

**“A STUDY ON JOB SATISFACTION
AMONGST LAI AUTONOMOUS DISTRICT COUNCIL, LAWNGTLAI”**



*A report submitted to Department of Commerce, Higher And Technical
Institute, Mizoram (HATIM) for the academic year 2021-22*

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CERTIFICATE

This is to certify that the dissertation entitled, “*A Study on Job Satisfaction amongst Lai Autonomous District Council, Lawngtlai*” submitted to the Mizoram University for the award of the degree of Bachelor of Commerce, is a record of research work carried out by Rochanpuia under my supervision. He has fulfilled all the requirements laid down in the MZU regulations of Mizoram University. This dissertation is the result of his investigation into the subject. Neither the dissertation as a whole nor any part of it was ever submitted any other University for any degree.

Date: 29/04/2022

(C.LALRINSANGI)

Place: Lunglei, Mizoram

Supervisor

DECLARATION

I, RoChanpuia, hereby declare that the subject matter of this dissertation is the record of work done by me, that the contents of this dissertation did not form to anybody else, and that the dissertation has not been submitted by me for any research degree in any other University or Institute. This is being submitted to the Mizoram University for the degree of Bachelor of Commerce.

Date:29/04/2022

Place: Lawngtlai, Mizoram

(RoChanpuia)

Student

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Last but not least, i know that none of this would have been possible without the love and patience of my family. I am thankful to them for being a constant source of love, concern, and strength not only during the course of the study, but always.

Thank you,

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Chapter I
Introduction

CHAPTER-I

INTRODUCTION

Many businesses fail to understand the importance of working environment for employee job satisfaction and thus face a lot of difficulties during their work. Such organizations are internally weak therefore unable to introduce innovative products into the market to outshine their competitors (Aiken, Clarke, & Sloane, 2002). Employee is an essential component in the process of achieving the mission and vision of a business. Employees should meet the performance criteria set by the organization to ensure the quality of their work. To meet the standards of organization, employees need a working environment that allows them to work freely without problems that may restrain them from performing up to the level of their full potential. The objective of this research paper is to analyse the impact of working environment on employee job satisfaction.

1.1 JOB SATISFACTION: A CONCEPTUAL FRAMEWORK

Job satisfaction is a feeling which can produce a positive or negative perception of the job by the workers which may affect the mindset of the worker towards his/her work. Job satisfaction can also be defined as a worker's emotional response to different job-related factors resulting in finding pleasure, comfort, confidence, rewards, personal growth and various positive opportunities, including upward mobility, recognition and appraisal done on a merit pattern with monetary value as compensation.

Job satisfaction is a concept based on the premise that the happiest worker is also the most productive worker and that to people happy in their work, their job doesn't feel as if it is work at all.

Maslow's needs hierarchy is one of the most important contributions to job satisfaction. The theory suggests that human needs form a five-level hierarchy consisting of: Physiological needs, Safety needs, Belongingness/ Love, Esteem, and Self-actualization. Here, physiological needs deal with the food, shelter, water, everyday needs etc. Safety is the job security and home etc. Love is the affection between workers and boss etc. Esteem is when the employee feels appreciated, they are recognized and self-actualization is when all these

needs are met. Once the esteem needs are satisfied, the employee feels as though they are appreciated and valued by their colleagues and company and will work better than before.

As work is an important aspect of people's lives and most people spend a large part of their lives at work, understanding the factors involved in job satisfaction is crucial to improving employees' performance and productivity. Being satisfied with the job will have the employee happy at work and result in lesser frustration and worry.

1.1.1 DEFINITION:

Job satisfaction is one of the most researched variables in the area of workplace psychology, and has been associated with numerous psychosocial issues ranging from leadership to job design. Job satisfaction is the attitude of an employee which results from specific factors related with the job such as wages, supervision, steadiness of employee, conditions of work, opportunities for advancement, recognition of ability, fair evaluation of the job, prompt with grievances, fair treatment by employer and other similar items.

Due to the popularity of job satisfaction within the field of occupational and organizational psychology, various researchers and practitioners have provided their own definitions of what job satisfaction is. However, the two most common definitions describe job satisfaction as: "the pleasure of em; PLO, MKIotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values; and "the extent to which people like or dislike their jobs."

1.1.2 CONCEPT OF GOVERNMENT EMPLOYESS

Government employee is someone who works for the **government** who is not in the military. Elected officials can also be considered as **government employees** since they have a direct role in defining and in some cases managing the services done by that governmental unit.

Employment is a relationship between two parties, usually based on a contract where work is paid for, where one party, which may be a corporation, for profit, not-for-profit organization, co-operative or other entity is the employer and the other is the **employee**.

1.1.3 WORKING OF LAI AUTONOMOUS DISTRICT COUNCIL

As provided in paragraph 2(6) of the Sixth Schedule to the Constitution of India, the Govt. of Mizoram had enacted the Mizoram Autonomous District Council (Constitution and Conduct of Business of the District Councils) Rules, 1974, which then became the guiding principles of governance for the three ADC's of Mizoram. Further, the Government of Mizoram also created a separate department, in the Secretariat known as 'District Council Affairs Department (DCA)', to look after the affairs of the three ADC's of Mizoram, and funds for the District Councils are channelized through this department. with the approval of the State Finance Department. As the Governor is the Executive Head of the State Govt., he/she also is the Executive Head of the various District Councils within the state.

As provided in the Mizoram Autonomous District Council Constitution and Conduct of Business Rules, every district council, unless sooner dissolved shall continue for five years from the date appointed for its first meeting. The Chairman and the Deputy Chairman are elected from amongst the MDCs themselves and they are similar to the Speaker and the Dy. Speaker of the State Legislative Assembly. The District Council also has an Executive Committee which function is similar to Cabinet of the State Govt. The Chief Executive Member (CEM) is the Head of the Executive Committee and is elected by the MDCs from amongst themselves. The CEM also recommends certain MDCs for appointment as Executive Member (EM) to the Governor of Mizoram for his approval. The post of CEM and EMs are similar to the Chief Minister and Cabinet Ministers of the state Government respectively.

Each Autonomous District Council has also two Secretaries, one for the Executive Committee, designated as Executive Secretary and the other for Legislature, designated as Legislative Secretary. The post of Executive Secretary is similar to Chief Secretary of the State Govt. and the Legislative Secretary is similar to Secretary, Assembly Secretariat of the state Govt. As provided in the Rules, the LADC also has Two Secretaries, such as Executive Secretary and Legislative Secretary or Secretary, LADC. The Executive Secretary is for the Executive Committee and he also functioned as Drawing and Disbursing Officer of the Council fund. Whereas the Legislative Secretary is in charge of the Legislative Department only, and all the necessary legislative dealings and files are under his control. He shall also see that four months shall not elapse in convening the Sessions of the LADC.

CHAPTER II
LITERATURE REVIEW

CHAPTER II

REVIEW OF LITERATURE

2.1 Meaning of Literature Review:

- a) Provide an overview and a critical evaluation of a body of literature relating to a research topic or a research problem
- b) Analysis a body of literature in order to classify it by themes or categories, rather than simply discussing individual works one after another.
- c) Present the research an idea of the field rather than individual work or author by itself.

A literature review often forms part of larger research project, such as within a thesis, or it may be an independent written work, such as a synthesis paper.

2.2 Purpose of literature review:

A literature review situates our topic in relation to previous research and illuminates a spot for our research. It accomplishes several goals:

- a) provides background for our topic using previous research
- b) shows us familiar with previous, relevant research.
- c) Evaluates the depth and breadth of the research in regards to our topic.
- d) Determines remaining questions or aspects of our topic in need of research.

2.3 Literature Review:

The researcher has review literature on job satisfaction with a view to evaluate the across the globe and in India.

Hulin and Judge (2003) have noted that job satisfaction includes multidimensional psychological responses to an individual's job, and that these personal responses have cognitive (evaluative), affective (or emotional), and behavioural components.

Clark (1997) argues that if employees are not satisfied with the task assigned to them, they are not certain about factors such as their rights, working conditions are unsafe, co-workers are not cooperative, supervisor is not giving them respect and they are not considered in the decision-making process; resulting them to feel separate from the organization. Furthermore, he highlighted that in current times, firms cannot afford dissatisfied employees as they will not

perform up to the standards or the expectations of their supervisor, they will be fired, resulting firms to bear additional costs for recruiting new staff. So, it is beneficial for firms to provide flexible working environment to employees where they feel their opinions are valued and they are a part of the organization. Employee morale should be high as it will be reflected in their performance because with low morale, they will make lesser efforts to improve.

