



JOB SATISFACTION AMONG EMPLOYEES OF PHARMACEUTICAL INDUSTRY

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ABSTRACT

The study analyzed factors affecting employee satisfaction. The majority of respondents had a mean value less than 3, with a standard deviation of 1.20 variations. The positive value of skewness indicates a lower standard score distribution, while a negative kurtosis indicates a leptokurtic distribution. The X^2 test of goodness of fit showed a significant distribution, suggesting higher job satisfaction among employees in the pharmaceutical industry. The results suggest that employee satisfaction is more influenced by the facilities provided by the industry. The Himachal Pradesh pharmaceutical industry's management must prioritize policy drafting and making to ensure job satisfaction among employees. If policies don't align with employees, it becomes challenging for management to run the organization effectively, leading to industrial disputes and unrest. This unfavorable situation affects both employees and management, making it crucial to have satisfied employees to achieve organizational effectiveness.

Key Words: Job Satisfaction, Pharmaceutical Industry.

INTRODUCTION

This research aims to determine the level of job satisfaction experienced by workers in the pharmaceutical industry, focusing on the relevance of various elements that contribute to employee satisfaction and their influence on total job satisfaction. It explores the effects of disparities in pharmacological type, work experience, age, and gender on job satisfaction perspectives. The findings reveal that monetary compensation, work effectiveness, peripheral supervision, and interpersonal relationships are the most significant factors contributing to job satisfaction. Despite positive levels of job satisfaction, the pharmaceutical industry has experienced significant shifts in its business model, workplace ethos, and employee satisfaction. This has led to a high degree of anxiety among workers about their employment prospects. The study aims to provide a picture of work satisfaction among pharmaceutical employees and highlight concerns and specific challenges faced by firms in enhancing employee happiness. The pharmaceutical industry, which is experiencing continuous growth, is chosen for the study due to the need to boost management efficiency and adapt to rapid changes in the environment. The primary objective of the study is to explore the relevance of elements impacting job satisfaction, such as working conditions, salary and advancement, job security, fairness, and interaction with coworkers and supervisors (Parvin and Kabir, 2011). This research aims to assess the relationship between employee retention, work satisfaction, perceived supervisory support, and salary in the Pakistani pharmaceutical industry. Data was collected from 450 employees at six different businesses, with 320 valid questionnaires used for analysis. Structural Equation Modelling (SEM) was used to evaluate the model. The findings indicate a positive and significant correlation between organisational commitment,

supervisory support, and remuneration. Organizational commitment has a strong and positive link with employee job satisfaction and staff retention, indicating a strong correlation between these factors (**Anis et. al., 2011**).

The study aims to explore the relationship between incentives and employee performance and satisfaction, as well as the impact of awards on employee satisfaction and contentment. The research focuses on the factors determining employee performance, satisfaction, and rewards in the pharmaceutical and insurance industries of Bangladesh. A total of 120 questionnaires were distributed to employees of five pharmaceutical companies and five insurance companies, with 84 and 70 employees respectively. The results show a positive association between incentives and employee performance and job satisfaction in both industries. The study suggests that a more systematic approach to acknowledge employee efforts could promote a high-performance culture in the pharmaceutical and insurance sectors. The findings suggest that incentives can positively impact employee performance and job satisfaction in both industries. The research presents a complete diagnostic of work satisfaction indices in the pharmaceutical industry, identifying the causes of unhappiness and providing solutions for improvement (**Aktar et. al., 2013**).

Researchers have long been interested in the quality of work life, as it is essential in the modern world and contributes significantly to an institution's value. This study questioned 70 workers at a prominent pharmaceutical firm in Vadodara to understand the relationship between different Walton quadrants. A comprehensive questionnaire was developed to assess the quality of work life, using a four-point Likert scale with 70 items covering topics such as demographics and eight aspects of work life. The research aims to better understand the relationship between these variables and their impact on an institution's value (**Jain and Thomas, 2016**).

This research aimed to assess the correlation between internal corporate social responsibility and job satisfaction in the Jordanian pharmaceutical industry. A survey of 302 workers, supervisors, and managers from 14 businesses revealed a significant relationship between these factors. Three dimensions of corporate social responsibility, working conditions, work-life balance, and empowerment, significantly contributed to job satisfaction. However, employment stability and skills development did not contribute. The study suggests that Jordanian pharmaceutical businesses have a responsibility to promote and support corporate social responsibility to increase job satisfaction, benefiting the company as a whole. The research also suggests future research should be applicable to different industries, cultures, and nations, and use various data collection methods (**Yousef et. al., 2018**).

A study was conducted at Chemical Industries in Thane area to investigate the factors affecting job satisfaction among employees. The research involved a questionnaire sent to 80

staff members across different departments. The key factors included salary, working hours, working environment, employee interaction, working condition, praise from seniors, job security, rewards, and pay. Analytical tools like the Employee Net Promoter Score were used to process and analyze data. The results showed that the majority of workers were satisfied with their jobs and would recommend the company to future job seekers. The study aimed to understand the factors contributing to job satisfaction and provide insights for improving employee performance. The research approach involved the use of analytical tools like the Employee Net Promoter Score (**Gadhve et. al., 2023**).

RESEARCH GAP

There are several research studies conducted on the of employees' job satisfaction to maintain the harmonious industrial relations in Pharmaceutical Industry in India and abroad, some of them are implemented in the pharmaceutical sector but there least or no study on the topic defined has been taken in the Pharmaceutical Industry of Himachal Pradesh. Therefore, it is essential to determine the level of job satisfaction among employees by the management in order to maintain the cordial industrial relations in Pharmaceutical Industry in Himachal Pradesh. Therefore, this research work was conducted on, "**Job Satisfaction among Employees of Pharmaceutical Industry**".

