

How to Cite:

Ramesh, V., & Katta, A. K. (2022). Indian railway employees' job satisfaction at the Guntakal division. *International Journal of Health Sciences*, 6(S1), 1151-1158. <https://doi.org/10.53730/ijhs.v6nS1.4857>

Indian Railway Employees' Job Satisfaction at the Guntakal Division

Vaddi. Ramesh

Research Scholar, School of Management Studies, VELS Institute of Science Technology and Advanced Studies, Pallavaram, Chennai, India

Ashok Kumar Katta

Associate Professor, School of Management Studies, VELS Institute of Science Technology and Advanced Studies, Pallavaram, Chennai, India

Abstract---For me, employee satisfaction at the Guntakal Railway Division is a fascinating issue. The vast majority of workers are pleased with the company's performance. The majority of workers are aware of the company's strategy and have faith in its leadership. The majority of employees get enough appreciation for their contributions. Railways that pay their workers a decent wage will continue to function. Employees must share tasks and work in line with the organization's goals, just as they would in a family. People are constantly given opportunities to demonstrate their abilities and be acknowledged. The upper management is quite accessible.

Keywords---employee satisfaction, Guntakal railway division, job satisfaction, wages.

Introduction

Job Satisfaction" refers to an employee's popular demeanor towards his job. Locke job pride as a "Pleasurable or constructive passionate state coming about due to the fact of the examination of one's job or job adventures." To the degree that an individual's job fulfils satisfies his predominant need and is predictable with his needs and qualities, the undertaking will be fulfilling. Job satisfactions is a significant factor in mechanical condition. The satisfied workers produce greater the mechanical atmosphere is smooth easy and conductive. The fulfilled specialists are inventive and creative. The components that add to the high-quality spirit and demeanor additionally carry about higher level of job satisfactions. The significant variables add to the greater multiplied degree of job satisfactions.

- Challenging and reliable employment.
- Various extraordinary possibilities.
- Impartial cure by the organization.
- Inventiveness and creative idea of expert solidness.
- Attractive remuneration and favorable circumstances.
- Freedom in work situation.
- Participative organization.
- Welfare assistance work environments like clinical, uniform, canteen etc. Each individual has his personal needs and wants of them, some are cognizant and some are oblivious. These wants become strong in the individual and create tension, which invigorate habits in the direction of satisfying those requirements. In any case, all needs in no way definitely of forever fulfilled engages uncommon high expectation and requirements which are past his ability to satisfy.

Review of literature

Steven, L. Mc. Shane, Mary Ann Von Glinow and Radha R. Sharma(2009), state that their jobs, the work environment they are in, and the emotions they have while doing their jobs. Their theory holds that contented employees have a positive view of their job as a result of their observations and emotional responses to it. According to Jennifer M. George and Gareth Jones in their book "Understanding and Managing Organizational Behavior," job satisfaction is one of the most important and well-researched attitudes in organisational behaviour. Personality, morality, work satisfaction, and social influence all play a part.

Aswathappa K Job satisfaction, as stated in his book "Organizational Behavior," is the overall attitude of employees toward their employment. According to him, work satisfaction arises when an employee's attitude toward his or her employment is favourable. When you have a bad mindset, you have dissatisfaction.

Deepika et al (2018) Teachers in self-financing colleges in Coimbatore were characterised as having high levels of job satisfaction in their research titled, 'A Study on Job Satisfaction among College Teachers of CBE District'. Information was gathered with the assistance of poll and some auxiliary assets were likewise utilized for getting the connected information. Specialist had recommended a few measures to build the work fulfillment level among school instructors. Inspiration and prize to upgrade work fulfillment were recommended.

Jerome et al (2018) "An Investigation on the Nexus between Leadership Style and Job Satisfaction of Library Staff... South West, Nigeria" studied the link between initiative and job satisfaction. Discoveries of the investigation had shown low degree of occupation fulfillment among library experts in south-west Nigeria. A huge connection between the initiative and occupation fulfillment was found.

Laxmi Devi (2017) analyzed the variables which work fulfillment and worker strengthening in banking segment. After the assortment of information reactions are checked for the dependability of reactions or information. It additionally shows that if representatives are exceptionally strengthening they feel more fulfill

with their activity. There are many element of strengthening whose impact the workers work fulfillment however present examination incorporate just hardly any measurement like position, data sharing, acknowledgment inside association and dynamic intensity of representatives identified with customer problem.