Hoppok&Spielgler (1938) defines job satisfaction as the integrated set of psychological, physiological and environmental conditions that encourage employees to admit that they are satisfied or happy with their jobs. Further, the role of employees at workplace is emphasized as there is an influence of various elements on an employee within the organization.

Davis and Newstrom (1999) see job satisfaction as an experience with multiple facets. To them, the factors that are relevant to working conditions and the nature of work are also significant. They believe that lack of job autonomy, lack of job security, low salaries and slow promotions adversely affect job satisfaction of employees.

Dawes (2004) defined job satisfaction as a psychological construct by as having two constituents: a cognitive component (the perception that one's needs are being fulfilled), and an affective component (the feeling that accompanies the cognition).

Chapter III
Research Design

CHAPTER III

Research Design

3.1. STATEMENT OF THE PROBLEM:

LADC employees play an important role in the development of Lawngtlai District. From the research it was found out that majority of the employees are not satisfied with their income. It was also found out that most of the respondents are not satisfied with their salary that they get is kind of slow to process and is often not paid on time

3.2 OBJECTIVES OF THE STUDY:

To identify the job satisfactory level of the whole employee.

Perception of employees towards Management.

To identify the factor that helps to enhance the level of job satisfaction.

3.3 RESEARCH METHODOLOGY:

3.3.1 Sample size

Sample size denote the number of elements selected for the study. For this research 27 respondents were selected who were willing to participate and share their opinions regarding the topic.

3.3.2 Sources of data collected

Primary sources of data collection were done through distribution of questionnaire and some short interview. Secondary sources of data were done through journals, articles and mainly from different websites using the internet.

3.3.3 Methods of data collected

A descriptive research design was adopted for the study. Convenience sampling methods is used. Relevant statistical tools are used to analyses the data. The collected data is processed by using Microsoft Word and MS Excel & SPSS was used to analyze and interpreted the data.

3.4. LIMITATIONS OF THE RESEARCH:

These are the limitations faced by the researcher during the research:

- The respondents were kind of reluctant to give out the correct information about their job, as a fear of too much exposure which may affect the status of District Council.
- Due to the limitation of time, the research could not be made more detailed.
- Since many researches related to job satisfaction had been conducted in LADC by many researchers in the past, so many workers take it lightly and answer the questionnaire without giving much thought.

Chapter IV

Data Analysis and Interpretation

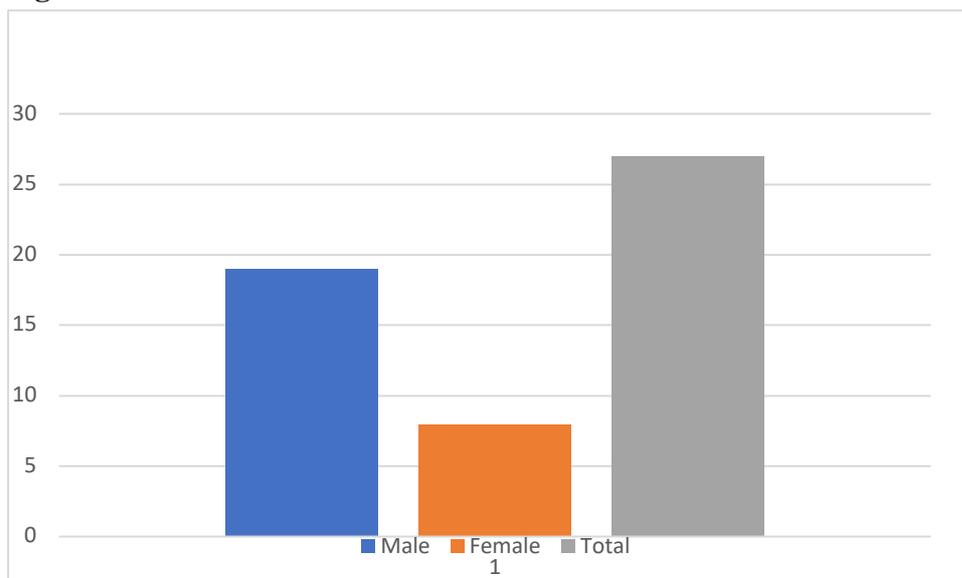
CHAPTER – IV

ANALYSIS AND INTERPRETATION

Table IV.I Gender of the respondent

GENDER	No. Of Respondent
MALE	19
FEMALE	8
TOTAL	27

Figure IV.I



Interpretation

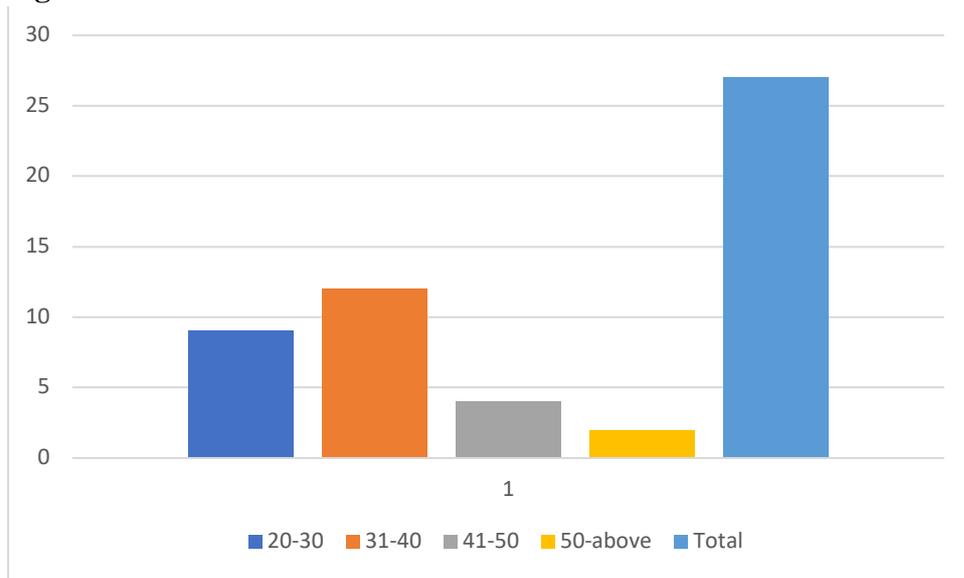
Among the respondents it is found that male workers are more as compared to female workers. We can see that 8 female and the rest respondents which is 19 of them are male.

Table IV.II Age Of The Respondent

Age Of The Respondent	No. Of Respondent
20-30	9

31-40	12
41-50	4
50-above	2
Total	27

Figure IV.II



Interpretation:

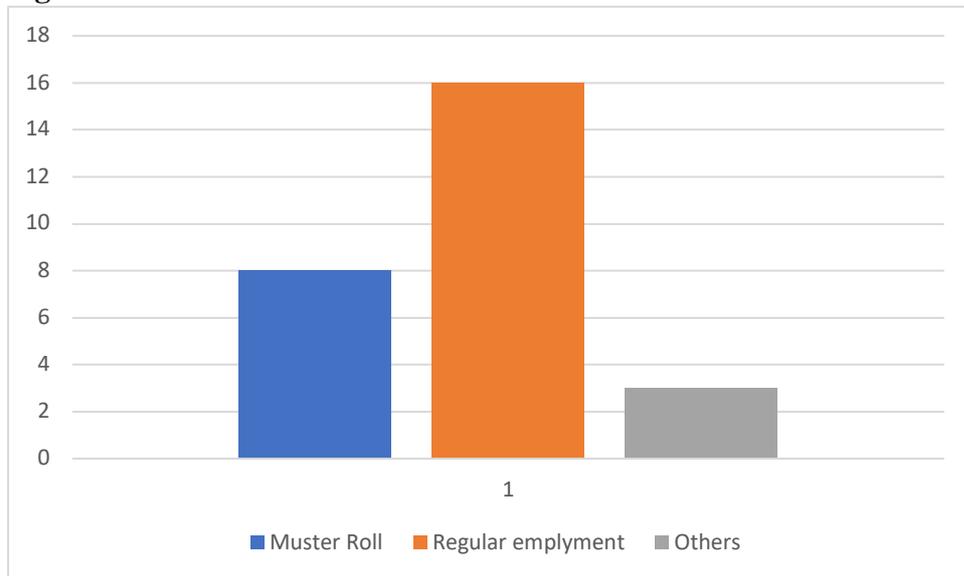
Most of the Respondents i.e. 12 workers are between at the age of 31-40, 9 respondents are between 20-30, 4 respondents are between at the age of 41-50 and we have only 2 respondents above 51 years of age. This shows that most of the respondents are of a young age. So, the age of most of the Respondent are young and is good and fit to work in this nature of job.