RESEARCH METHODOLOGY

The research methodology has been given as under: -

STATEMENT OF THE PROBLEM

The present study investigated the level of the employees regarding the level of job satisfaction to avoid the industrial unrest in Pharmaceutical Industry in Himachal Pradesh. The problem is entitled "**Job Satisfaction among Employees of Pharmaceutical Industry**".

DELIMITATION OF THE STUDY

The present research study focused on level of job satisfaction among employees by the management of Pharmaceutical Industry for maintaining cordial relationship in their organisations in the state of Himachal Pradesh. The study has been not covered the employees of manufacturing, service, transportation, hospitality, hospital, production, tourism, processing and construction sector.

OBJECTIVES OF THE STUDY

To study the level of job satisfaction among employees of Pharmaceutical Industry in Himachal Pradesh.

SOURCE OF DATA

The five-point Likert scale has been employed in the questionnaire for measuring responses of six variables which is ranging from 1 to 5 with 1 representing “Strongly Disagree”, 2 for “Disagree” 3 for “Neutral” 4 for “Agree” and 5 ranked for “Strongly Agree”.

SAMPLING TECHNIQUES

The empirical results of the study are based on the primary data collected through a sample survey of 300 respondents from employees at all levels in pharmaceutical industry of Himachal Pradesh. Convenience and Purposive sampling techniques have been adopted to draw samples for the purpose of the study.

RELIABILITY TEST:

Reliability means internal consistency in the items of the scale.

Table 1: Reliability Statistics

Cronbach's Alpha	No. of Items
0.776	6

The reliability means the consistency in the items of the scale. For checking the reliability of the scale, the value of Cronbach’s Alpha has been calculated. From the table number 1, it has been found that the value is higher than 0.060, therefore the scale is reliable.

ANALYSIS AND INTERPRETATION OF DATA:

With the use of SPSS data was analysed. It examined the Level of job satisfaction among the employees working in the pharmaceutical industry of Himachal Pradesh. The following is how the data have been interpreted:

Table-2: RESPONDENTS REGARDING LEVEL OF JOB SATISFACTION

SN	Statement	Reponses of Respondents					Descriptive Statistics				χ ²	P-value
		SA	Agree	Uncertain	Disagree	SD	Mean	SD	SK	Kurtosis		
1	Wage and Salary Policy	79 (26.0)	183 (61.0)	00 (0.0)	18 (6.0)	20 (7.0)	2.12	1.181	1.637	1.795	111.740	.000
2	Rules and Regulations	85 (28.0)	186 (62.0)	00 (0.0)	14 (5.0)	15 (5.0)	2.01	1.076	1.869	3.125	126.620	.000
3	Treatment of Employees	76 (25.)	163 (54.0)	11 (4.0)	23 (8.0)	27 (9.0)	2.28	1.310	1.262	0.371	166.213	.000
4	Promotion Policy	70 (23.0)	173 (58.0)	06 (2.0)	31 (10.0)	20 (7.0)	2.27	1.253	1.328	0.694	176.560	.000
5	Industrial Relations Policy	79 (26.0)	182 (61.0)	04 (1.0)	18 (6.0)	17 (6.0)	2.10	1.149	1.666	2.041	241.413	.000

6	Salary Increment Policy	102 (34.0)	158 (53.)	00 (0.0)	21 (7.0)	19 (6.0)	2.06	1.242	1.574	1.446	69.680	.000
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Source: Primary Data collected through the questionnaire

The table 2 presents the descriptive statistics analysis of factors to study the level of satisfaction among the employees. The majority of respondents' responses mean value is less than 3 and standard deviation shows approximately 1.20 variations for the mean. The positive value of skewness shows that their opinion is distributed towards lower side of the standard score. A negative value of kurtosis also depicts that the distribution of responses is leptokurtic. The calculated value of X^2 test of goodness of fit is significant at 5 percent level of significance. This shows that distribution of the opinion is not equal and is more towards higher side. It has been found that the level of job satisfaction of employee is higher with the facilities provided by pharmaceutical industry.

CONCLUSION OF THE STUDY

To ascertain level of job satisfaction among employees the management of the Himachal Pradesh pharmaceutical industry have to focus upon their policy drafting and making framework. If policies are not in favour of the employees, it becomes difficult for the management to run that organisation in a systematic manner. It gives rise to problem of industrial disputes and unrest in the industrial establishment. The situation of unrest and dispute is not favourable for both employees and management as well. Therefore, it is essential to have satisfied employees to achieve the objective of organisational effectiveness.

POLICY IMPLICATIONS OF STUDY

The present study helps to determine the level of job satisfaction among the employees working in pharmaceutical industry. Taking into consideration these factors may consider by the management of the pharmaceutical companies and state authority for frame the appropriate policies and strategies in order to maintain the level of job satisfaction in order to maintain the positive industrial relations in the pharmaceutical industry.

LIMITATIONS OF THE STUDY

This study has some limitations such as:

- This study's main focus was to analysis the level of job satisfaction among the employees working in the Himachal Pradesh's pharmaceutical sector only.
- Although steps have been taken to ensure accuracy, it is not known if the data supplied by the personnel of the Himachal Pradesh pharmaceutical sector is correct or not.

FURTHER SCOPE FOR STUDY

This study has focused at the employees' level of job satisfaction among employees employed in the pharmaceutical industry to build a positive relationship among labour and management. More aspects that affect workers' perceptions of industrial relations across industries need to be thoroughly researched. It is also necessary to research how geographical, international, legal, political, social, and ecological issues affect labour relations in Himachal Pradesh's pharmaceutical business.

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