

## A STUDY OF JOB STRESS AND JOBSATISFACTION AMONG EMPLOYEES OF INDIAN COFFEE HOUSES IN KERALA

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### **Abstract:**

This article aims to examine the relationship between job stress and job satisfaction among employees of Indian Coffee Houses in Kerala. A sample of 403 employees from Indian Coffee Board Workers Co-operative Societies were used for this analysis. The determinants of job stress that have been examined under this study include, Average days' work, Number of working hours, Demand for reduction in working time, level of satisfaction about present wages and level of satisfaction about present job. The results show there is a significant relationship between the constructs tested. It was found from the study that the employees are much satisfied in their job. Indian Coffee Houses all over Kerala supplies good quality food items with reasonable price. They are sharing the responsibility of creating employment opportunities along with Government.

**Keywords:** Job stress, Job satisfaction, workers co-operative.

### **Objectives of the Study**

1. To analyze the satisfaction level of the employees' working conditions.
2. To analyze the satisfaction level of the employee's welfare measures and job security
3. To analyze the level of job stress of employees
4. To find out the reasons for job stress

### **Introduction**

Employees are the backbone of any type of business organization. So, stress and satisfaction among the employees plays a predominant role in the smooth functioning of the organization. Employee stress is a growing concern for organizations today. Stress can be defined as a lively circumstance in which people face constraints, opportunities, or loss of something they desire and for which the consequence is both unpredictable as well as crucial. Stress is the response of people to the unreasonable/excessive pressure or demands placed on them. Stress is the body's reaction to a change that requires a physical, mental or emotional adjustment or response. Stress can come from any situation or thought that makes frustrated, angry, nervous or anxious.

Job satisfaction is a general attitude towards one's job. Employee satisfaction is very important for the smooth functioning and achievement of organizational goals. Employees will be more satisfied if they get what they expected. Job satisfaction relates to inner feelings of workers. Job satisfaction increases employee's morale, productivity, etc. Job satisfaction creates innovative ideas among the employees. Satisfied employees are productive employees and they are the trendsetters of the organization. Employees who are positive about their jobs and motivated will tend to miss fewer work days and work more efficiently when they are there. Through a clear watch on our hotel industry, we can see the importance of Job stress and Job satisfaction of employees in Indian Coffee Houses in Kerala (The biggest restaurant chain in Kerala). They create large number of employment opportunities for the people from rural areas and from backward sessions. Indian Coffee Houses provides good quality food items with reasonable price. Under Indian Coffee Houses different persons from different places work together on co-operative basis.

Kerala has the largest number of Indian Coffee Houses. These societies function as workers co-operative societies. All Indian Coffee Houses in Kerala registered under Indian Coffee Board Workers Co-operative Society Ltd No.4227, Thrichur and Indian Coffee Board Workers Co-operative Society Ltd No.4317, Kannur. The activities of these co-operative societies are completely managed by committees by the workers.

It is evident that the formation of Indian Coffee Houses in different places across Kerala helps to eradicate poverty of large number of people especially from backward areas. It creates large number of employment opportunities in this state. Indian Coffee House is considered as a strong example of the workers co-operative organization. Indian Coffee House always giving better quality food items with reasonable price to the general public. It is run by employee's co-operative management. So, it is vital to know about the job stress and job satisfaction level of employees of Indian Coffee Houses in Kerala.

### **Job Stress and Job Satisfaction**

In any job it could be successfully completed when the satisfaction and motivation of employees comes in act. The main purpose of this study is to know how the satisfaction and dissatisfaction of workers in Indian Coffee houses leads to efficiency and inefficiency on their works. When an employee is dissatisfied at work that will directly affect on level of efficiency and quality of service. Relatively, restaurant workers are dealing with most important aspect of life, which is FOOD as it is important for everyone. The workers are also much considerable and they should be motivated. When a person is motivated more, he will be more satisfied and this helps to assure quality service from the workers. So, the individual should feel happiness and can able to enjoy their work with suitable reward. Job satisfaction and job stress plays an important role in non-attendance, labor turnover, tendency of quitting. If job satisfaction is considered as light then we can consider job stress as darkness.

