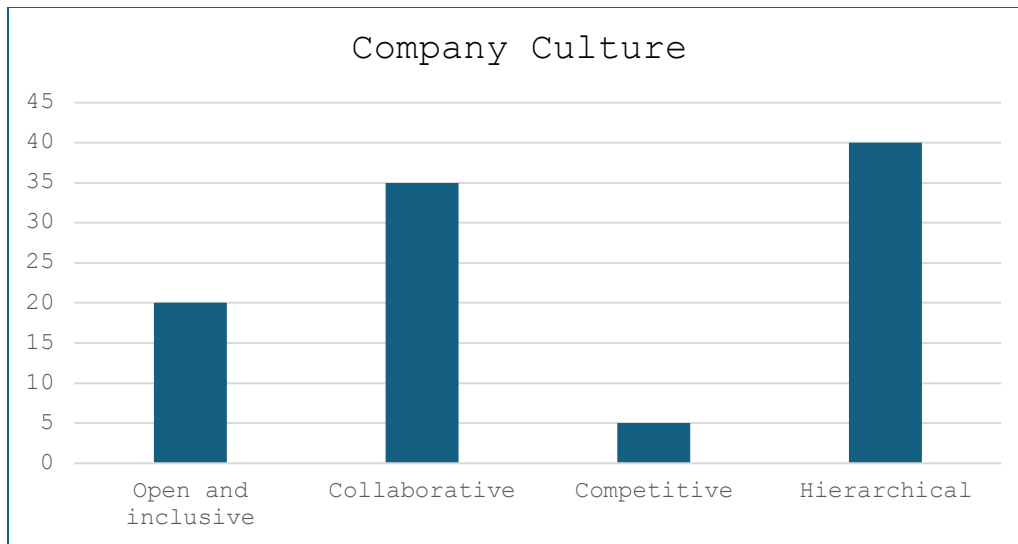


Figure 10. How would you describe the company culture?

Figure 10 show that 20% of employee's say the company has an open and inclusive culture and 35% are say that the company has a collaborative working culture and 5% are those employees which think that the culture of company is competitive, and the rest 40% employees feel that the culture of company is based on hierarchical basis.

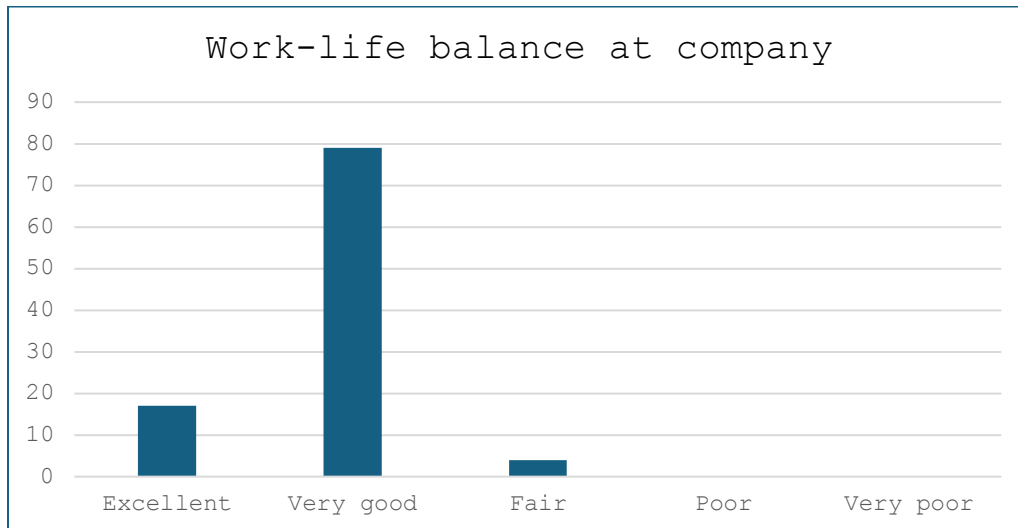


Figure 11. How do you rate work- life balance at Company?

Figure 11 showed that 17% of employee's say that the work-life balance at company is excellent and 79% of employees has their work-life balance is good at company and only 4% has their fair work-life balance at company.

