

Original Research Article

<https://doi.org/10.20546/ijcmas.2022.1103.016>

To Study the Problems Faced by the Employee While Performing their Role in the Workplace

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ABSTRACT

Keywords

Employee,
facilities, job,
authority,
satisfaction

Article Info

Received:
02 February 2022
Accepted:
24 February 2022
Available Online:
10 March 2022

The present investigation is conducted to study the “to study the problems faced by the employee while performing their role in the workplace” in Assam Agricultural University, Jorhat with the objectives – I. To know about the facilities they get in this university, II. To identify the problems they feel that act as an obstacle in performing their role efficiently, III. To get some suggestions from the employee for better management of the university. The samples were selected from office employee, 4th grade employee, library employee and from administrative staff through simple random sampling. Total number of sample was 30. An interview schedule was prepared by the researcher to collect the required information. Survey method was adopted for the proposed study. The data from the respondents were collected with interview method. The study revealed that they are satisfied with their job and their higher authority (100%). But they don't have the courage to put forward their opinion (23.33%) and sometimes they confused because of order coming from different sources (53.33%).

Introduction

Employee performance is defined as the record of outcomes achieved, for each job function, during a specified period of time. When viewed this way, performance is represented as a distribution of outcomes achieved, and performance is measured using a variety of parameter that describes an employee's pattern of performance over time.

By explicitly distinguishing between performance variations due to extraneous (system) constraints

and variations that are under the employee's control, this method provides meaningful information on how to manage and improve employee performance (Kane, 1982).

The work performance and efficiency of employees has a significant effect on any organization or institution. Many times we saw that in different situation they sometimes faced some problem while performing their role. That is why this study is particularly designed to identify factors or problems that effect employee while performing their role.

The main objectives of this study to know about the facilities of the university. And to identify the problems that act as an obstacle in performing role efficiently. Also to get some suggestions from the employee for better management of the University.

Limitation of the study

The study is limited to the Assam Agricultural University, Jorhat employee.

Materials and Methods

Location of the study

The study was confined to Assam Agricultural University, Jorhat.

Sampling Procedure

No. of sample

Total number of sample was 130.

Selection of sample

The sample is selected from office employee, 4th grade employee of Home Science College, library employee and from administrative staff.

Selection technique

Simple random sampling technique is used to select the sample.

Selection of tool

An interview schedule was prepared by the researcher to collect the required information. The interview schedule included two aspects-

Background information.
Topic related information.

Procedure of data collection

Survey method was adopted for the proposed study.

The data from the respondents were collected with interview method.

Statistical procedure for analysis and interpretation of data

After collection of data, raw data were categorized, coded, tabulated for statistical computation. Statistical procedure for the analysis and interpretation of data to find out the problems faced by the employee while performing their role percentage were calculated.

Experimental Findings

Problems faced by the employee while performing their role in the workplace was studied and findings have been categorized under following sub-heads –

Demographic characteristics.

Facilities the employee gets.

Problems faced by the employee.

Demographic characteristics

The section deals with the information of the respondent namely –age of the respondent, gender, educational qualification, marital status and type of the family of the respondent.

Age of the respondent

It can be inferred that majority of the respondent (46.66 percent) are 50-60 years of age (Table 1.1).

Gender of the respondent

Result showed that majority of the respondent are male (53.33percent), but there is not vast difference between male number and female number (Table 1.2).

Educational qualification

It can be inferred from analysis that most of the

respondents (40.00 percent) are M.Sc/M.com /MA passed (table 1.3).

Marital Status

The result showed that most of the respondents (90.00 percent) are married (Table 1.4).

Type of family

It can be inferred from analysis that most of the respondents (70.00 percent) are from nuclear family (Table 1.5).

Facilities the employee get

Adequate facility they get or not

The result showed that according to 73.33% respondents they get adequate facility at their workplace (table 2. 1).

Which facility they need among not adequate

It can be inferred from the analysis 20% of the respondents faced little bit of man-power problem (Table 2.2).

