



## SERVICE FULFILLMENT AND CAREER ENJOYMENT AMONG INDIAN RAILWAY EMPLOYEES IN RELATION TO SCR

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### ABSTRACT

*The researcher's goal in this paper was to look into the work satisfaction and career happiness of railroad employees in India. The primary goal is to recommend further advancements in Indian Railway (IR) and to collect employee feedback in South Central Railway (SCR). Fortunately, in this research, employees are eager to provide recommendations to IR; employees are at ease in SCR, so absenteeism is low; and employees are always available to assist IR. All of the study's results are also good.*

**KEYWORDS:** Satisfaction with work and career enjoyment IR, SCR.

### 1. INTRODUCTION

Work-life balance is a critical characteristic that businesses frequently evaluate. Why some people are dissatisfied with their jobs while others are relatively content has long piqued the interest of organizational specialists. (Locke, 1976). Understanding and explaining job happiness has been motivated by positive and practical reasons, as it has the ability to increase productivity, strengthen organizational commitment, reduce absenteeism and turnover, and ultimately boost organizational success. In essence, this component is essential for Air Defense operators as a result of their obligations and responsibilities in guaranteeing national security, which necessitate highly qualified professionals with the proper attitude, knowledge, and skill. In this aspect, it requires time, effort, and significant expenditure to train and retrain an airman to the level required to complete a certain mission. The intricate relationship between a multitude of factors and ideas that are connected to job satisfaction. An individual may be content with one or more parts of their work but dissatisfied with other aspects of their position. Despite their obvious relationship, job satisfaction and motivation are not the same thing. The Hawthorne investigations were one of the most significant precursors to the study of work satisfaction. The goal of the Hawthorne investigations, which ran from 1924 to 1933, was to determine how different factors affected workers' productivity. According to research, the Hawthorne Effect, which refers to innovative changes in

working surroundings, temporarily boosts productivity. Later it was found that the consciousness of being observed, rather than the new conditions, was what had caused this surge. The finding that people work for reasons other than money allowed scholars to examine other facets of job satisfaction.

Many studies use the Locke's Range Affect Theory, which was developed in 1976 and is one of the most well-known theories of work satisfaction. The fundamental premise of this theory is that the discrepancy between what an individual wants and obtains from their employment has a significant impact on how happy they are at work. This theory proposes that the level of pleasure one has when expectations are met is moderated by the degree to which one appreciates a certain feature of one's employment. Disappointment, on the other hand, occurs when expectations are not met.

### 2. Implications

Work satisfaction is the most frequently measured organizational variable, both in practical and academic settings. This work attitude has many unique characteristics. Today, most organizations and academics are only interested in measuring employee job satisfaction. Because employee opinion surveys are generally concerned with their employees' mental and physical health, they usually include a job satisfaction rating. Second, understanding the variables that influence job satisfaction is critical for improving organizational

performance. As a result, extensive research has focused on how organizational, personal, and workplace variables affect job satisfaction. Third, job satisfaction has a big influence on how well an organization does at work. Attention has consequently been drawn to the empirical research of job satisfaction and its relationship to outcomes like as performance, withdrawal behaviors, organizational citizenship behaviors, and other work behaviors.

### AIM

To make appropriate and relevant suggestions to the IR authorities in order to improve employee job satisfaction levels.

Lee Ann Waltz et al (2023), investigated A rapidly growing segment of the nursing workforce are nurses in their twenties and thirties. Millennial nurses report much lower levels of job engagement and satisfaction than their predecessors, and a higher percentage of them have negative judgments about their professions. Nurse leaders need to think about these nurses' views in order to increase job satisfaction and engagement. In nine focus groups, thirty millennial nurses were questioned as part of an exploratory and descriptive qualitative research study. Asking about their requirements, offering

support, and showing thanks are all parts of the employee rounding strategy for millennials. As options to support millennials' professional growth, preceptor training, financial aid for national certification exams, and tuition reimbursement are all examples of ongoing mentorship.

Maaz Ud Din et al (2022) Analyzed effects of Islamic work ethic on productivity and creative inspiration. The role that innate inspiration plays in mediating between Islamic work ethics and occupation execution. It has been demonstrated that the capacity of Islamic work ethics may be used as a treatment for the moral problem occurring in Pakistan's educational sector, which must be plagued by authoritative culture for the growth and execution of the economy. Additionally, research demonstrate that unique inspiration complicates the relationship between Islamic industrious attitudes and employment execution.

Ashok Kumar and Bala Nageswara Rao (2015) According to reports, Indian Railways spends the most money on human resources and personnel-related expenses (employees on rolls plus pension). The majority of the company's operating costs—more than six out of ten—go toward paying its employees.