Dr. P. Jayasubramanian et al (2017) talked about to quantify the workers disposition towards HRM rehearses and the recognize the elements deciding the activity fulfillment of representatives. A fulfilled or cheerful representative may being to build up a methodology of self carelessness, and a general feeling of prosperity. at the individual level, low degree of occupation fulfillment may influence mental and physical wellbeing, personal satisfaction, objective accomplishment and self-improvement where as these conditions lead to expanded non-appearance, struggle and turnover, and decreased quality and nature of work in the working environment.

Ferdinand Waitituet et al (2017) examined to evaluate the impact of word related wellbeing on representative execution and impact of progression anticipates worker, preparing and improvement compensation approaches and decide the impact of representative referral conspire on representative execution in Kenya Railways Corporation. The investigation likewise prescribes that the association ought to endeavor to guarantee that compensation bundles mirror the applicable obligations and duties, are reasonable and fair, and fuse remunerates unmistakably and quantifiably connected to execution both on an individual and on a corporate basis.

Manjunatha M K et al (2017) examined to consider the hypothetical parts of pressure the executives and different perspectives on inquires about in connection with stress the board and employee execution. The worker's presentation is the most important aspect in the financial business's success. Pressure may be managed in a variety of methods, including breathing exercises, progressive unwinding, stretching, walking, and sleeping. As a result, on the off chance that it causes difficulties, it will be beneficial. As a result, the employees' well-being is at stake. Stress may make a person more lucrative, productive, and well-supervised. Positive thinking and introspection can help you adjust to stress.

Prof. (Dr.) Kshama Agarwal et al (2017) examined the study asserts and concludes the negative impact of rural banks on agricultural output and development. Then again, they neglected to give sufficient credit to the rustic rancher to purchase need executes , seeds and gather capital. Along these lines, this work reasons that assets have been spilling out of rustic to urban zones, subsequently the flopped in activating the portion of country investment funds that ought to be held in the provincial networks, for horticultural transformation.

Sai Priya.K et al (2017) objective had adopted helpful testing procedure for gathering information. It was discovered that the representative execution was low, and compelling organization of the HR is fundamental for the presence and achievement of the association. It infers that so as to raise the presentation of representatives, executives ought to be progressively associated with the administrative decisions at all levels. Politics from worker's side for the sake of

association ought not be empowered during the working hours and this should be possible just if the concerned officer is daring and fearless.

Shaju.M et al (2017) The study's major goal is to look into the impact of respondents' employment satisfaction levels on their individual execution evaluation findings. Additionally the examination attempts to discover connection between the activity satisfaction factors and the exhibition assessment consequences of the respondents. This is an exploratory research, endeavoring to find how the components of occupation fulfillment are fundamentally identified with the activity execution of a representative.

Sudha.V et al (2017) objective Job fulfillment is the positive inclination that representatives have towards their activity. At the point when the degree of occupation fulfillment among representatives is higher the dedication towards their activity will likewise increment. researches the degree of occupation fulfillment among the private area bank representatives and the impact of different components like pay, associate relationship, profession arranging, workplace, prizes on work fulfillment.

Ashok Kumar and Bala Nageswara Rao, (2015) According to the statement, Indian railways spend the most on human resources and personnel-related expenses (workers on rolls plus pension). More than six out of ten of the company's overall operational costs are spent on staffing.

Indian scene

During the second phase of growth, several bridges and tunnels were constructed, electric traction was introduced, suburban rail networks were established, and signalling, communications, and train stock were improved. Previously, the Public Works Department was answerable to the government via the Department of Commerce and Industry, but the Railway Board took over supervision and control of railroad administrations in 1905. In 1924, a significant reorganisation took place. One of the country's most senior officials, a Chief Commissioner, was designated as the only technical adviser to the Government in the formation and execution of a long-term railway strategy, aided by two functional members. The new Railway Board also contained the office of Financial Commissioner, who would wield all of the government's financial authority, as part of the new organisation. Secondly, to allow for the railroads to continue their policy as a public utility managed and operated on commercial principles, the government separated the railways' finances from the country's general finances the same year, ensuring a regular return on government capital investment and a share of any surplus profits, thus liberating the general government's finances from the railways' volatile estimates. Treaty signed in 1924 was fair, but it had an influence on railway expansion starting in the early 1930s when reserve funds were depleted and payments to general revenues were frozen due to the economic slump. To meet just the very minimum requirements for operating safety, maintenance was ceased and replacements and upgrades were drastically scaled down. It was just a matter of time until World War II intervened to put an end to efforts to make up on maintenance and replacements that the railroad had made since the Great Depression ended in 1937. Workshop capacity was moved to the

