

“STUDY ON WORKING ENVIRONMENT AT AIRPORTS AUTHORITY OF INDIA”

Mr Gowtham Aashirwad Kumar¹, Ms Magdalene Peter²

¹Mr Gowtham Aashirwad Kumar, Assistant Professor, Department of Management Studies, Bharath Institute of Higher Education and Research, Chennai, India

²Ms Magdalene Peter, Assistant Professor, Department of Management Studies, Bharath Institute of Higher Education and Research, Chennai, India

Abstract:- The research is on the basis of A STUDY ON WORKING ENVIRONMENT AT AIRPORTS AUTHORITY OF INDIA CHENNAI. The working environment refers to the level of happiness or dissatisfaction with one's career. The basic purpose is to develop jobs and working conditions that are excellent for employees as well as economic health of organization. It refers to the level of satisfaction, motivation, commitment and involvement an individual experience with respect to their line at the work. The questionnaire method was used for primary data collection. As the topic needed an in-depth study, a pilot study was conducted to segregate relevant factors from irrelevant factors to be considered in the questionnaire ascertain the clarity of the questionnaire. The size of the population of employees in the organization is 300 and the sample chosen 98 samples, convenient sampling method is used as the analysis in the project study whereas from conventional tabulation data, bar charts and pie charts are generated. The chi square test is conducted basically to analyze the data.

Key Words: Working Environment, Job Satisfaction, Organizations, Employee, Opportunity

1. INTRODUCTION

Working Environment is a process of work organizations which enables its members at all levels to actively participate in shaping the organization environment, methods and outcomes. Conceptual categories which together make up the working environment are adequate and fair compensation, safe and healthy working conditions, immediate opportunity to use and develop human capacities, opportunity for continued growth and security, social integration in the work organization and the social relevance of work life.

Working Environment is a subset of the quality of life which contains the relationship between employees and their total working environment with human dimension. It also refers to the favorableness or unfavorableness of a job environment for people. It is a generic phase that covers person's feelings about every dimension of work including economic rewards and benefits, security, working conditions, organization and interpersonal relationship and its intrinsic meaning in a person's life.

The basic purpose of working environment is to develop work environment that are excellent for people as well as for production. It aims at healthier, more satisfied and more productive employees and more efficient, adaptive and profitable organization.

Working Environment has become one of the most important issues these days in every organization. Employees are the force that is behind every successful organization. No organization can become successful with technology only because for the use of technology also, organizations need to have strong work force. Working Environment was the term actually introduced in the late 1960's. From that period till now the term is gaining more and more importance everywhere, at every work place. Initially quality of work life was focusing on the effects of employment on the general wellbeing and the health of the workers. But now its focus has been changed. Every organization need to give good environment to their workers including all financial and non-financial incentives so that they can retain their employees for the longer period and for the achievement of the organization goals.. At the end we can say that a happy and healthy employee will give better turnover, make good decisions and positively contribute to the organization goal.

These four elements are called personal quality of life, mastery, fellowship and creation of real value quality of life starts with taking responsibility for own life then its spread over in everwidening circles. Without personal development you cannot count on developing professionally, i.e. at work. Good quality of life is a prerequisite for the following mastery, fellowship and creation of real value.

It is a process by which an organization responds to employee needs for developing mechanism that allow them to share fully in making decision that designs their life at work. Thus Working Environment means having good supervision, good working conditions, good pay and benefits and interesting, challenging and rewarding job.

Factors Affecting Working Environment:

Job Satisfaction:

Job satisfaction is the favorable or unfavorable with which employees view their work. As with

motivation, it is affected by the environment. Job satisfaction is impacted by job design. Jobs that are rich in positive behavioral elements such as autonomy, variety, task identity, task significance and feedback contribute to employee's satisfaction. Likewise, orientation is important because the employee's acceptance by the work group contributes to satisfaction. In sort, each element of the environmental system, can add to, or detract from, job satisfaction.

Pay:

Working Environment is basically built around the concept of equitable pay. In these days ahead, employees may want to participate in the profit of the organization.

People:

Almost everyone has to deal with three set of people in the work place. Those are namely boss, co-workers in the same level and subordinates. Apart from this, some professions need interaction with people like patients, media persons, public, customers, thieves, robbers, physically disabled people, mentally challenged, children, foreign delegates, gangsters, politicians, public figures and celebrities. These situations demand high level of prudence, cool temper, tactfulness, humor, kindness, diplomacy and sensitiveness.