Job satisfaction arises from a variety of feeling related to the characteristics of the job, like feeling about the working condition, about the level of earnings, about the risk of losing the job, about the opportunity for personal control and so on. They also assumed that the overall satisfaction of employees can come from partial satisfaction of different job aspects. A well-motivated employee is a valuable asset for every organization especially for service-oriented businesses.

Stress is an individual's adaptive response to a situation that is perceived as challenging or threatening to the person's well-being. Stress is usually thought of in negative terms. It is thought to be caused by something bad such as a loved one being seriously ill; failure in exam/job interview or poor performance appraisal report. This is known as distress. Job stress is a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning.

### **Statement of the Research Problem**

Kerala is a potential state for Tourism and Its development. Through a clear watch on Kerala's hotel industry, we can see the role played by Indian Coffee Houses (The biggest Restaurant Chain in Kerala). They create large number of employment opportunities for the people from rural areas and also from backward sessions. Indian Coffee Houses provides good quality food items with reasonable price. Under Indian Coffee Houses different persons from different places works together on a co-operative basis. In this co-operative organization employees play an important role, so employee's Job Stress and Job Satisfaction is very essential one, hence there arises a need to study the Job Stress and Job Satisfaction of employees of Indian Coffee Houses in Kerala.

### **Objectives of the Study**

- 1.To analyze the satisfaction level of the employees' working conditions.
- 2.To analyze the satisfaction level of the employee's welfare measures and job security
- 3.To analyze the level of job stress of employees
- 4.To find out the reasons for job stress

### **Hypotheses of the study**

On the basis of objectives framed for the study, the following hypotheses have been formulated.

Hypothesis-1

H<sub>0</sub> 1: Job satisfaction of employees of Indian Coffee Houses in Kerala is not significantly different between sample and population.

H<sub>1</sub> 1: Job satisfaction of employees of Indian Coffee Houses in Kerala is significantly different between sample and population.

Hypothesis-2

H<sub>0</sub> 2: There is no significant difference among different age categories of employees of Indian

Coffee Houses in creating job satisfaction.

H<sub>1</sub> 2: There is significant difference among different age categories of employees of Indian Coffee Houses in creating job satisfaction.

Hypothesis-3

H<sub>0</sub> 3: There is no Significant difference among religion wise categories of employees of Indian Coffee Houses in creating job satisfaction.

H<sub>1</sub> 3: There is Significant difference among religion wise categories of employees of Indian Coffee Houses in creating job satisfaction.

Hypothesis-4

H<sub>0</sub> 4: There is no significant difference among community wise categories of employees of Indian Coffee Houses in creating job satisfaction.

H<sub>1</sub> 4: There is Significant difference among community wise categories of employees of Indian Coffee Houses in creating job satisfaction.

Hypothesis-5

H<sub>0</sub> 5: There is no significant difference among education wise categories of employees of Indian Coffee Houses in creating job satisfaction.

H<sub>1</sub> 5: There is significant difference among education wise categories of employees of Indian Coffee Houses in creating job satisfaction.

Hypothesis-6

H<sub>0</sub> 6: There is no significant difference among marital status wise categories of employees of Indian Coffee Houses in creating job satisfaction.

H<sub>1</sub> 6: There is significant difference among marital status wise categories of employees of Indian Coffee Houses in creating job satisfaction.

Hypothesis-7

H<sub>0</sub> 7: There is no significant difference among BPL/APL status wise categories of employees of Indian Coffee Houses in creating job satisfaction.

H<sub>1</sub> 7: There is significant difference among BPL/APL status wise categories of employees of Indian Coffee Houses in creating job satisfaction.

