

# A Critical Evaluation of Employee Satisfaction: A Case Study on Pharmaceutical Industry

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## Abstract

This research paper aims to critically evaluate employee's satisfaction in pharmaceutical industry and identifying those factors which are provoking high employee turnover. In this research, we used deductive approach to identify and investigate one factor or several factors as major system components. The main factors are Supervision, working environment, Training and Developing and rewards and compensation. In this study, it is part of the Descriptive statistic research chosen using convenient sampling techniques; important data is gathered through questionnaires. The questionnaire was designed according to the characteristics of literary research, expert advice, employee satisfaction model and. We surveyed and analyzed 30 Maple employees. Results shows for Training and Developing the mean value is significantly differ from its Test Value so, it means that there is insignificant impact of Training and Developing on Employee Satisfaction whereas rest of three Supervision, Working Environment and Reward and Compensation shows that the mean value is insignificantly differ from its Test Value so, it means that there is significant impact of Supervision, Working Environment and Reward and Compensation on Employee Satisfaction.

**Keywords:** Employee Satisfaction, Supervision, Working Environment, Reward and Compensation on Employee, Training and Development, Pharmaceutical industry

## 1.Introduction

### 1.1 Background

Maple is the company that first set up the stage. It's started with Toronto (Maple Pharmaceuticals Inc.) in Canada and has decided to build advanced manufacturing facilities in Pakistan. Their main purpose is to establish facilities that are designed to meet the regulatory requirements of developed

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countries. Therefore, the decision to make maple leaf started and started in 1999. It was an important year for the first time for Maple to shovel the starting point.

It is a very new company that was well developed, technically sound and designed to be a multifaceted production facility. Planning to establish an image as a high-end brand will make the most of Maple's unique marketing technology. Maple is well designed and it is not easy to make it modern equipment. However, with the patience and perseverance of the Maple project team, all obstacles will face and overcome. To accommodate the growing capacity requirement, install high quality machinery. PharmEng, a Canadian pharmaceutical consulting firm, collaborated with Maple to support design, process, and operation.

Using a positive licensing and acquisition program Maple Pharma hopes to grow rapidly in the domestic and foreign markets of brands and specialty medicines. Maple has been treating health promoting substances for hundreds of years and is a pharmaceutical concern representing symbolic symbols rather than maple leaf itself.

Maple, a company with scientific basis, promises to support medical professionals by promoting scientific methods. We have established an innovative pharmaceutical manufacturing platform for manufacturing selected drugs. We hope to further expand the scope of the business to expand treatment compass by market demand and increase demand. Venture funds are easy, but to take risks, you need the courage to earn personal money. Entrepreneur leaders are distinguished from professional leaders (Ahsan Feroz, COO Maple Pharma). Maple Pharma can serve international markets with highly competitive price and quality products that meet GMP standards. Our main philosophy is to use a fairly flexible approach to build a healthy business environment with customers. I am convinced that when you work with us, you will connect with each other in a mutually beneficial relationship and provide your business benefits.

Maple has been treating health promoting substances for hundreds of years, and it is a problem of medicines representing iconic symbols rather than maple leaf itself. Maple, a company with scientific basis, promises to support medical professionals by promoting scientific methods. We have established an innovative pharmaceutical manufacturing platform for manufacturing selected drugs. We think that we can further expand the scope of business in order to expand treatment range through market demand and rising demand.

## **1.2 Project Research Problem**

To critically evaluate employee's satisfaction in pharmaceutical industry, identifying those factors which are provoking high employee turnover. Everyone cannot be satisfied with their work. A person is either new or seasoned employee at work place. Problem always occurs during the work and every employee has to face problems while doing work in any organization or industry. The mostly problems starts from when employee avoid to speak about their problems to their supervisor because employee knows that if they speak, that always be rejected from their

supervisor or boss. There are number of specific causes for job dissatisfaction. Training means that companies are plans to improve the staff of work recognizing and labor related technology, knowledge, technology, action for many years (Noe, 2013). Employee high turnover due to company polices, low remuneration, seniors negative attitude, inadequate trainings, working condition, no job securities, favoritism, over worked, over bearing boss and so on, these all factor which provoking employees to turnover, detecting the solution for all these factors through these variables; Supervision, Work environment, Training and Development and Reward and Compensation. The first step in improving employee consolidation is generally to manage a satisfaction survey designed to measure employee attitudes. In this survey, employees need to assess wages, supervisors, colleagues, opportunities for promotion, business satisfaction (Smith et al., 1969).

