

## A Study of Employee Satisfaction relating to Job Security & Working Hours among Top Travel Companies of India

Munish Ahlawat

Assistant lecturer Institute of Hotel Management Dehradun, Near ONGC Helipad, Tapkeshwar  
Temple Lane, Garhi cantt, Dehradun-248003

**Abstract:** A study was made at Delhi & Mumbai metropolitan cities of India to ascertain employee satisfaction level relating to job security & working hours among top travel companies of India. For this purpose employees of Make My Trip, Thomas Cook, Cox & King, Yatra, and SOTC were contacted & interviewed in detail. It was found that job security level both at Mumbai & Delhi was quite satisfactory among travel companies' employees. While employees are dissatisfied with excess of working hours. This dissatisfaction level was even higher in Mumbai.

**Keywords:** Employee satisfaction, job security, working hours, travel companies.

### I. Introduction:

Employee satisfaction is always a key for success in the highly competitive era where there is a scarcity of skilled & efficient workforce. In travel companies also the problem of discontent & high employee turnover exist even though good remuneration is paid. Considering this fact it was found appropriate to find what are the other non monetary variables which affect employee satisfaction. In this context job security & working hours of travel companies was studied.

### II. Area & Scope of Research:

The research was conducted at Delhi & Mumbai. In this research work employees of five top travel companies namely Make My Trip, Thomas Cook, Cox & King, Yatra, and SOTC were contacted & interviewed.

**Sample:** 5 employees of each company from Delhi (i.e. total 25 employees) & Mumbai (i.e. total 25 employees) were selected for study. Hence in all 50 employees were interviewed for collection of data relating to job security and working hours.

### III. Hypothesis:

H1 Employees of top travel companies are satisfied with job security.

H2 There is no significant difference among employee satisfaction level relating to job security of top travel companies at Delhi and Mumbai.

H3 Employees of top travel companies are satisfied with working hours.

H4 There is no significant difference among employee satisfaction level relating to working hours of top travel companies at Delhi and Mumbai.

### Testing of Hypothesis:

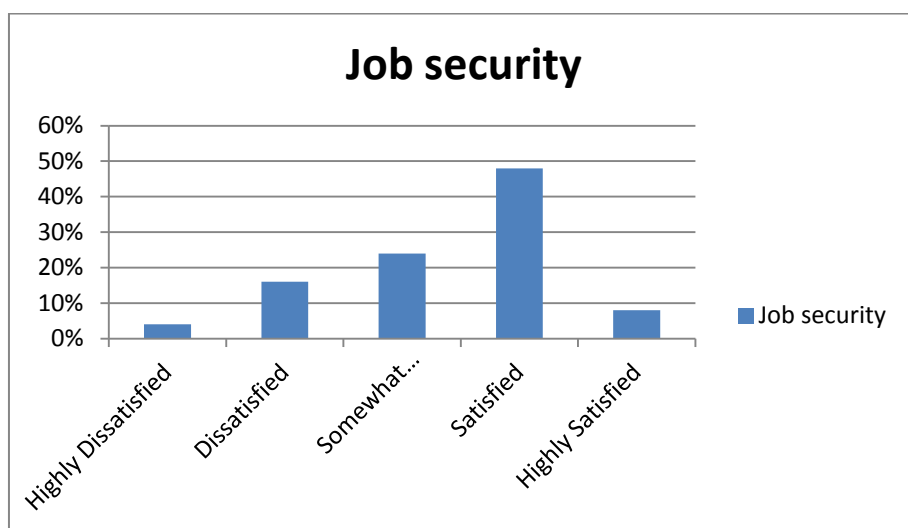
1. Employees of top travel companies of the nation feel quite secure as far as their job is concerned. 56% employees are satisfied and feel their job is secure. While 20% are dissatisfied and feel insecurity in job. Hence the first hypothesis that employees of top travel companies are satisfied with job security is accepted.

**Table-1**  
**Job Security & Satisfaction Level of Employees of Travel Companies**

Satisfaction Status	Job security
Highly Dissatisfied	4%
Dissatisfied	16%
Somewhat Dissatisfied	24%
Satisfied	48%
Highly Satisfied	8%

### Chart – 1

**Job Security & Satisfaction Level of Employees of Travel Companies**



2. Since the calculated value of  $t=0.892$  is less than table value of  $t_{.05}=1.796$ . Therefore the difference is not significant and the second hypothesis is accepted that there is no significant difference among employee satisfaction level relating to job security of top travel companies at Delhi and Mumbai. Difference is there but it is not much and insignificant between job security at Delhi & Mumbai.