Hypothesis-8

H<sub>0</sub> 8: Job security and welfare measures are not effective among employees of Indian Coffee Houses in Kerala

H<sub>1</sub> 8: Job security and welfare measures are effective among employees of Indian Coffee Houses in Kerala

## Methodology

The study is designed as descriptive one based on both primary and secondary data. Employees of Indian Coffee Houses from different districts of Kerala are the informants of the study. The primary data has been collected from the employees of Indian Coffee Houses working under the control and management of Indian Coffee Board Workers Co-operative Society Ltd No.4227, Thrissur and Indian Coffee Board Workers Co-operative Society Ltd No.4317, Kannur. Secondary data required for the study has been collected from various Research Reports, Journals, Magazines, Online Resources, Books and other publications.

The population for the study was employees of Indian Coffee Houses working under the control and management of Indian Coffee Board Workers Co-operative Society Ltd No.4227, Thrissur and Indian Coffee Board Workers Co-operative Society Ltd No.4317, Kannur. 2100 employees from Indian Coffee Board Workers Co-operative Society Ltd No.4227, Thrissur and 950 employees from Indian Coffee Board Workers Co-operative Society Ltd No.4317, Kannur. So total number of populations for the study was 3050. A random sample of 403 was drawn from the 3050 employees irrespective of their positions. Since Krejcie and Morgan (1970) recommended a sample size of at least 317 for a population of 1,800, our sample of 403 exceeded the number recommended for the size of the chosen population. Direct Personal Interview method is used for collecting data from employees. Data analysis has been done by using appropriate mathematical and statistical tools such as Percentage, Standard Deviation, Kolmogorov Smirnov and Shapiro-Wilk test of normality and test of significance such as One sample sign test, Kruskal Wallis Test, Mann-Whitney U Test, Wilcoxon Signed Ranks Test ETC, were used.

## Literature Review

The study is based on the Job stress and Job satisfaction of employees of Indian Coffee Houses in Kerala. Since the present research is a pioneer study in the directions and therefore it is difficult for identifying any research on the same field. Scanning many sources, only related literature is reviewed which were:

Melvin (1993) stated that, the environmental design of an organization plays a very important role in job satisfaction. At the same time, it is also playing an important role in employee's high job involvement. A good environmental design of an organization helps in resolving the conflicts and confusion. The author even cites that the responsibility of the management to design the environment in such a manner that it reduces the dissatisfaction where in the work tasks, working patterns are properly mentioned.

Burke & MacDiarmid (1999) studied the job satisfaction level of workaholics. They said there are six variables of workaholic patterns i.e., workaholics, enthusiastic workaholics, work enthusiastic, unengaged workers, relaxed workers and disenchanted workers. The job satisfaction level and career satisfaction level were much more in enthusiastic workaholics than

workaholics, unengaged workers and disenchanted workers because of the future career prospectus, working involvement, drive and work enjoyment.

Saari and Judge (2004) discussed on employee attitudes leading to job satisfaction. The employee attitude is related to job. When a person has a liking towards the job, satisfaction level increases thereby increasing the organization performance as in a whole.

Verhofstadt et al. (2007) discussed the relationship between educational level and job satisfaction. He says though there is a relationship it also says that there is no relationship as well. Higher educated workers are always satisfied in comparison with the lower educated workers. The fact being higher educated people obtain a job with better quality. Lower educated can also have higher level of job satisfaction from the psychological benefits of a good job.

Chen & Silverthorne (2008), in the paper titled “The impact of locus of control on job stress, job performance and job satisfaction in Taiwan”, studied the contribution of personality variable, locus of control on job satisfaction and related outcomes such as performance and job stress. Findings reveal that internal locus of control leads to lower level of job stress and higher level of job satisfaction and performance. External locus of control doesn't reduce the job stress whereas internal locus of control leads to performance and satisfaction by reducing the job stress.

Mau et al. (2008) discusses on the beginning teachers job satisfaction levels and factors influencing their level of satisfaction. Teachers are found to be satisfied with their job and the factors which lead to their job satisfaction were academic proficiency, race, socioeconomic status, teaching license and if their mother was a teacher. Teaching license plays a better role here as it shows the necessary skills and knowledge required for teaching and which the teacher possess.