Table IV.III Nature Of Employment

Nature of employment	No. of respondent
Muster Roll	8
Regular Employment	16

Others	3
Total	27

Figure IV.III



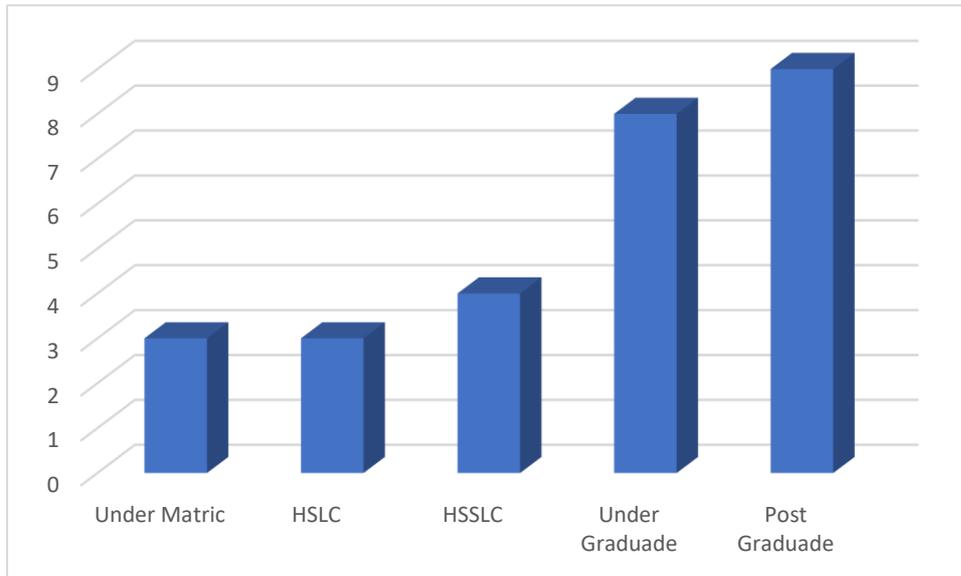
Interpretation:

Most of the respondents i.e.16workers are working on Regular.8 respondents are in muster roll. 3 respondents of them are not muster nor regular.

Table IV.IV Educational Qualification

Educational Qualification	No. of respondent
Under Matric	3
HSLC	3
HSSLC	4
Under Graduate	8
Post Graduate	9

Figure IV.IV



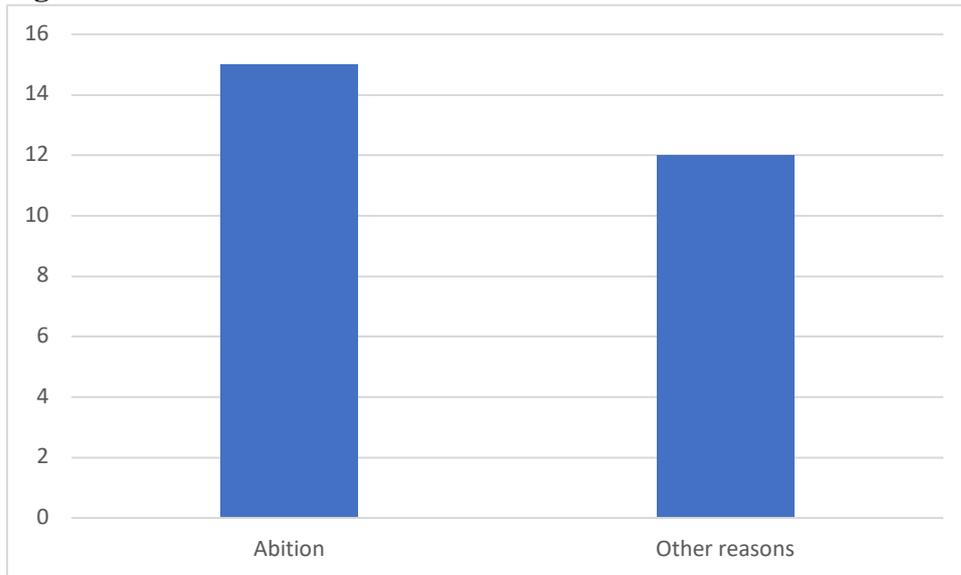
Interpretation

The education qualification shows most of the respondents are Post graduate (9Respondent). 8 respondents are Under Graduate, 4 of them are HSSLC, 3 are HSLC, and 3 peoples are Under Matric.

Table IV.V Reason For Joining

Reason for joining	No. of respondent
Ambition	15
Other Reason	12

Figure IV.V



Interpretation

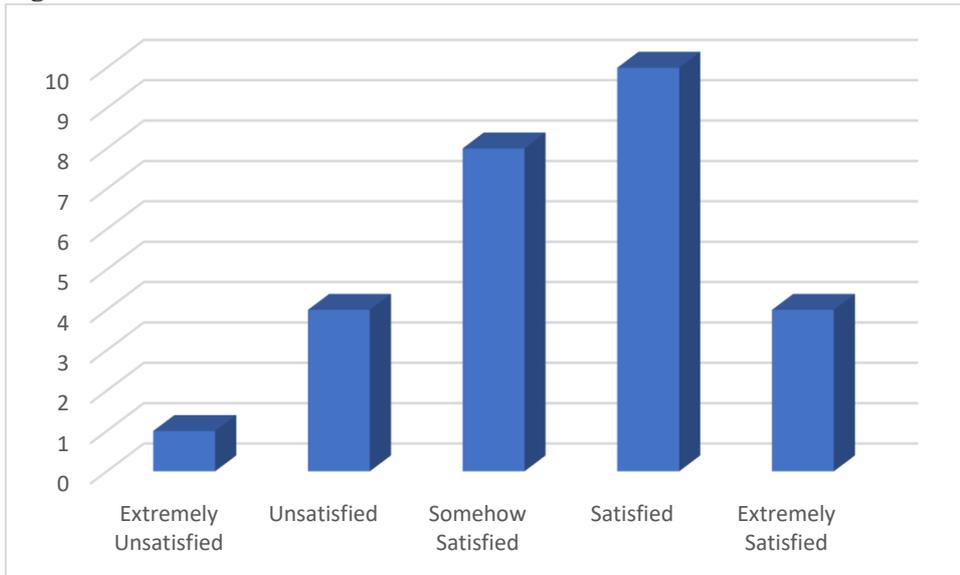
The reasons the respondents joined LADC was asked and the result shows that out of 27 respondents, 15 of them had joined out of ambition and 12 respondents said that they had joined due to some other reasons.

