

# Employee morale and its impact on service

G. Santhoshkumar, Velanganni, S. Robin

**ABSTRACT:** Employee morale is viewed as feelings of well-being an employee has in a workplace setting and it is proven to have a significant effect on job satisfaction and productivity. ... The outcome from this study is used for other factors in human resource management like Employee motivation and Job satisfaction Morale and motivation In other words, job satisfaction refers to one's feelings about specific aspects of the job. ... They feel the more that is offered, the greater satisfaction employees can experience not only in their work, but also in their personal life, thus resulting in a better overall job performance  
**Keywords:** Job satisfaction, Employee morale

## I. INTRODUCTION

Worker Morale alludes to a mentality of joy with a craving to proceed and endeavor for accomplishing the objectives of a production line. Confidence is just passionate. It is an attitude of a specialist closer to his activity, his best quality level and his association. It isn't static thing, yet it alterations depending on working conditions, bosses, individual individuals pay, etc.[1]-[5]

## II. OBJECTIVES OF THE STUDY

- Identify the moral level of the employee.
- Knowing the level of employee satisfaction with the organization.
- To know the level of coordination between employees and superiors and colleagues. To find out the attribute that influences of morale.[6]-[10]

## III. RESEARCH METHODOLOGY

### A. RESEARCH DESIGN

The research design is the simple framework or a diagram for a find out about that courses the series of records and analysis of data. In this survey the format used is descriptive lookup design. It includes survey and truth findingenquiries of unique sorts.

### B. SAMPLING

Sampling Method:

- Convenient sampling method

### C. STATISTICAL TOOL:

CHI-SQUARE TEST

To test the significant association between gender of the employees and relationship with their superiors & co-workers.

### D. HYPOTHESIS

Null hypothesis (Ho) = So there's no connection between employees ' sex and relationship with their supervisors and co-workers.

Alternative hypothesis (H1) = There is significant association between gender of the employees and relationship with their superiors & co-workers.

**The table 1 among sexuality relation of the employe and connection with the superiors and co-workers**

Relationship /	Male	Female	Total
Gender			
Excellent	5	8	13
Good	62	10	72
Fair	8	2	10
Poor	2	1	3
Very poor	1	1	2
TOTAL	78	22	100

Bring the formula, Expected frequency (E) is calculated.

$$E = (\text{Row total}) * (\text{Column total}) / (\text{Grand total}).$$

**Revised Manuscript Received on October 22, 2019.**

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O	E	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
5	10.14	-5.14	26.42	2.61
8	2.86	5.14	26.42	9.24
62	56.16	5.84	34.11	0.61
10	15.84	-5.84	34.11	2.15
8	7.8	0.2	0.04	0.01
2	2.2	-0.2	0.04	0.02
2	2.34	-0.34	.012	0.05
1	6.6	-5.6	31.36	4.75
1	1.56	-0.56	0.31	0.20
1	4.4	-3.4	11.56	2.63
Total				22.27

Calculation for degree of freedom

$$\begin{aligned} V &= (r-1)(c-1) \\ &= (5-1)(2-1) \\ &= 4 \end{aligned}$$

The table value for 4 degree of freedom at 5% level of significance is 9.47

Calculated value ( $\chi^2$ ) = 22.27

Tabulated value ( $\chi^2$ ) = 9.47

Calculated value ( $\chi^2$ ) > Tabulated value ( $\chi^2$ )

Therefore the Null hypothesis is rejected and alternative hypothesis is accepted.

### INTERPRETATION

Therefore there is an enormous difference between the workers' sexuality and the interaction with their bosses and colleagues.

### IV. RESULTS & DISCUSSION

- 52% of the employees are between 31-40 years of age.
- 75% of the employees are male.
- 30% of the respondents are less than 5 years of experience.
- 53% of the respondent's educational level is postgraduates.
- 14% of respondent's department is production.
- 88% of the respondents are happy about job provide opportunities to update employees knowledge and skills.
- 43% of the respondents are satisfied with the organization benefits.
- 72% of the respondents are satisfied with the relationship between their supervisors and co-workers.
- 88% of the respondents are satisfied with supervisor appreciate about employees fulfill their work.
- 90% of the respondents are management encourages their special talent.
- 76% of the respondents are satisfied level of wants through this job.
- 80% of the respondents are morale is directly influence on production.
- 76% of the respondents are frequently expressed their views or ideas to superiors.[11]-[15]

### V. SUGGESTIONS

- ✓ The organization can provide more counseling program to boost up employees morale.
- ✓ The company should focus on policies and procedures of the employees.
- ✓ The company should focus on organization benefits of the employees.
- ✓ Every employee should have smooth relationship with their superiors by the way of effective communication.
- ✓ The organization should focus on morning shift timing of the employees.
- ✓ The organization should focus on health, safety and welfare meet of the employees.
- ✓ The organization should focus and appreciate the employees performance.
- ✓ The organization should focus about employees participation in problem solving.
- ✓ Motivation aspects can be considered for betterment of organization and also for the employees.[16]-[20]

### VI. CONCLUSION

Employee morale is very important in any organization. Employee morale increases the relationship between employers and employees. To the study of Employee morale is very essential for the organizational growth. So maintain a good morale among the employee is the major focus of the management for their development. Taking care of organization benefits and parameters will result in good employee morale. Thus the researcher understood about the morale factors and also understood how to maintain good morale among the employees.[20]-[25]

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