manufacturing of arms and ammunition in order to satisfy the needs of war. With more than 4,000 miles of track and four million sleepers to part with, as well as many locomotives and carriages needed for military projects, the railways were overwhelmed with military supplies and people transportation. It was necessary to demolish a total of 26 branches. It was at this time that the railways reaped the benefits of their financial resurgence

Balanced plan

The government authorised a well-balanced rehabilitation plan, as well as better amenities for travellers and welfare measures, in recognition of the role of transportation in economic development. As a result, a new "Convention" for railroad and general finance interactions was established, allowing for adequate repair and acceleration of other growth initiatives. In December 1949, the legislature backed the recommendations of the Convention Committee, and the administration subsequently adopted them. Depreciation Reserve Fund expenditures such as passenger amenities, employee welfare, and projects that are necessary but unprofitable are covered by a minimum annual contribution of Rs. 15 crores to the Depreciation Reserve Fund. It was owing to swift action that projects like the Assam rail connection and the Kandla port rail link were completed. At a substantial cost, the line and yard capacity were expanded in 1948 and 1949. Physical performance improved dramatically throughout the years of the seventh plan (1985-1990). Significant funds were raised by revising the passenger and freight tariffs, generating large surpluses, and increasing the allocation for the Depreciation Reserve Fund.

Staff costs

In Indian railways, employee-related expenditures (staff on rolls plus pension) are the highest. Expenses paid by employees A large portion of Indian railways' costs are devoted to employee benefits (employees on payroll and pension). More than six out of ten of the company's overall operational costs are spent on staffing. As of 2019-2020, the IR personnel expenditures have grown at an annual rate of between 4.86 percent and 9.61 percent, growing from Rs. 87,104.65 crore in 2009-2010 to Rs. 1,74,356.60 crore in 2019. In 2009-2010 and 2020-2021, the yearly growth rate of personnel costs is especially significant because of the change in pay scales in line with the recommendations of the 6th pay commission. The specifics are shown in Table 1. As a result, maintaining tight control over employee spending is an intrinsically desired core necessity. The goal should be to offset any increases in labour in growing areas with savings in other areas via rationalisation, suitable technology, unbundling, and outsourcing.

Table 1
Staff Costs of Indian Railways (Including pension) (Figures in crores)

Year	Staff costs including Pensions Wages	Annual Growth Percent	Average(Wages/12)
2009-2010	418.40	-	-
2010-2011	480.43	14.83	40.04

2011-2012	511.47	6.068	42.63
2012-2013	564.99	9.47	47.08
2013-2014	651.15	15.24	54.27
2014-2015	732.69	12.52	61.06
2015-2016	734.99	0.31	61.25
2016-2017	833.11	13.34	69.43
2017-2018	858.02	2.99	71.50
2018-2019	910.68	6.13	75.89
2019-2020	1055.22	13.69	87.94
2020-2021	982.89	-7.58	81.91

The specifics are shown in Table-1. As a result, maintaining tight control over employee spending is an intrinsically desired core necessity. The goal should be to offset any increases in labour in growing areas with savings in other areas via rationalisation, suitable technology, unbundling, and outsourcing.

Average annual wages

Wages on a yearly basis Railway workers' average yearly earnings have risen steadily from Rs. 365.55 crores in 2009-2010 to Rs. 975.57 crores in 2020-2021. Table 2 and Table 3 show the yearly growth rate of average annual salaries, which ranged from 2.35 percent in 2014-2015 to 5.43 percent in 2013-2014.