IV.VI General Working Condition

Table IV.VI.I Hours Worked each week

Hours worked each week	No. of respondent
Extremely unsatisfied	1
Unsatisfied	4
Somehow satisfied	8
Satisfied	10
Extremely Satisfied	4

Figure IV.VI.I



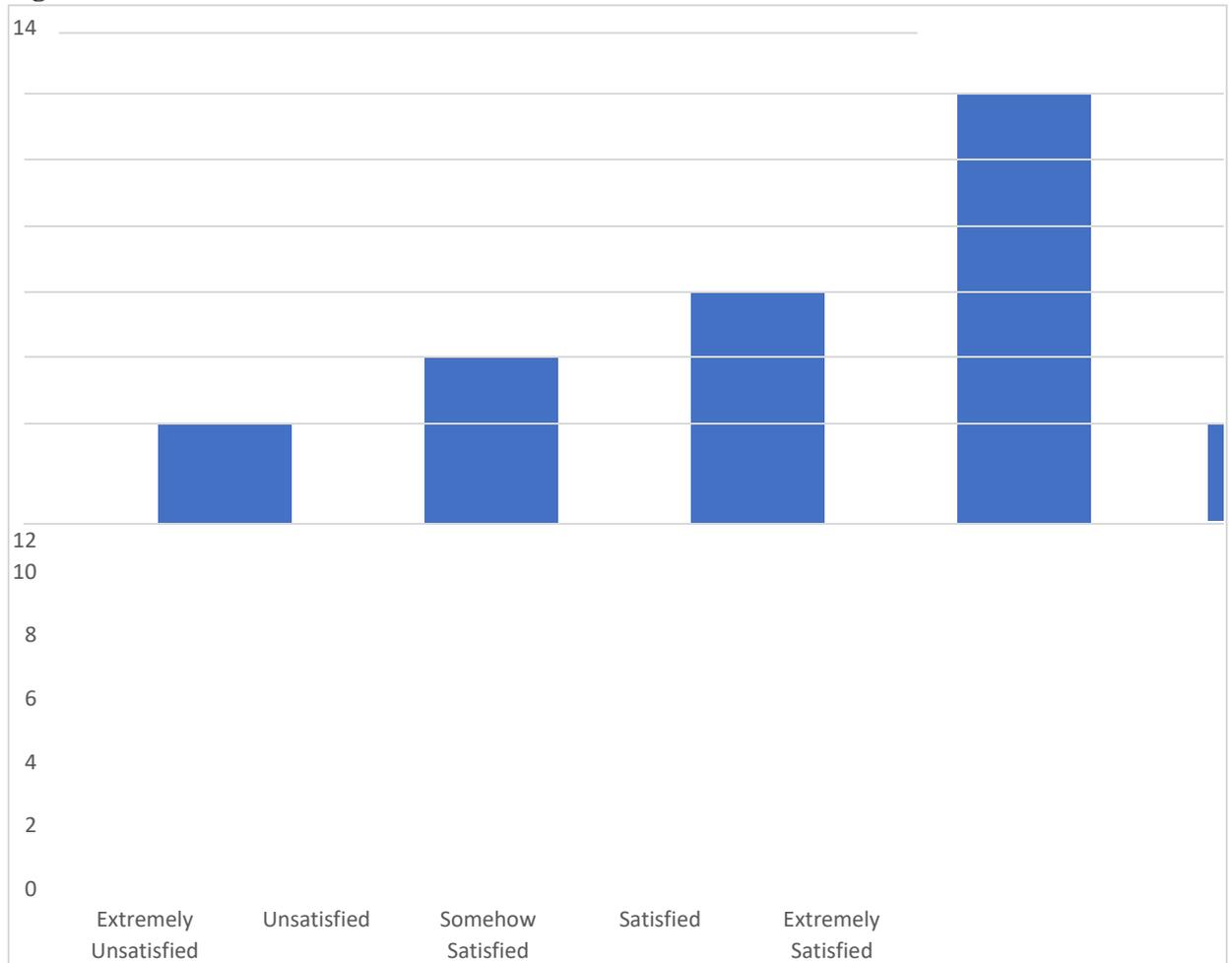
Interpretation

From the above figure we can see that most of the respondent are satisfied hour work each week only few respondent were unsatisfied.

Table IV.VI.II Flexibility in scheduling.

Flexibility in scheduling	No. of respondent
Extremely unsatisfied	2
Unsatisfied	4
Somehow satisfied	6
Satisfied	12
Extremely Satisfied	3

Figure IV.VI.II



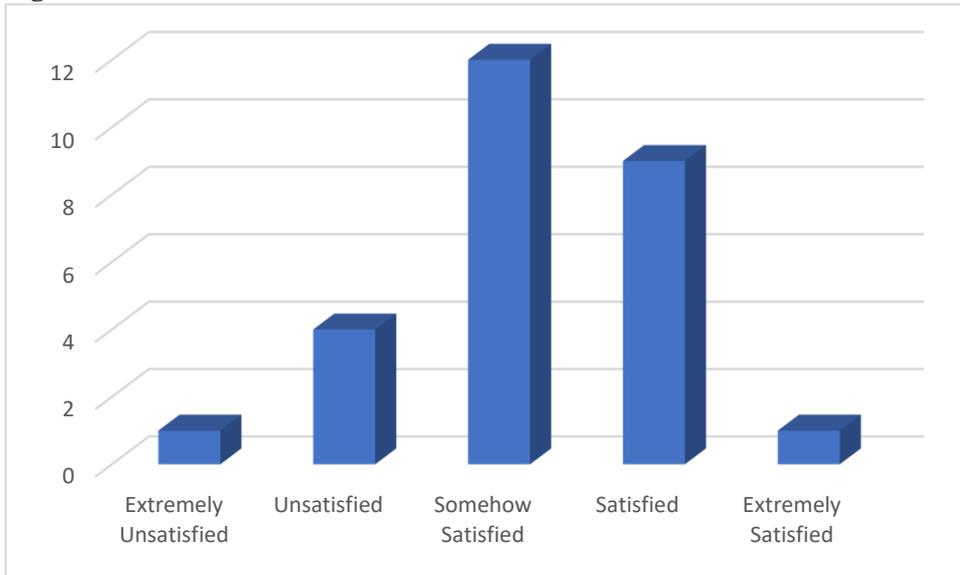
Interpretation:

From the above figure we can see that half of the respondent are satisfied regarding work scheduling.

Table IV.VI.III Amount of sick level offered

Amount of sick level offered	No. of respondent
Extremely unsatisfied	1
Unsatisfied	4
Somehow satisfied	12
Satisfied	9
Extremely Satisfied	1

Figure IV.VI.III



Interpretation

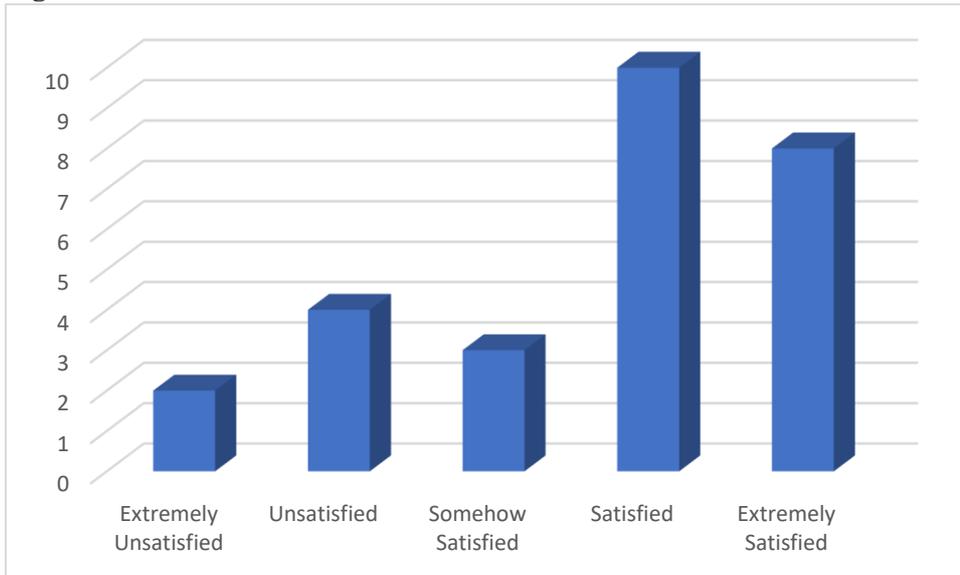
Most of the respondent i.e 12 respondent were Somehow satisfied and 9 respondents were satisfied and other 5 respondent were below Unsatisfied level it shows that amount of sick level offered can be satisfied.