**Table – 2**  
**Job Security & Satisfaction Level of Employees of Travel Companies at Delhi & Mumbai**

Satisfaction Status	Job Security at Delhi	Job Security at Mumbai
Highly Dissatisfied	4%	4%
Dissatisfied	12%	20%
Somewhat Dissatisfied	24%	24%
Satisfied	56%	40%
Highly Satisfied	8%	8%

**Chart – 2**  
**Job Security & Satisfaction Level of Employees of Travel Companies at Delhi & Mumbai**



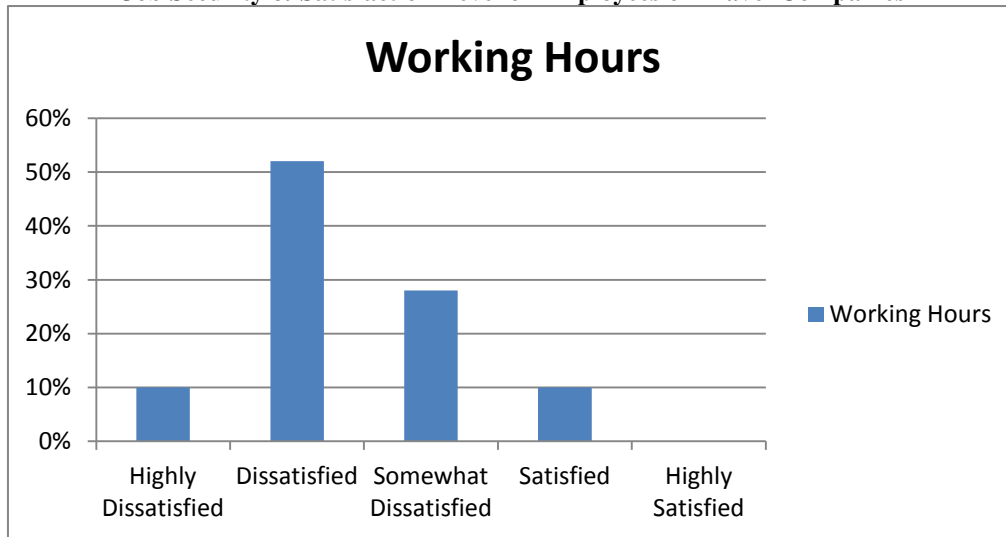
3. Employees of top travel companies of the nation feel very dissatisfied as far as their working hours are concerned. Just 10% employees are satisfied about their working hours. While 62% are dissatisfied & 28% are somewhat dissatisfied about their working hours. Hence the third hypothesis that employees of top travel companies are satisfied with working hours is fully rejected.

**Table-3**

**Working Hours & Satisfaction Level of Employees of Travel Companies**

Satisfaction Status	Working Hours
Highly Dissatisfied	10%
Dissatisfied	52%
Somewhat Dissatisfied	28%
Satisfied	10%
Highly Satisfied	0%

**Chart – 3  
Job Security & Satisfaction Level of Employees of Travel Companies**



4. Since the calculated value of  $t=2.301$  is greater than table value of  $t_{.05}=1.796$ . Therefore the difference is significant and the fourth hypothesis is rejected that there is no significant difference among employee satisfaction level relating to working hours of top travel companies at Delhi and Mumbai. Difference is there and it is too much and significant between working hours at Delhi & Mumbai. Employees are dissatisfied due to long working hours at Mumbai.

**Table -4  
Working Hours & Satisfaction Level of Employees of Travel Companies at Delhi & Mumbai**

Satisfaction Status	Working hours at Delhi	Working hours at Mumbai
Highly Dissatisfied	12	8
Dissatisfied	44	60
Somewhat Dissatisfied	32	24
Satisfied	12	8
Highly Satisfied	0	0

**Chart-4**

**Working Hours & Satisfaction Level of Employees of Travel Companies at Delhi & Mumbai**



#### **IV. Conclusion:**

1. Job security level both at Mumbai & Delhi was quite satisfactory among travel companies' employees.
2. Employees are dissatisfied with excess of working hours both at Mumbai & Delhi. This dissatisfaction level is very high in Mumbai. Efforts should be made to appoint more staff and increase shifts.

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