

**AN ANALYTICAL STUDY ON
JOB SATISFACTION OF BATTICALOA
REGIONAL TELECOM EMPLOYEES
AFTER PRIVATIZATION**

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Abstract

in the organization, employees are the key resource. So first, we must study job satisfaction level of Telecom employees. Find out what extent the job satisfaction factors (Work itself, Pay and Reward, Promotion, Supervision and Co – workers) which are influences on the job of the Regional Telecom employees, Batticaloa. So I have started to do a research study on “Job Satisfaction of Batticaloa Regional Telecom employees’ after privatization.

These research analysis consists five chapters each of it has it’s own important.

The first chapter is the Introduction. This deals mainly the problems in the research, objective of the study and research question, conceptualization, methodology, assumption and limitations.

The second chapter is Literature Review. It deals the introduction of job satisfaction and factors influences on job satisfaction, job satisfaction and employees’ variables and introduction of quality of work life and factors influences on quality of work life.

The third chapter is Data Analysis, Presentation an evaluation. The deals of job satisfaction responded by employees’ of Telecom, Batticaloa through a structured questionnaires relating to the factors influencing on job satisfaction.

The fourth chapter is Discussion, which deals with the discussion of six factors influencing employees’ job satisfaction.

The last chapter is Conclusion And Recommendation. It concern what are the present situation on the job satisfaction of the Telecom employees, what are the changes should be made by the Telecom to satisfy their employees and include the implication of the research study.

CONTENTS

	PAGE
Title pages	I,II,III
Acknowledgement	IV
Abstract	V
Contents	VI
List Of Figures	VII
List Of Tables	VIII
CHAPTER – 01 Introduction	01-14
1.1 Problem Identification	
1.2 Research Objective	
1.3 Conceptualization	
1.4 Methodology	
1.4.1 Sampling	
1.4.2 Data Collection	
1.4.3 Method Of Collection	
1.4.4 Evaluation Method	
1.5 Limitations	
1.6 Assumption	
CHAPTER - 02 Literature Review	15-30
2.1 Meaning of Job Satisfaction?	
2.2 Factors Influences On Job Satisfaction	
2.2.1 Pay And Rewards	
2.2.2. Work Itself	
2.2.3 Promotion	
2.2.4 Co – Workers	
2.2.5. Working Condition	
2.2.6. Supervision	

- 2.3 Job Satisfaction And Performance
- 2.4 Job Satisfaction And Employee Variables
 - 2.4.1 Turnover
 - 2.4.2 Absences
 - 2.4.3 Age
 - 2.4.4 Occupational level
 - 2.4.5 Organization size
- 2.5 Meaning of Quality of work life
Quality Of Work Life
- 2.6 Factors Influences
On Quality Of Work Life

CHAPTER - 03 Data Analysis And Presentation 31-45

- 3.1 Personal Information
 - 3.1.1 Age Distribution
 - 3.1.2 Sex
 - 3.1.3 Educational Qualification
 - 3.1.4 Occupational Level
- 3.2 Research Information
 - 3.2.1 Work Itself
 - 3.2.2 Pay And Reward
 - 3.2.3 Promotions
 - 3.2.4 Working Condition (Physical)
 - 3.2.5 Co – Workers
 - 3.2.6 Supervision
- 3.3 Overall Analysis

CHAPTER - 04 Discussion 46-59

- 4.1 Discussion On Personal Information
 - 4.1.1 Age
 - 4.1.2 Sex
 - 4.1.3 Educational Qualification
 - 4.1.4 Occupational Level

4.2 Discussion On Research Information

4.2.1 Work itself

4.2.2 Pay and Reward

4.2.3 Promotions

4.2.4 Working Condition

4.2.5 Co – Workers

4.2.6 Supervision

CHAPTER - 05 Conclusion And Recommendation 60-68

5.1 Conclusion

5.2 Recommendation

5.2.1 Co – Workers

5.2.2 Work itself

5.2.3 Pay and Reward

5.2.4 Promotion

5.2.5 Working Condition (Physical)

5.2.6 Supervision

5.3 Implication

REFERENCE 69-71

APPENDIX – 1 72-73

APPENDIX – 2 74-75