Table IV.V Pay and Promotion Potential

Table IV.V.I Opportunities for Promotion

Opportunities for Promotion	No. of respondent
Extremely unsatisfied	2
Unsatisfied	4
Somehow satisfied	3
Satisfied	10
Extremely Satisfied	8

Figure IV.V.I



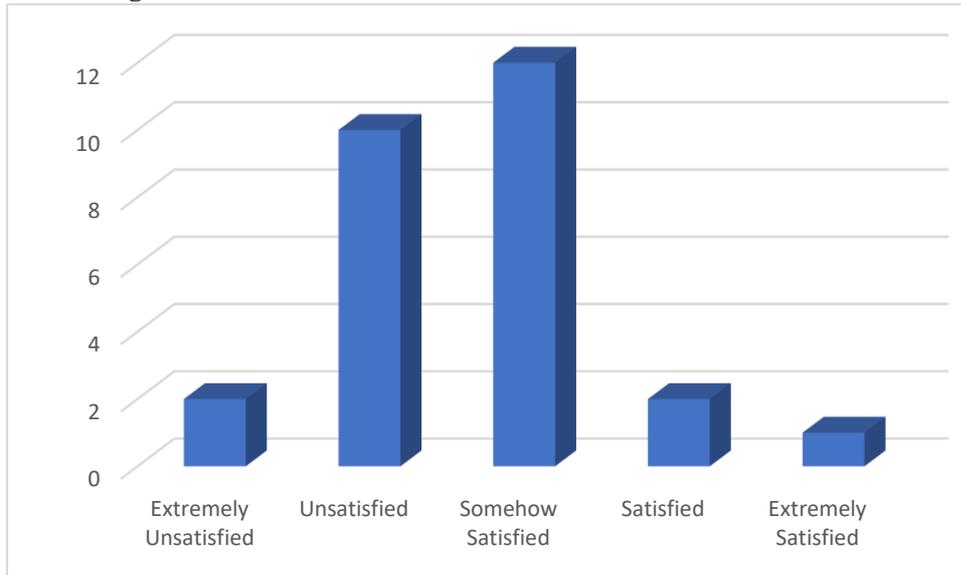
Interpretation

Half of the respondent i.e 10 of them were satisfied 8 of them were extremely satisfied so, it seems that opportunities of promotion can be satisfied by worker.

Table IV.V.II Benefits (Health Insurance, Life Insurance etc.)

Benefits.	No. of respondent
Extremely unsatisfied	2
Unsatisfied	10
Somehow satisfied	12
Satisfied	2
Extremely Satisfied	1

Figure IV.V.I



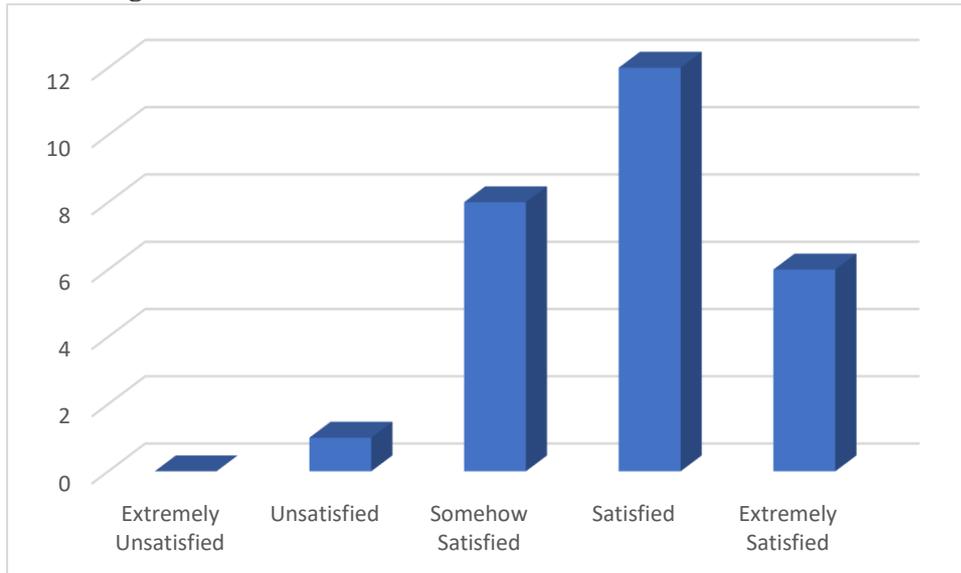
Interpretation

In LADC from the above figure it can be seen that there's a chance to benefits in term of insurance etc. the workers are also half of the respondents were satisfied.

Table IV.V.III: Job Security

Job Security	No. of respondent
Extremely unsatisfied	0
Unsatisfied	1
Somehow satisfied	8
Satisfied	12
Extremely Satisfied	6

Figure IV.V.III



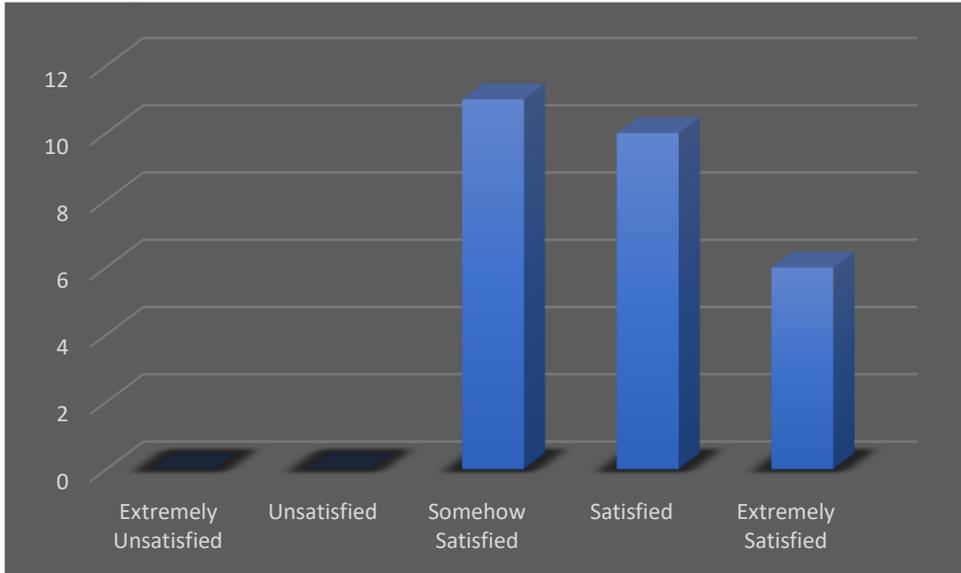
Interpretation

The respondents' job security was asked to inquire whether their job provides a sense of security economically. 8 respondent were somehow satisfied with it saying that the job is somehow secure. 12 respondents said that they are satisfied with it and 6 of them were extremely satisfied and there is 1 respondent is unsatisfied on job security.

Table IV.V.IV Recognition for work accomplished

Recognition for work accomplished	No. of respondent
Extremely unsatisfied	0
Unsatisfied	0
Somehow satisfied	11
Satisfied	10
Extremely Satisfied	6

Figure IV.V.IV



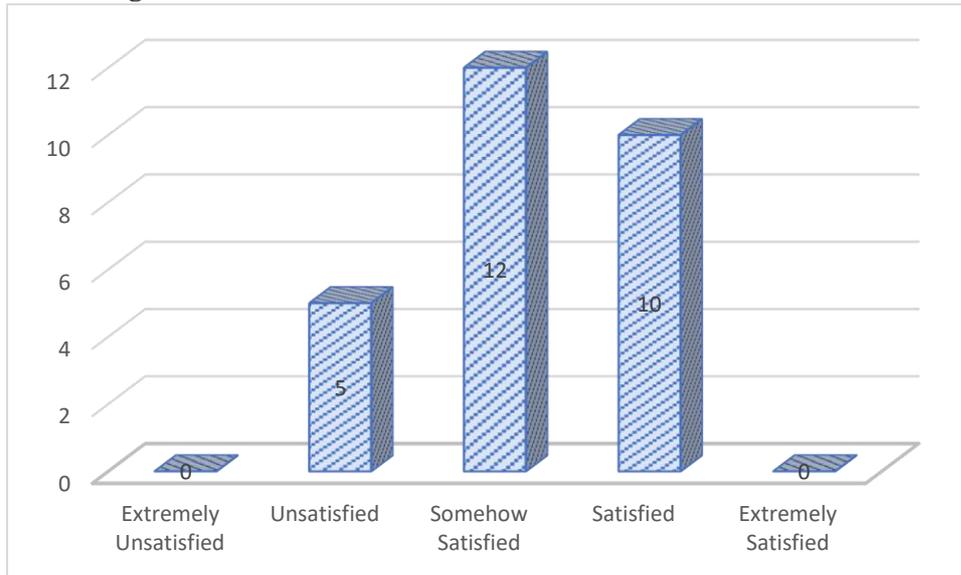
Interpretation

The respondents are quite satisfied with the recognition they get for the work they accomplished.