Table 2
Average annual wages of employees (Figures in crores)

Year	Wages	Average annual (wages /12)of employees	Average No. of employees	Annual Growth Percentage
2009-2010	365.55	-	-	-
2010-2011	423.68	35.31	14969	-3.83
2011-2012	450.55	37.55	14659	-2.07
2012-2013	489.23	40.77	14294	-2.48
2013-2014	549.42	45.79	15071	5.43
2014-2015	619.79	51.65	15426	2.35
2015-2016	645.02	53.75	15085	-2.21
2016--2017	826.12	68.84	14911	-1.15
2017-2018	851.29	70.94	14468	-2.97
2018-2019	904.50	75.38	13896	-3.95
2019-2020	1051.40	87.62	14058	1.16
2020-2021	975.57	81.30	14395	2.39

Source:- In house Publication of Guntakal Railway Division

Table 3
Financial performance of Guntakal Railway division (Figures in crores)

Year	Gross Receipts	Work expenditure	Profit Surplus/short fail
2009-2010	724.11	830.54	-106.43

2010-2011	844.93	861.14	-16.21
2011-2012	959.25	981.14	-21.89
2012-2013	1220.63	1008.14	-212.49
2013-2014	1294.37	1173.67	-120.70
2014-2015	1419.17	1229.15	-190.0
2015-2016	1267.93	1205.19	62.74
2016--2017	1328.96	1261.13	67.83
2017-2018	1408.22	1295.15	113.07
2018-2019	1377.04	1459.45	-82.41
2019-2020	1476.30	1658.84	-182.54
2020-2021	696.00	1225.52	-529.52

Source: In house Publication of Guntakal Railway Division

References

1. Steven, L. Mc. Shane, Mary Ann Von Glinow and Radha R. Sharma. (2009), "Organizational Behavior", Tata McGraw Hill Education Private Limited, New Delhi, Pages.132-134. www.growingscience.com/msl
2. Aswathappa, K. 2010. "Organizational Behavior", Himalaya Publishing House, Mumbai, Pages .213-244.
3. Deepika, S, Dr. A. R. Kanagaraj (2018), "A Study on Job Satisfaction of College Teachers of Self Financing Colleges in CBE District", International Journal of Applied Research, Volume 8(5), Pages 45-46.
4. JeromeIdiegbeyanose, R. Opeke, Ayooluwa Aregbesola, S.Owolabi, Toluwani Eyiolorunshe (2018), "An investigation on the nexus between leadership style and job satisfaction of library staff in private university libraries South-West, Nigeria", Library Philosophy and Practice (e-journal), Pages 1677.
5. Laxmi Devi (2017), "Impact of Employee Empowerment on Job Satisfaction Among Banking Sector Employee A Study in Rewari District", Kaav International Journal of Economics, Commerce & Business Management, Volume 4, Issue 4, Pages 688-695.
6. Dr. P.Jayasubramanian, Mrs.A.Mallika (2017), "Employees' Attitude Towards Human resource Practices In Private Sector Banks", Indian Journal of Research, Volume 6, Issue 6, Pages 58-61.
7. Ferdinand Waitituet, Dr. Peter Kihar, Eng, Dr. Thomas Senaji (2017), "Effect of Employee Welfare Programmers on Employee Performance: A Case Study Of Kenya Railways Corporation", International Academic Journal of Human Resource and Business Administration, Volume 2, Issue 3, Pages 611-631.
8. Manjunatha M.K, Dr.T.P.Renukamurthy (2017), "Stress Among Banking Employee- A Literature Review", International Journal of Research, Volume 5, Issue 1, Pages 206-213.
9. Prof. (Dr.) Kshama Agarwal, Amit Gupta (2017), "Regional Rural Banks And Agricultural Development (A Case Study Of Baroda Rajasthan Kshetriya Gramin Bank)", Inspira- Journal of Modern Management & Entrepreneurship, Volume 7, Issue 4, Pages 10-14.
10. Sai Priya. K, Dr. G. Padmavathy (2017), "A Study on Employee Performance in Indian Railways with Special Reference to EMU Workshop

- at Chennai (Tambaram)”, Imperial Journal of Interdisciplinary Research, , Volume 3, Issue 3,Pages 1318-1324.
11. Ashok Kumar and Bala Nageswara Rao(2015), “Performance of Indian railways towards employees job satisfaction with reference to Vijayawada division”, International Journal of Current Research, February, Volume.7, Issue.02, Pages12980-12982.