A Sociological Study on the Contribution Made by the Organization of the Development of Employees' Satisfaction

W.T.D. Wijethunga *, W.M.W. Shyamali, E.M.L.N. Sarangi , W.A.S. Wijekoon
University of Sri Jayewardenepura
*tharinduwijethunga91@gmail.com

In the complex process which has been built up through the open economy, too little attention has been given to human resource. In order to identify this, it is a timely need to have a sociological study on satisfaction of the role of the employee. The objective of this research is to understand the contribution made by the organization to the Development of Employee's Satisfaction (DES). The proportionate stratified sampling method was used. 125 employees were selected out of 831 (Contract Basis Employee) and 55 employees were selected out of 548 (Permanent Employee) Ceylon Biscuit Limited in Makumbura and Pannipitiya. Altogether sample size was 180 and quantitative analysis has been presented by using the data collected through a structured questionnaire at interviews. The success of the organization depends on the goodness of the employees. But there are many problems faced by both the employees. 77% of the employees are not satisfied with their work load and their position in the role of company. 62% of them revealed that company owners are not paid for their real duty value. 16% of the employees declared company management level is pressure for their annual bonus and leaves. Research revealed that 69% of the employees revealed that welfare programme process running in poor condition and also company management and labor relationship also very poor. When employees have to engage in strikes, a favorable background should be created by enhance the customer satisfaction to prevent that situation. It is essential to understand employers and employee's relationship and focusing the benefits to the employees, social position of the workers while carrying out curricular activities and social activities.

Keywords: employee; employee satisfaction; human resource; organization