Table IV.V.V Salary

Salary	No. of respondent
Extremely unsatisfied	0
Unsatisfied	5
Somehow satisfied	12
Satisfied	10
Extremely Satisfied	0

Figure IV.V.V



Interpretation

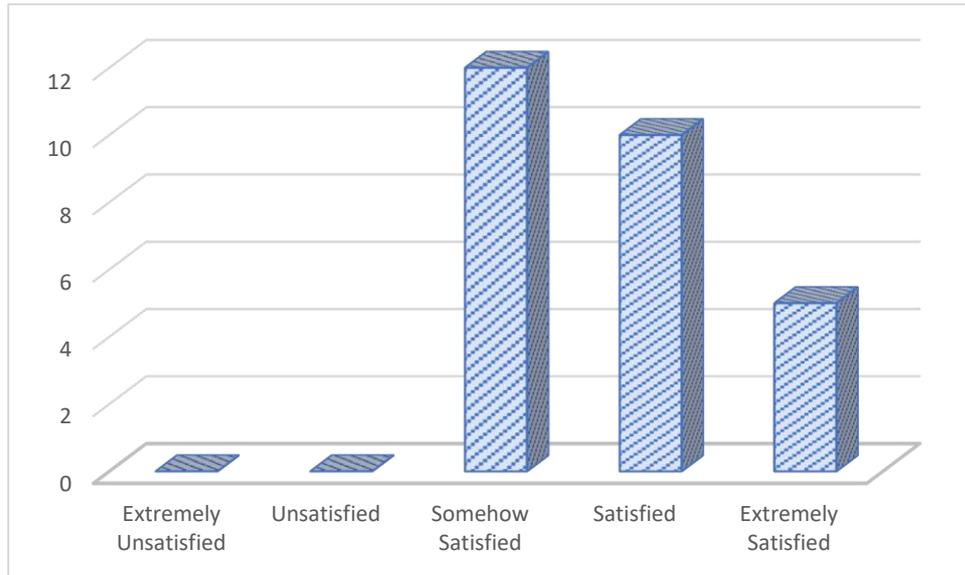
In term of taking salary, most of the respondent were somehow satisfied and 5 respondents are not satisfied on their salary so as we can see from the figure iv.v.v salary can be somehow can be satisfied.

Table IV.VI Work Relationship

Table IV.VI.I Relationship with Co-workers

Salary	No. of respondent
Extremely unsatisfied	0
Unsatisfied	0
Somehow satisfied	12
Satisfied	10
Extremely Satisfied	5

Figure IV.VI.I



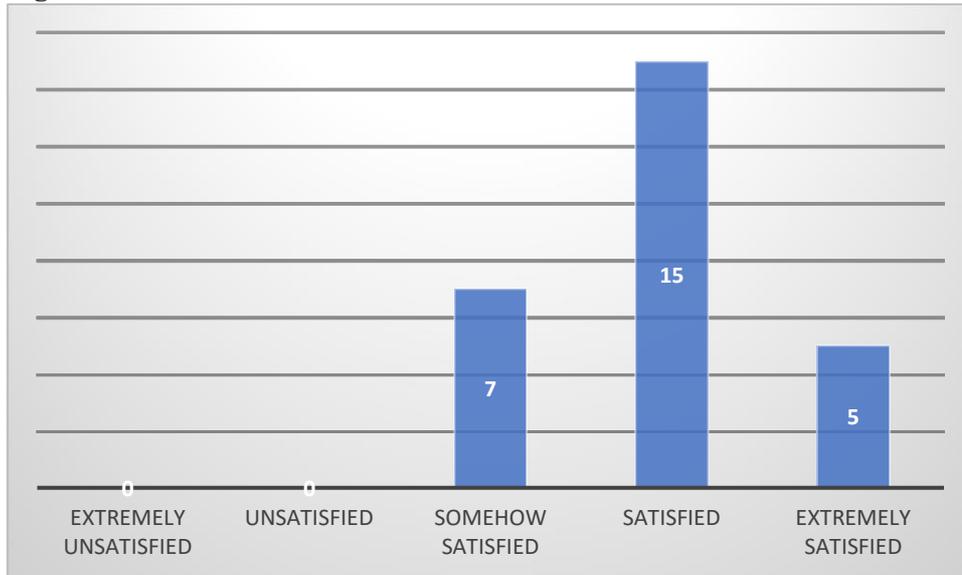
Interpretation

Most of the respondents we have are content with their relationship with their co-workers. It seems that the working environment is rather healthy and light. None of them state that they are not satisfied in their relationship with their co-workers.

Table IV.VI.II Relationship with Boss

Salary	No. of respondent
Extremely unsatisfied	0
Unsatisfied	0
Somehow satisfied	7
Satisfied	15
Extremely Satisfied	5

Figure IV.VI.II



Interpretation

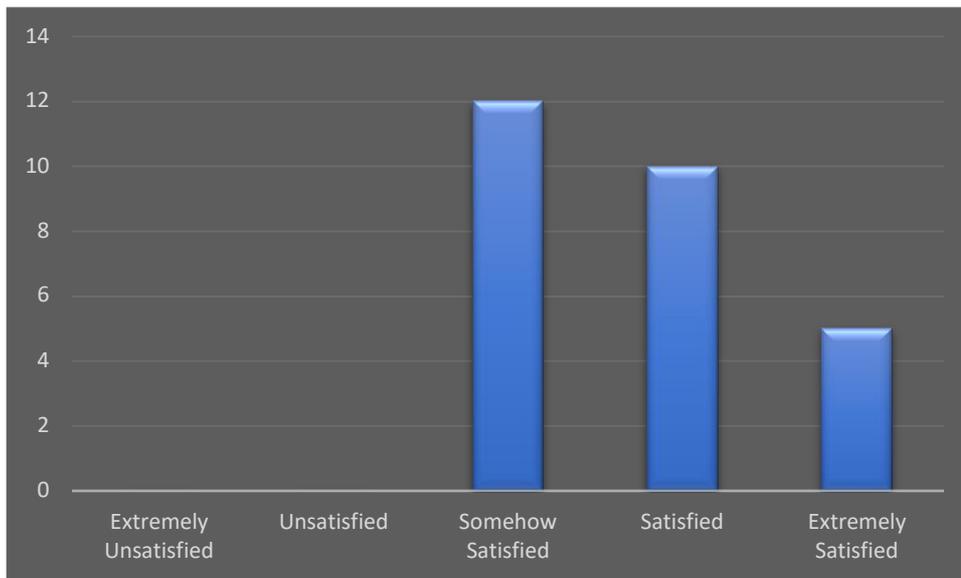
It seems that the employees' relationship with their bosses and supervisors also prove to be satisfactory. There seems to be no discrimination and overload of work from the supervisors. All the respondents state that they are happy and content with their relationship with their bosses.

Table IV.VII Use of Skills & Abilities

Table IV.VII.I Opportunity to utilize skills and talent

Opportunity to utilize skills and talent	No. of respondent
Extremely unsatisfied	0
Unsatisfied	0
Somehow satisfied	12
Satisfied	10
Extremely Satisfied	5

Figure IV.VII.I



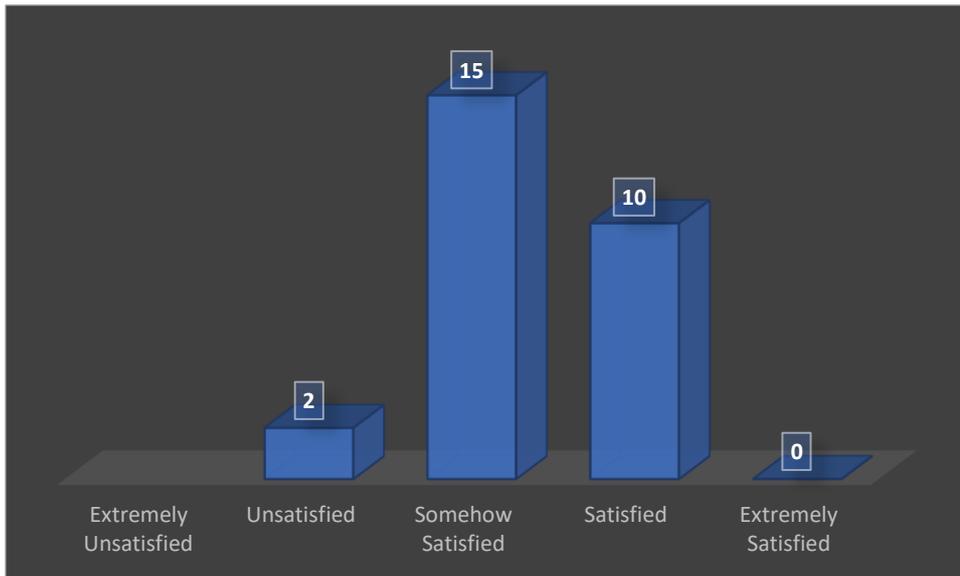
Interpretation

We can see that a all of the respondents get the opportunity to utilize their skills and talents and apply it in their work.