Transportation facility of AAU

The result showed that they don't availed transportation facility, the main reason for that is, they have their own vehicle (Table 2.3).

Problems faced by the employee

It can be inferred from the analysis that almost half of respondents have problem regarding the order coming from different sources and they don't put forward their opinion. The main reasons are - They don't have courage, scared of losing job and other

reason (table 3.1).

Results and Discussion

The present research is done to find out the problem of AAU employee while performing their role. After analysis of data found that they get all the facility at AAU.

But some of them don't availed the transportation facility because they have own vehicle. Most of the female employees take this facility than the male, because male employee come in their own vehicle. 20% of the respondent faced the manpower problem. 56.66% of the respondent think that they don't have the right to put forward their opinion.

The main reason is that they don't have the courage, scared of losing job and some other reason. They faced problem because of order coming from different sources (53.33%).

As Adward (1990) analysis from the empirical findings showed that job satisfaction was the most important factor for work performance; the employee of AAU are satisfied with their higher authority (80.00%) and their colleagues (90.00%).

Nelson (2001) found that the environment of the work place and behavior of the higher authority towards the employee effect while performing their job. After analysis of data found that their work environment is good, they get all facility and the behavior of the higher authority is also good.

The study is carried out within the campus of Assam Agricultural University, Jorhat. The study results that they are satisfied with their job and their higher authority. Sometimes they confused because of order coming from different sources.

Table.1 Age of the respondent

Age	Percentage
30-40	16.66%
40-50	36.66%
50 -60	46.66%

Table.2 Gender of the respondent

Gender	Percentage
Male	53.33%
Female	46.66%

Table.3 Educational qualification

Educational qualification	Percentage
H.S.L.C	10.00%
H.S	6.67%
BA/B.Com/B.Sc	33.33%
M.Sc/MA/M.Com	40.00%
Ph.d	10.00%

Table.4 Marital Status

Marital status	Percentage
Married	90.00%
Unmarried	10.00%

Table.5 Type of the family

Type of the family	Percentage
Joint	30.00%
Nuclear	70.00%

Table.6 Adequate facility they get or not

Facilities	Percentage
Adequate	73.33%
Not adequate	26.67%

Table.7 Which facility they need among not adequate

Facility	Percentage
Man-power	20%
Others	6.66%

Table.8 Transportation facility of AAU

Transportation	Percentage
Avail	43.34%
Not Avail	56.66%

Table.9 Problems faced by the employee

Statements	Percentage
The environment of the workplace is good	40.00%
Happy with their workload	63.33%
Satisfied with their colleagues	90.00%
Don't faced problem because of unclear order	56.66%
Faced problem because of order coming from different sources	53.33%
Don't put forward their opinion	56.66%
Don't have courage	23.33%
Scared of losing job	6.66%
Other reason	26.66%
Happy with their higher authority	80.00%
Maintain healthy balance between job and family life	80.00%
The work don't affect their family	80.00%

The environment of the work place and behavior of the higher authority towards the employee effect while performing their job. Muhamad Usman Zafar, Mahamad Asim, Muhammad Iqbal Zafar, Nazia Malik and Kashif Shabbir Khan (2013) study revealed that institutional factor that affect the employee in their work are more important like salary, technical training, responsibilities in performing duties, disciplined environment, stress level at workplace, level of communication and understanding between juniors and seniors employee etc.

Recommendation

40% of the respondent gives their opinion about this topic. They suggested that- For satisfaction at workplace, everybody should do their work day to day regularly without pending;

There should be proper co-operation among the staff and the head of the institution for healthy

atmosphere in the workplace; To get satisfaction in work place each and every one should have to be punctual, honest and obedient.

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How to cite this article:

Sikhamoni Borgohain. 2022. To Study the Problems Faced by the Employee While Performing their Role in the Workplace. *Int.J.Curr.Microbiol.App.Sci*. 11(03): 140-145.
doi: <https://doi.org/10.20546/ijemas.2022.1103.016>