Eskildsen et al. (2010) examined the influence of national culture on the national job satisfaction level and at the same time they also discuss its effect on their evaluations of job related aspects. They state that although cultural influence was there in national job satisfaction, all job aspects of job satisfactions were not cultural contexts specific. Management has to be careful while comparing the results from a cross national job satisfaction study.

Mudor and Tookson (2011) observed that, Supervision, training and pay practices are treated as very important three variables in HRM practices and these are very adversely associated with job satisfaction. Effective jobs help in achieving job satisfaction with continuous training and good pay.

Hoogervorst et al. (2005), argues that there is a need for adding additional concepts into organizational culture, management practices, organizational structures. Systems must be understood and appreciated, so as to attain collective and consistent employee behaviour.

Ernest and Landers (2003) pointed out that there is a strong inverse relationship between the constructs, with stressors related to lack of organizational support being more strongly associated with job satisfaction than stressors related to the job itself were. And also, they revealed the significant relationships among facets of job satisfaction and stress-related factors. This study clearly indicates the significant differences between the job satisfaction facets of contingent rewards, coworkers, communication, and total job satisfaction and the frequency of and lack of organizational support stressors.

## Analysis and Discussion

### Normality

Before taking the inferential statistics, the normality of the construct need to be checked and job satisfaction of the employees in Indian Coffee House has been evolved as the construct which has been calculated using 19 statements. The following table explains the normality test.

**Table 1. Tests of Normality**

Construct	Kolmogorov-Smirnov			Shapiro-Wilk		
	Statistic	df	sig.	Statistic	df	sig.
Job satisfaction	.122	398	>0.001**	.919	398	>0.001**

(Source: Primary data)

\*\*significance at 1%level of significance

Table 1 narrates the normality test on the main construct “Job satisfaction”. Both Kolmogorov-Smirnov and Shapiro-Wilk test have been used for checking the Normality in which null hypothesis has been accepted at less than 0.001 level of significance. Hence, it is implied that the construct “Job satisfaction” is lacking normality and non-parametric tests required to take inferences on population.

### Result of Hypotheses testing-Job satisfaction of employees in Indian Coffee Houses

A hypothesis was fixed with regard to the job satisfaction of employees in Indian Coffee Houses.

H<sub>0</sub> 1: Job satisfaction of employees in Indian Coffee Houses in Kerala of sample and population is not significantly different.

An analysis of variance carried out to test the statistical significance of the above hypothesis. One sample sign test has been used for taking inferences where null hypothesis has been rejected at 5% level of significance. Hence, it is inferred that Employees in Indian coffee house are satisfied as the mean of Job satisfaction is more than midvalue, registering 3.90. The result of One sample sign test in this respect is given in Table 2.

**Table 2. Job satisfaction of employees in Indian Coffee Houses.**

Construct	N	Mean	Std. Deviation	Mean Rank	P Value
Job satisfaction	398	3.9093	.11765	199.50	>0.001**



Mid Value	403	3.0000	.00000	.00	
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(Source: Primary data)

\*\*significance at 1% level of significance

One Sample sign Test

### Result of Hypotheses testing- Age wise Job satisfaction of employees in Indian Coffee Houses

A hypothesis was fixed with regard to the Age wise job satisfaction of employees in Indian Coffee Houses.

H<sub>0</sub> 2: There is no Significant difference among different age categories of employee's of Indian Coffee Houses in creating job satisfaction.

An analysis of variance carried out to test the statistical significance of the above hypothesis. Kruskal Wallis test has been used for taking inferences where null hypothesis has been accepted and there is no significant difference among different age category of employees in creating job satisfaction. The result of Kruskal Wallis test in this respect is given in Table 3.

**Table 3. Age wise Job satisfaction of employees in Indian Coffee Houses.**

Construct	Age	N	Mean Rank	Chi-Square	P Value
Job satisfaction	18-25	40	204.83		
	26-36	150	202.24	2.046	0.563
	37-47	112	206.08		
	48-58	96	185.31		
	Total	398			

(Source: Primary data)

\*\*significance at 1% level of significance

\*significance at 5% level of significance

Kruskal Wallis Test

### Result of Hypotheses testing- Religion wise Job satisfaction of employees in Indian Coffee Houses

A hypothesis was fixed with regard to the religion wise job satisfaction of employees in Indian Coffee Houses.