## 3. RESULTS AND DISCUSSION

**Table 1: Whether employees are interested to make suggestions to IR or not.**

Sl. No.	Choice of response	Transport department employees	Commercial department employees	Total
1	V Yes	(29.57%) 34	(36.02%) 58	(33.33%) 92
2	V No	(36.52%) 42	(34.16%) 55	(35.14%) 97
3	V Can't say	(33.91%) 39	(29.81%) 48	(31.52%) 87
Total		(100%) 115	(100%) 161	(100%) 276
<b>F-test values</b>		F value-16.53125	T value-7.71	

**Source:** Primary data

**Note:** V indicates vertical percentage to the total

Table 1 shows whether or not workers are eager to offer ideas to IR. The majority of respondents in the whole sample, or 35.14 percent of them, are not eager to offer advice to IR. Those that follow it, or 33.33 percent of the population, are eager to provide ideas to IR. The remaining sample respondents, who make up just 31.52 percent, are unable to comment.

The following is shown when the opinions of the staff members of the commercial and transport departments are analyzed. The bulk of the transport department employees, or 36.52 percent of them, are not eager to offer ideas to IR. Nobody can speak for the 33.91 percent of those who follow it. The remaining sample participants, or 29.57 percent, are eager to offer IR ideas. The bulk of the commercial department employees—

36.02 percent of them—are eager to offer advice to IR. The 34.16 percent of those that follow it are not eager to provide advice to IR. The remaining sample workers, who make up 29.81 percent, are mute. From the study above, it can be inferred that most workers, with the exception of those who are unable to speak up, are not interested in making ideas to IR.

### F-TEST

The data is also tested using statistical values. According to the findings of an F-test conducted in this regard, the computed F value is 16.53125, whereas the table value with 1,4 degrees of freedom and a 5% threshold of significance is 7.71. Since the computed F value is more than the table value, it may be assumed that there is a significant difference between the mean responses of the

workers of the transport department and the commercial department. It implies that employees are unmotivated to

submit ideas to IR. Additionally, a figure is utilized to present the analysis.

**Table 2: Whether employees talk positively about IR or not.**

Sl. No.	Choice of response	Transport department employees	Commercial department employees	Total
1	V Yes	(100%) 115	(100%) 161	(100%) 276
2	V No	-	-	-
3	V Can't say	-	-	-
Total		(100%) 115	(100%) 161	(100%) 276

**Source:** Primary data

**Note:** V indicates vertical percentage to the total

Table 2 shows whether or not employees are positive about IR. All responders from the whole sample agreed that they always speak favorably of IR. Even the sample

employees who work in the commercial and transport departments all agreed on the same ideas. According to the study, workers had favorable things to say about IR.

**Table 3: Whether the job satisfaction of employees helps in controlling absenteeism or not.**

Sl. No.	Choice of response	Transport department employees	Commercial department employees	Total
1	V Yes	(80.87%) 93	(77.64%) 125	(78.99%) 218
2	V No	-	-	-
3	V Can't say	(19.13%) 22	(22.36%) 36	(21.01%) 58
Total		(100%) 115	(100%) 161	(100%) 276
<b>F-test values</b>		F value-0.163246	T value-18.51	

**Source:** Primary data

**Note:** V indicates vertical percentage to the total

Table 3 demonstrates whether or not employee job satisfaction aids in reducing absenteeism. The majority of respondents in the entire sample, or 78.99 percent of them, expressed positive thoughts. None of the remaining sample respondents, who make up 21.01 percent, have anything to add.

The following is shown when the opinions of the staff members of the commercial and transport departments are analyzed. The bulk of the personnel in the transport department—80.87 percent of them—expressed good thoughts. None of the 19.13 percent of sample responders who are still present can speak. The sample of commercial department employees voiced largely the same ideas, with just minor percentage differences. According to the data above, employee work satisfaction contributes to reducing absenteeism.

#### F-TEST

Statistical values are also used to test the data. In this respect, an F-test was performed, and the findings indicate that the computed F value is 0.163246, While

the value in the table is 18.51 with (1,2) degrees of freedom and 5% level of significance. Because the predicted F value is less than the table value, it may be assumed that there is no appreciable difference between the mean responses of the employees of the transport department and the commercial department. In other words, employee work satisfaction aids in reducing absenteeism. A figure is also used to present the analysis.

#### 4. CONCLUSION

According to the study, the researcher was advised to approach IR with suggestions from the staff that should be promptly taken into consideration for the department's improvement and employee happiness. Employees are willing to provide suggestions since they consider the IR to be a member of their family. The performance, amenities, and other aspects of the railways are generally good, and we all have favorable things to say about IR. Because of the positive work environment's attitude toward coworkers, managers, and organizational regulations, employees are less likely to skip out on their responsibilities.

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