Table IV.VII.II Opportunity to learn new skills

Opportunity to learn new things	No. of respondent
Extremely unsatisfied	0
Unsatisfied	2
Somehow satisfied	15
Satisfied	10
Extremely Satisfied	0

Figure IV.VII.II



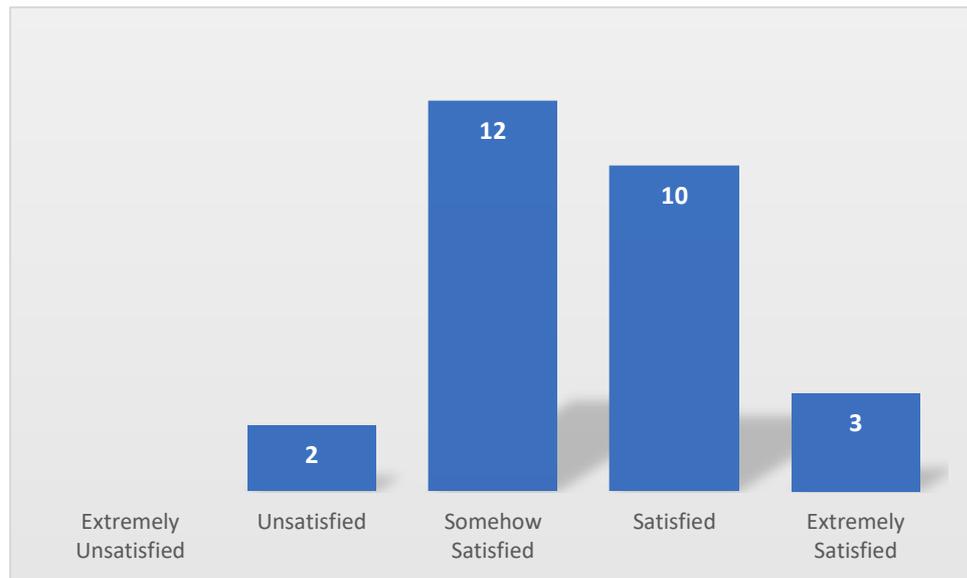
Interpretation

Here the respondents show their level of satisfaction in regards to the opportunities to learn new skills. A majority of them are content and happy with their opportunities to learn new skills, only 2 of them were unsatisfied.

Table IV.VII.III Support for additional training and education

Support for additional training and education	No. of respondent
Extremely unsatisfied	0
Unsatisfied	2
Somehow satisfied	12
Satisfied	10
Extremely Satisfied	3

Figure IV.VII.III



Interpretation

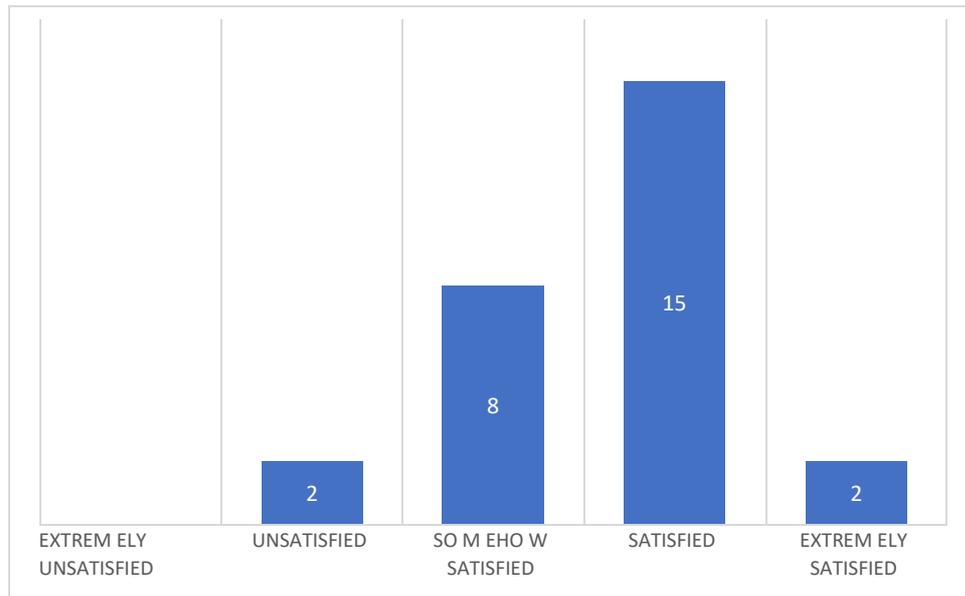
This area shows if the respondents are satisfied with the support they get for additional training and education. As it can be seen from the above table the respondent satisfied regarding additional training and education. Only few respondents not satisfied.

Table IV.VIII Work Activities:

Table IV.VIII.I Variety of job responsibilities

Support for additional training and education	No. of respondent
Extremely unsatisfied	0
Unsatisfied	2
Somehow satisfied	8
Satisfied	15
Extremely Satisfied	2

Figure IV.VIII.I



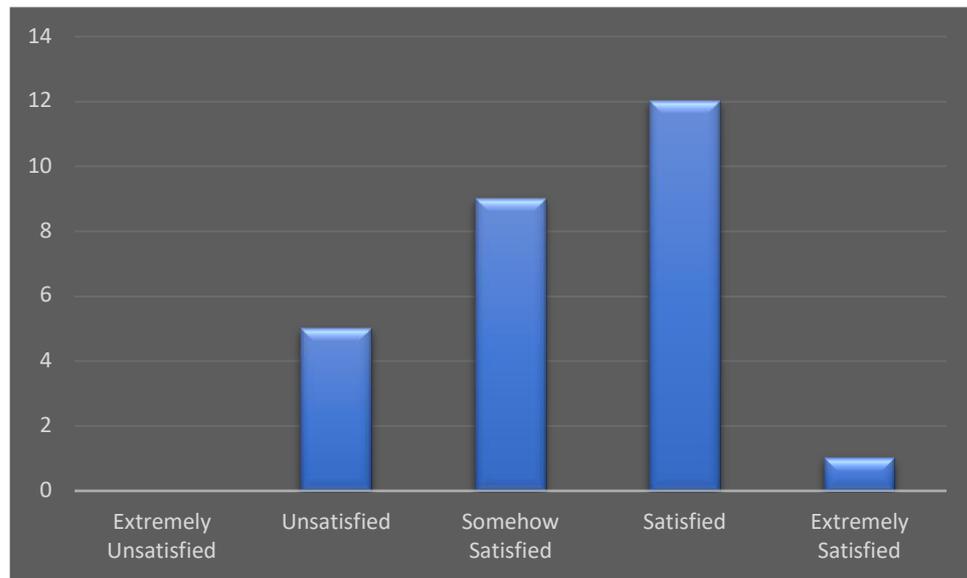
Interpretation

15 respondents state that they are satisfied with the variety of job responsibilities, 8 respondents are somewhat satisfied content with it. 2 respondents are extremely satisfied in this regard while 2 respondents are unsatisfied.