H<sub>0</sub> 3: There is no significant difference among different religion of employee's of Indian Coffee Houses in creating job satisfaction.

An analysis of variance carried out to test the statistical significance of the above hypothesis. Kruskal Wallis test has been used for taking inferences where null hypothesis has been accepted and there is no significant difference among different religion of employees in creating job satisfaction. The result of Kruskal Wallis test in this respect is given in Table 4.



**Table 4. Religion wise Job Satisfaction**

Construct	Religion	N	Mean Rank	Chi-Square	P Value
Job Satisfaction	Hindu	153	210.17		
	Christians	102	188.19	3.671	0.299
	Muslims	136	198.50		
	Others	7	150.50		
	Total	398			

Source: Primary data

\*\*significance at 1% level of significance

\*significance at 5% level of significance

Kruskal Wallis Test

**Result of Hypotheses testing- Community wise Job satisfaction of employees in Indian Coffee Houses**

A hypothesis was fixed with regard to the community wise job satisfaction of employees in Indian Coffee Houses.

H<sub>0</sub> 4: There is no Significant difference among different community wise category of employee's of Indian Coffee Houses in creating job satisfaction.

An analysis of variance carried out to test the statistical significance of the above hypothesis. Kruskal Wallis test has been used for taking inferences where null hypothesis has been accepted and there is no significant difference among different community wise category of employees in creating job satisfaction. The result of Kruskal Wallis test in this respect is given in Table 5.

**Table 5 Community wise Job satisfaction**

Construct	Communiy	N	Mean Rank	Chi-Square	P Value
Job_Satisfaction	SC	103	212.08		
	ST	63	200.94	1.997	0.573
	OBC	149	191.92		
	GEN	83	196.41		
	Total	398			

Source:Primary data

\*\*significance at 1% level of significance

\*significance at 5% level of significance

Kruskal Wallis Test

**Result of Hypotheses testing- Education wise Job satisfaction of employees in Indian Coffee Houses**

A hypothesis was fixed with regard to the education wise job satisfaction of employees in Indian Coffee Houses.

H<sub>0</sub> 5: There is no Significant difference among different educational qualification wise category

of employee's of Indian Coffee Houses in creating job satisfaction.

An analysis of variance carried out to test the statistical significance of the above hypothesis. Kruskal Wallis test has been used for taking inferences where null hypothesis has been accepted and there is no significant difference among different educational qualification wise category of employees in creating job satisfaction. The result of Kruskal Wallis test in this respect is given in Table 6.

**Table 6. Education wise Job satisfaction**

Construct	Educational Qualification	N	Mean Rank	Chi-Square	P Value
Job_Satisfaction	Primary School	27	222.74		
	High school	215	202.20		
	Graduate	141	184.62	7.743	.052
	Post Graduate	15	258.77		
	Total	398			

Source:Primary data

\*\*significance at 1% level of significance

\*significance at 5% level of significance

Kruskal Wallis Test

**Result of Hypotheses testing- Marital status wise Job satisfaction of employees in Indian Coffee Houses**

A hypothesis was fixed with regard to the marital status wise job satisfaction of employees in Indian Coffee Houses.

H<sub>0</sub> 6: There is no Significant difference among different marital status wise category of employee's of Indian Coffee Houses in creating job satisfaction.

An analysis of variance carried out to test the statistical significance of the above hypothesis. Kruskal Wallis test has been used for taking inferences where null hypothesis has been accepted and there is no significant difference among different marital status wise category of employees in creating job satisfaction. The result of Kruskal Wallis test in this respect is given in Table 7.

**Table 7. Marital status wise Job satisfaction**

Construct	Current Marital Situation	N	Mean Rank	Chi-Square	P Value
Job_Satisfaction	Single	34	189.85		
	Married	360	199.19	0.293	0.864
	Divorcee	2	221.25		
	Total	396			

Source:Primary data

\*\*significance at 1% level of significance

\*significance at 5% level of significance

Kruskal Wallis Test

## Result of Hypotheses testing- BPL/APL status wise Job satisfaction of employees in Indian Coffee Houses

A hypothesis was fixed with regard to the BPL/APL status wise job satisfaction of employees in Indian Coffee Houses.