Health Conditions of Employees:

Organization should realize that their true wealth lies in their employees and so providing healthy environment for employees should be their primary objective.

Personal and Career Growth Opportunities:

An organization should provide employees with opportunity for personal/professional development and growth and to prepare them to accept the responsibilities at higher level.

Participative Management Style and Recognition:

Flat organization structure helps organization facilitate employee participation. A Participative management style improves the working environment. Workers feel that they have control over their work process and they also offer the innovative ideas to improve them. Recognition also helps in motivating employees to perform better. Recognition can be in form of rewarding employees for their best performance.

2. REVIEW OF LITERATURE

Oldham, G.R (1976, P.No:250-279), In this journal the author suggest the psychological growth needs are relevant to the consideration of the quality of working life. Several such needs are identified; Skill variety, task identity, Task significance, Autonomy, and feedback. They suggested that

such needs has to be addressed if employees are to experience high quality of working life.

Warr, P.Cook, J and Wall (1979, P.No:129-148), In an investigation of working environment the author suggested a range of apparently relevant factors, Including work environment, intrinsic job motivation, higher order needs strength, perceived intrinsic job characteristics, job satisfaction, life satisfaction, happiness. They discussed a range of correlations derived from their work, such as those between work involvement and job satisfaction, intrinsic job motivation and job satisfaction, and perceived intrinsic job characteristics and job satisfaction.

Mirvis P.H and Lawler.E (1984, P.No:1197-212), In this journal the author suggested that working environment is associated with satisfaction with wages, hours and working conditions, describing the basic elements of a good working environment as, safe work environment, equitable wages, equal employment opportunities and opportunities for advancement.

Sirgy M.J and Efraty.J (1999. P.No:357-384), In this journal the author suggested the key factors in working environment are : need satisfaction, based on job requirements. Need satisfaction, based on work environment Need satisfaction based on supervisory behavior. They defined working environment as satisfaction of these key needs through resource activities, and outcomes stemming from participation in the work place. Maslow's needs are seen as relevant in underpinning this model, covering health and safety, Economic and Family, Social, Esteem, Actualization, Knowledge and Aesthetics. Although the relevance of non work aspects is play down an attention is focused on quality of work life rather than the broader concept of quality of life. These attempts at defining quality of working life have included theoretical approaches, list of identified factors, correlation analyses, with opinions varying as to whether such definitions and explanations can be both global, or need to be specific to each work setting.

3. RESEARCH METHODOLOGY

Research Methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically.[10] In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them. It is necessary for the researcher to know not only the research methods but also the methodology.

4. OBJECTIVES OF THE STUDY**Primary Objective:**

To study the working environment of employees in Airport Authorities of Chennai, India.

Secondary Objective:

To find out the relations between working environment and career growth of employees

To analyze an compensation of an employees and its impact on working environment

To analyze various human resource issues (welfare measures, rewards, motivation, etc.,)

To identify the influence of personal factors which influence the working environment

To study the expectation of the employees to improve the working environment in their work force

To identify and suggest the ways to improve working environment.

RESEARCH DESIGN

The researcher uses descriptive research design.

5. TOOLS FOR DATA ANALYSIS

Chi Square Test

Percentage Analysis

ANOVA

Weighted Average Method

Chi Square Test is the method which observed distribution is due to chance.

Percentage analysis is the method which is used for finding the average of collected information.

ANOVA, Analysis of variance is a collection of statistical models and their associated estimation procedures used to analyze the differences among group means in a sample.

Weighted Average Method is the divide the cost of goods available for sale by the number of units available for sale, which yields the weighted-average cost per unit.

Table -1: Compensation Helps You In Maintaining

Particulars	No Of Respondents	Percentage %
Strongly Agree	37	38
Agree	46	47
Neutral	12	12
Disagree	03	03
Strongly Disagree	00	00
Total	98	100

Data Source : Questionnaire / Question No 7

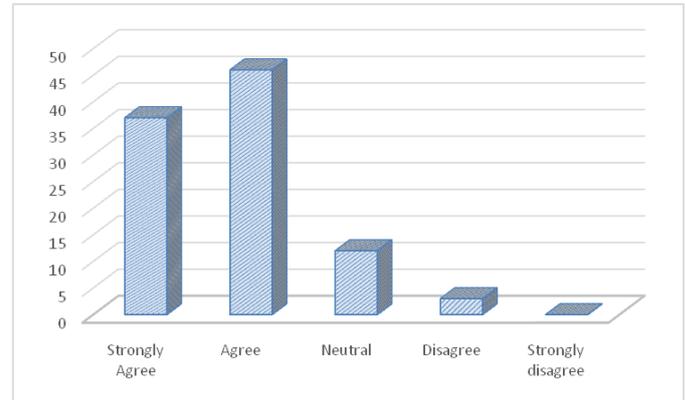


Chart -1: Compensation Helps You In Maintaining

It is inferred that 47% of respondents agree with the compensation and 03 % of respondents are not satisfied.