Table IV.VIII.II Degree of Independence Associated with work role

Degree of Independence Associated with work role	No. of respondent
Extremely unsatisfied	0
Unsatisfied	5
Somehow satisfied	9
Satisfied	12
Extremely Satisfied	1

Figure IV.VIII.II



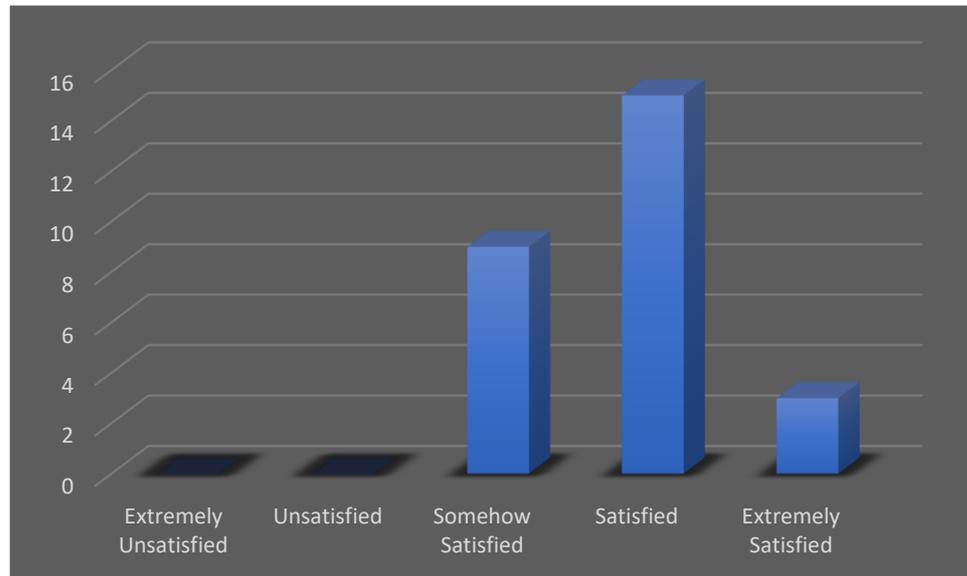
Interpretation

9 respondent of the workers who responded to us are somewhat okay with the degree of independence associated with their work roles. 12 respondents are satisfied with it and 1 respondent are extremely happy here, but 5 respondents of them are unsatisfied.

Table VI.VIII.III Adequate Opportunities for periodic changes in duties

Degree of Independence Associated with work role	No. of respondent
Extremely unsatisfied	0
Unsatisfied	0
Somehow satisfied	9
Satisfied	15
Extremely Satisfied	3

Figure IV.VIII,III



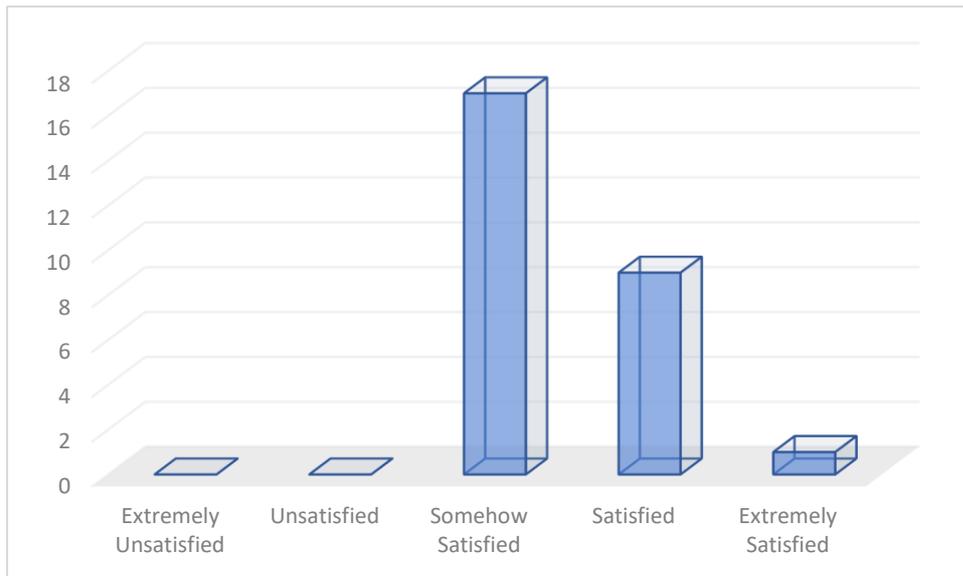
Interpretation

9 of the respondents said that they are somewhat okay in this regard. 15 respondents are however, state to be satisfied. 3 respondents state that they are extremely satisfied in this regard.

Table IV.IX Overall Satisfaction.

Overall, how satisfied with their work and workplace	No. of respondent
Extremely unsatisfied	0
Unsatisfied	0
Somehow satisfied	17
Satisfied	9
Extremely Satisfied	1

Figure IV.IX



Interpretation

After collection of data displayed above, analyzed and summarized, the overall satisfaction level was drawn. On an overall level, 17 workers of our respondents are somewhat satisfied with their work though they do not seem to be of extra interest in it, 9 respondents are satisfied and are willing in their work, and 1 respondent are extremely happy with the work and working conditions.

We can see that the work and workplace of LADC Lawngtlai have a very fair working environment and the satisfaction level is above standard.

Chapter V

Findings, Suggestion and Conclusions

CHAPTER-5

FINDINGS, CONCLUSION AND SUGGESTIONS

V.I FINDINGS

a) Among the respondents it is found that male Employees are more as compared to female employees. We can see that 8 female and the rest respondents which is 19 of them are males.

b) Most of the Respondents i.e. 12 employees are between at the age of 31-40, 9 respondents are between 20-30, 4 respondents are between at the age of 41-50 and we have only 2 respondents above 51 years of age. This shows that most of the respondents are of a young age. So, the age of most of the Respondent are young and is good and fit to work in this nature of job.

c) Most of the respondents i.e. 16 Employees are working on Regular. 8 respondents are in muster roll. 3 respondents of them are not muster nor regular.

d) The reasons the respondents joined LADC was asked and the result shows that out of 27 respondents, 15 of them had joined out of ambition and 12 respondents said that they had joined due to some other reasons.

e) Personal development training programmed are hardly organized for the Employees in LADC Lawngtlai.

f) The salary they get is kind of slow to process and is often not paid on time.

g) After collection of data, analyzed and summarized, the overall satisfaction level was drawn. On an overall level, 17 employees of our respondents are somehow satisfied with their work though they do not seem to be of extra interest in it, 9 respondents are satisfied and are willing in their work, and 1 respondent are extremely happy with the work and working conditions.

h) We can see that the work and workplace of LADC Lawngtlai have a very fair working environment and the satisfaction level is above standard.

V.II CONCLUSION

The study investigated the relationship between Government employee's job satisfaction, job stress, intention to quit and their demographic characteristics. From the research conducted it was concluded that the employees working in Lai Autonomous District Council are satisfied in their job, they are still young and energetic as most of them joined in the last 5 years. It also shows that there is no occupation stress among the employees as of now as they are not burdened with heavy work load.

V.III SUGGESTIONS

Personal development training programmed are hardly organized for the Employees in LADC Lawngtlai. If it could be done so twice a year in order to develop various aspects of their working skills, it is believed to boost their efficiency and effectiveness to a great extent.

As the Council function under the government, the salary they get is kind of slow to process and is often not paid on time, reconciliation in this area is expected to have a positive effect. More than half of the respondents are facing the problems in regards to their salary that they get is kind of slow to process and is often not paid on time. In this regard, the State Government will discharge their roles to help the employees to get their salaries on time.

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- a) Ambition
- b) Other Reasons

Rating Scale

Using the scale below, rate your level of satisfaction with the following aspect of your job.

1	2	3	4	5
Extremely Unsatisfied	Unsatisfied	Somewhat Satisfied	Satisfied	Extremely Satisfied

Statement	1	2	3	4	5
General Working Conditions: a) Hours worked each week					
b) Flexibility in scheduling					
c) Amount of sick leave offered					
Pay and Promotion Potential:					
a) Opportunities for promotion					
b) Benefits (Health Insurance, Life Insurance etc.)					
c) Job security					
d) Recognition for work accomplished					

e) Salary					
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Work Relationship:					
a) Relationship with your co-workers					
b) Relationship with your bosses					
Use of Skills and Abilities:					
a) Opportunity to utilize your skills and talents					
b) Opportunity to learn new skills					
c) Support for additional training and education					
Work Activities:					
a) Variety of job responsibilities					
b) Degree of independence associated with your work roles					
c) Adequate opportunities for periodic changes in duties					
Overall, how satisfied are you with your work and workplace					