H<sub>0</sub> 7: There is no Significant difference among different BPL/APL status wise category of employee's of Indian Coffee Houses in creating job satisfaction.

An analysis of variance carried out to test the statistical significance of the above hypothesis. Mann-Whitney U test has been used for taking inferences where null hypothesis has been accepted and there is no significant difference among BPL/APL status wise category of employees in creating job satisfaction. The result of Mann-Whitney U test in this respect is given in Table 8.

**Table 8. BPL/APL Status wise Job Satisfaction**

Construct	BPL/APL Status	N	Mean Rank	Z Value	P Value
Job_Satisfaction	BPL	253	199.35	-0.082	0.934
	APL	144	198.38		
	Total	397			

(Source: Primary data)

\*\*significance at 1% level of significance

\*significance at 5% level of significance

Mann-Whitney U Test

## Average Days of Work

**Table 9 On an Average how many days do you work per month**

Days per month	Frequency	Percent
21-24 days	403	100.0
Total	403	100.0

(Source: Primary data)

Table 9 explains that 100% of the respondents in the sampling process has been working 21 to 24 days in a month.

## Working hours

**Table 10. Working hours at Indian coffee house is satisfactory**

Working Hours	Frequency	Percent
Strongly Agree	203	50.38
Agree	194	48.14
Neutral	6	1.48
Total	403	100.0

(Source: Primary data)

Table 10. shows that 50.38% of the total respondents strongly agrees that the working hours of Indian Coffee House is satisfactory, 48.14 % of the total respondents agrees that the working hours of Indian Coffee House is satisfactory and 1.48% of the total respondents said that they are neutral.

### Demand for reduction in working time

**Table 11. Do you demand for reduction in working time**

Reduction in Working time	Frequency	Percent
No	403	100.0
Total	403	100.0

(Source: Primary data)

Table 11. describes the demand for reduction in working time .It shows that100% respondents demand reduction in working time.

### Level of satisfaction about the Wages

**Table 12. Employees level of satisfaction about the Wages**

Satisfaction level about wages	Frequency	Valid Percent
Highly Satisfied	2	.5
Moderately satisfied	226	56.1
Neutral	170	42.2
Moderately dissatisfied	5	1.2
Total	403	100.0

(Source: Primary data)

Table 12 shows the level of satisfaction about the wages. Among the total respondents .5% were highly satisfied, 56.1% were moderately satisfied, 42.2% were neutral and 1.2% were moderately satisfied.

### Level of satisfaction about the present job

**Table 13. Employees level of satisfaction about the present job**

Satisfaction about present job	Frequency	Valid Percent
Highly Satisfied	65	16.1
Moderately satisfied	150	37.2
Neutral	151	37.5
Moderately dissatisfied	37	9.2
Total	403	100.0

(Source: Primary data)

Table 13. explains level of satisfaction about the present job in the sampling process. 16.1% of them belongs to Highly satisfied, 37.2% of them belongs to Moderately satisfied, 37.5% belongs to Neutral and 9.2%of them are connected to Moderately dissatisfied.

## Reason for Satisfaction

**Table 14. Reason for Satisfaction**

Reason for Satisfaction	Frequency	Valid Percent
Liking the Job	2	.5
Easy nature	56	15.3
High salary	133	36.3
Security	72	19.7
Cooperative nature	103	28.1
Total	366	100.0

(Source: Primary data)

Table 14. It is evident from the table that the most important reason behind satisfaction is High salary with 36.3%. The next important reason is cooperative nature with 28.1%. The third and fourth important reasons are security with 19.7% and easy nature with 15.3%. The least important reason for satisfaction likes the job. 366 respondents out of 403 said that they are satisfied.