Table -2: Non - Monetary Rewards Offered In

Particulars	No Of Respondents	Percentage %
Appreciation	30	31
Recognition	8	8
Self-responsibility	42	43
All the above	18	18
TOTAL	98	100
Appreciation	30	31

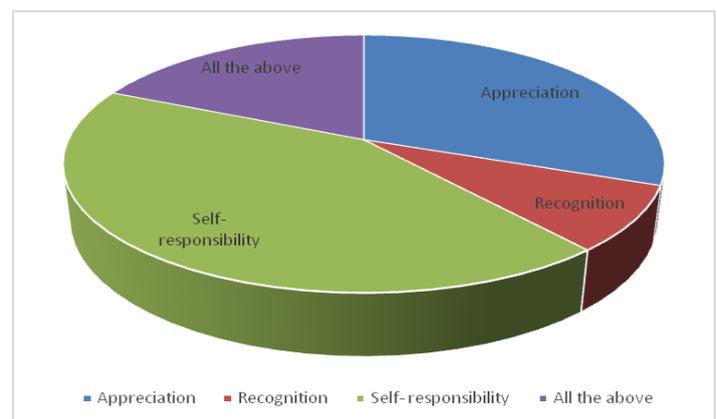


Chart -2: Non - Monetary Rewards Offered In

It is inferred that 43% of respondents are offered self-responsibility as their nonmonetary rewards so the organization is well motivated.

6. SUMMARY OF FINDINGS

From the study it is inferred that 54% of respondents are male and 46% of respondents are female.

From the study it was found that 38% of respondents are between the age group of 41 – 50.

From the study it was found that 53% of respondents are post graduates.

From the study it is inferred that 31% of respondents are getting salary above 51000.

From the study it was found that 62% of respondents are strongly agreed that they are proud to have their career with their organization.

From the study it was found that 87% of respondents are saying that the social status of the employee is satisfactory in the outer world.

From the study it was found that 71% of respondents are agreed that the work process is updated according to the latest technology.

From the study it was found that 46% of respondents are agreed that the employees adequate and effective training program, 36% are neutral and 12% disagreed.

From the study it was found that 48% of respondents are agreed that managers must be trained to interact with friendly manner.

From the study it is inferred that 89% of respondents are satisfied towards compensation policy.

From the study it was found that 47% of respondents are agreed that compensation helps you in maintaining socially desirable standard of living.

From the study it was found that 43% of respondents are offered self responsibility as their non monetary rewards.

From the study it was found that 47% of respondents are rated very good in their knowledge,

From the study it was found that 44% of respondents are agreed with promotion policy.

From the study it was found that 50% of respondents are strongly agreed about the use of their abilities and talents.

From the study it was found that 40% of respondents say average physical and mental stress.

From the study it was found that 49% of respondents are agreed with their work time allocation.

From the study it was found that 47% of respondents are agreed with the supervisors.

From the study it was found that 49% of respondents are strongly agreed with the supervisors in achieving better job performance.

From the study it was inferred that 41% of respondents are strongly agreed that they receive enough help and equipment's to get the job done.

From the study it was found that 61% of respondents are satisfied withn programs conducted for improving the quality of work life.

From the study it was inferred that 39% of respondents are suggested the need of organization health programs.

7. SUMMARY OF SUGGESTIONS

The organisation is in well equipped setup with latest technology.

Career and social status of the employee are high.

Employees have adequate and effective training and so upto standards.

Social and cultural responsibilities are good.

The organization is having good infrastructure facility.

Employees have a good package and pension facilities.

Achieving better job performances.

8. CONCLUSIONS

The entire study provides the details about the employees perception about the working environment such as facilities, rewards and reorganization, working environment, appreciation from their superiors and motivation among the top management. With this type of aged company the HR role is very critical and they need to take quick decisions according to the situations. A personal relation with the subordinates is very well and provides friendly environment. There is a well-designed compensation provided by the organization to the employees.

This study provides the details about the reason and areas where there is a high or low quality of work life provided by the top management to meet employee expectations and can retain them in the organization.

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