5. DISCUSSION

The study employed a graphical method for data representation and analysis, meticulously organizing and tabulating the collected responses. This approach provided valuable insights into the job positions, departmental distributions, and satisfaction levels of employees at Sai Sudarshan Security and Vigilance Pvt Ltd.

The distribution of job positions among employees reveals a diverse range of roles: 15 Site Managers, 20 Security Supervisors, 47 Security Officers/Guards, 12 Access Control Officers, and 6 Patrol Officers. Further categorization of employees shows that 63 are in Operations, 26 in Training and Development, 4 in Human Resources, 4 in Finance and Accounting, and 3 in Administration. This distribution points to a strong focus on operations and training, critical for maintaining high standards of security and vigilance. Job satisfaction is a key focus of the study, with 75% of employees reporting being satisfied with their job, 22% feeling very satisfied, and only 3% remaining neutral. This high level of satisfaction reflects positively on the company's working conditions and employee relations, suggesting that most employees find their roles fulfilling and the work environment supportive. A breakdown of satisfaction across various job aspects reveals that 23% of employees are satisfied with compensation and benefits, 11% with work-life balance, 17% with opportunities for advancement, 23% with relationships with colleagues, 13% with relationships with supervisors/managers, and 13% with job responsibilities. This highlights that both tangible and intangible elements contribute significantly to overall job satisfaction.

The work environment at Sai Sudarshan Security and Vigilance is supportive, with 100% of employees agreeing that they feel comfortable. Communication within the organization is also effective, with 96% of employees reporting no communication barriers and 82% feeling that communication within their team, department, and organization is very effective. Recognition for contributions is critical in job satisfaction, with all employees feeling adequately recognized. Feedback on work performance is regularly provided, with 9% receiving monthly feedback, 60% quarterly, 30% annually, and 1% daily. This regular feedback helps employees stay informed about their performance. Career growth opportunities are viewed positively, with all employees feeling opportunities for growth are provided. However, only 70% of employees discuss their career growth with management, suggesting a need for more proactive career development discussions. The company culture is described by 20% of employees as open and inclusive, 35% as collaborative, 5% as competitive, and 40% as hierarchical. Regarding work-life balance, 17% of employees rate it as excellent, 79% as good, and 4% as fair.

Thus, Sai Sudarshan Security and Vigilance Pvt Ltd maintains high employee satisfaction, supported by a comfortable work environment, effective communication, regular recognition, feedback, and ample career growth opportunities. However, there is room for improvement in facilitating career development discussions and ensuring a balanced and inclusive company culture.

6. IMPLICATIONS

The implications of this study for Sai Sudarshan Security and Vigilance Pvt Ltd are significant. High levels of job satisfaction, as indicated by the findings, suggest a positive work environment that supports employee well-being and productivity. However, the study also highlights areas needing attention, such as improving career development discussions and fostering a more balanced and inclusive company culture. Addressing these areas could enhance employee retention and performance further. The strong focus on operations and training reflects the company's commitment to maintaining high standards, which can be leveraged to attract top talent. Effective communication and recognition systems are already in place, but continuous improvement in these areas will ensure sustained employee satisfaction. Overall, the insights gained from this study can guide strategic decisions to bolster organizational efficiency, employee engagement, and long-term success.

7. CONCLUSION

The study reveals that Sai Sudarshan Security and Vigilance Pvt Ltd maintains a high level of employee satisfaction, driven by a supportive work environment, effective communication, regular recognition, and ample career growth opportunities. Employees across various job positions and departments report significant contentment, indicating the company's strong operational and training focus. However, the need for more proactive career development discussions and efforts to foster a balanced and inclusive company culture are evident. Addressing these areas will not only enhance employee retention but also boost overall organizational performance. The findings underscore the importance of both tangible benefits and intangible factors, such as relationships with colleagues and supervisors, in achieving job satisfaction. By leveraging these insights, the company can make strategic improvements to further elevate employee engagement, satisfaction, and productivity, ensuring long-term success and a positive work culture.

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