## Reason for Dissatisfaction

**Table 15. Reason for Dissatisfaction**

Reason for dissatisfaction	Frequency	Valid Percent
Difficult nature of job	3	8.1
lower wages	17	45.9
Bad working condition	5	13.5
Misbehavior of management	9	24.3
Others	3	8.1
Total	37	100.0

(Source: Primary data)

Table 15 shows that the most important reason behind dissatisfaction is Low wages with 45.9%. The next important reason is misbehavior of management with 24.3%. The third and fourth important reasons are Bad working conditions with 13.5% and difficult nature of job and others with 8.1%. 37 respondents out of 403 said that they are dissatisfied.

## Result of Hypotheses testing-Welfare measures and Job security of employees in Indian Coffee Houses

A hypothesis was fixed with regard to the welfare measures and job security of employees in Indian Coffee Houses.

H<sub>0</sub> 8: Job security and welfare measures are not effective among employees of Indian Coffee Houses in Kerala

An analysis of variance carried out to test the statistical significance of the above hypothesis. Wilcoxon Signed Ranks Test has been used for taking inferences where null hypothesis has been rejected at 5% level of significance. Hence, it is inferred that the job security and welfare

**Table 16. Welfare measures and Descriptive Statistics**

Construct	N	Mean	Std. Deviation	Z Value	P Value
Welfare measures and Job security	403	3.3383	.51186	-10.690	>0.0001**
Mid Value	403	3.0000	.00000		

measures are not effective among employees of Indian Coffee Houses in Kerala. The result of Wilcoxon Signed Ranks test in this respect is given in Table 16.

Source: Primary data

\*\*significance at 1% level of significance

\*significance at 5% level of significance

Wilcoxon Signed Ranks Test

### Findings

1. Result of hypothesis testing reveals that job satisfaction of employees of Indian Coffee House is not significantly different between sample and population. This shows that the employees of Indian Coffee Houses in Kerala are satisfied in their working conditions.
2. Result of hypothesis testing revealed that there is no significant difference among different age categories of employees of Indian Coffee House in Kerala in creating job satisfaction. This shows employees of Indian Coffee Houses were satisfied irrespective of their ages.
3. Result of hypothesis testing revealed that there is no significant difference among different age category, different religion, different community, different educational qualifications, different marital status and APL/BPL category of employees of Indian Coffee House in Kerala in creating job satisfaction. This shows employees of Indian Coffee Houses were satisfied irrespective of their age, religion, community, educational qualification, and marital status and APL/BPL classification.
4. Employees of Indian Coffee House works 21-24 days in a month and majority of them satisfied with their daily working hours.
5. Employees of Indian Coffee House are not willing to demand reduction in the working time.
6. More than fifty percentage of employees of Indian Coffee House were satisfied with their present wages and job.
7. According to majority respondents, high salary and co-operative nature of work is the main reasons for the satisfaction of employees of Indian Coffee Houses in Kerala.
8. Very good and healthy employer-employee relations exist in Indian Coffee Houses of Kerala.
9. Result of hypothesis testing reveals that Job security and welfare measures are not effective among employees of Indian Coffee Houses in Kerala. Employees cannot enjoy more facilities and benefits other than salary. It affects the efficiency of their work.

## Conclusion

Generally, business is the profit linked activity. In order to ensure smooth functioning of the organization, it is very important to consider the affairs of employees. Workers in the field like hotel/restaurant suffer from many problems. They are often eliminated from main stream of the society. There are only few steps are taken by government and other organization to discuss and solve their problems. Every worker has a strong desire in his mind to attain satisfaction in his work. It may be in the form of good wages, accommodation facilities, relationship with management, entertainment activities, etc. It was found from the study that the employees are much satisfied in their job. Indian Coffee Houses all over Kerala supplies good quality food items with reasonable price. They are sharing the responsibility of creating employment opportunities along with Government.

As it is a worker's co-operative organization, it enhances the power of democracy and power of unity. It is totally managed and controlled by employees. So, it is an ideal organization. It is clear from the study that, majority of the employees of Indian Coffee Houses was satisfied with their job except in the case of welfare measures and job security.

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