### **1.3 Purpose of Research Project**

"Employee Satisfaction" is done with Maple Pharmaceutical Pvt. Ltd. The main purpose of this research is to confirm the satisfaction of employees in the organization. Employee satisfaction is important to the success of all business. Important factors to consider in terms of employee's satisfaction are Supervision, Work environment, Training and Development and Reward and Compensation and so on. Employee satisfaction is the center of employee work and respect for work. Easy income of employees to discuss senior management issues is maintained and carefully supervised. This study was done to understand the Maple pharmaceuticals. Since employees are the center of each organization, it is necessary to consider the enthusiasm and satisfaction of the employees. As we can do more work, we recommend reaching the organization. In the industry, seek out ways that employees can better control timetables, the environment, and / or work habits. For example, an employer can provide a schedule of other work such as resilient regime or teleworking. Today's employees are demanding a high schedule out of work, and many employees like bosses that take into consideration the balance between work and life. Since each employee's non-business duties are different, a user-defined schedule is the best way to improve employee satisfaction. Also, in the industry, it is recommended that employees customize workstations. Here, decorative, and / or equipment may be included. This not only allows employees to control their work environment but also reduces back pain, eye fatigue and other personal barriers. Studies also showed that certain colors and decorations were able to improve happiness. Employees can work in a dull office without being trapped but can create places they like. Another way you can give the staff a sense of control is to create employee-centered competition like sales competition.

## 1.4 Research Question

1. What is the effect of supervision on employee satisfaction?
2. What is the effect of working environment on employee satisfaction?
3. What is the effect of training and development on employee satisfaction?
4. What is the effect of rewards and compensation on employee satisfaction?

## 1.5 Significance of the Project

On the organizational level, the satisfaction of the employees is an important aspect. Employees are the backbone of each organization. It is the management's responsibility to protect many of their employees and employee productivity satisfaction is should be high. Therefore, each organization provides various facilities to raise the satisfaction level of emphasis on the satisfaction of employees and to reduce complaints. I would like to know that the employees of Maple pharmaceutical are satisfied or not and work on solving the problem with my research.

## 2.Literature Review

In this part of the study, studies on variables are defined and occur between variables, which is performed in deep review of the literature

### 2.1 Employee Satisfaction

The more widely accepted relationship is the relationship between employee satisfaction and employee turnover. Employee conversion model almost universally shows a negative correlation between satisfactions and split-up. The first step to increase the staff retention rate is to manage a satisfaction survey, often designed to measure employee attitudes. In this survey, employees need to evaluate wages, supervisors, colleagues, opportunities for promotion and satisfaction of the operations themselves (Smith et al., 1969). The intention of employment is to be affected by satisfaction of employees who are greatly affected by unsatisfactory jumps, bringing about a statistically significant change with attention paid to the average intention of continuing employment while being influenced up to pleasure it was. Therefore, the reason for employee satisfaction and pleasure helps to develop a plan for improving employee's consolation remuneration (Rust, Miller, & Pielack, 1996). Employee satisfaction is the degree that individuals are satisfied with their work. This is an embarrassing aspect of employment, but any work is a very important part. It is important for companies to monitor and understand their satisfaction, and there are good reasons. The level of employee satisfaction is directly related to the work efficiency of employees. It took a long time now. It affects the culture of a group of companies.

## 2.2 Supervision

Research was conducted to determine the supervision of employees deemed to be effective to support the development of job and development paths individually. In this research, we ask employees' beliefs about the importance of various supervision actions, and employees are required to show such behavior in fact. Whether the perception of supervision's employee is related to the quality of supervision the staff needs to acquire, the quality of the employer and the satisfaction of the company / organization for assigning work it is to decide. If the superintendent actually shows effective behavior and these actions are positively related to the employee's satisfaction program, the superintendent can decide which actions are positive for their actions. It shows the satisfaction of employees and significant correlation for the quality of the supervisor obtained and the satisfaction of the company / organization as an employer. There is a significant positive correlation with employee satisfaction. The importance of this research is doubled.

At first, it is concrete supervision behavior. Employee confirmed valid. Secondly, there is a significant amount of correlation between the business environment and the satisfaction variables of employees. Goal setting and sovereignty satisfy the quality of supervision and company / organization satisfaction with job task as employer and employee (Thacker & Holl, 2008). One thing that can be achieved rapidly in research is that it is not easy for the supervisor to manage, as an important model of research approach (customer employee) is managed. They are always demanding that we concentrate on their research and desire and seem to find advice on listening to employees' threats. However, it is important to change the supervision model from "employees as employees" to "simple but fundamental problems such as customers", Overall employee satisfaction is done by the supervision process related to the employee's well-being (Rust, Miller, & Pielack, 1996). Supervision can do sufficiently of things for their employees like, open up the lines of communication, listening closely, asking questions giving feedback and all. Supervisor should motivate the employees towards their work. If the supervisor is having charismatic personality and understand the employees problems and issues which the employees are having while doing work that is satisfying the employee more. Supervisor should listen to their employee and try to resolve entire problem which employee are having.

## 2.3 Working Environment

Work environment is beliefs and values that exist in long-term organizations, employee's faith and expectations of work that can affect employee's attitude and behavior. Administrators generally fulfill their mission of coordinating leadership actions and potentially affecting employee job satisfaction. Therefore, it is important to understand the relationship between employee working environment and occupation satisfaction. The environment within the organization is very important and plays an important role in a happy and healthy environment. Recognizing and

accepting employees who are promoting the spirit of employee organization may affect employee's attitude and attitude. When the interaction between leadership and employees is good, the latter makes a greater contribution to team communication and collaboration, and by encouraging the organization to complete its mission and goals, the job satisfaction level it is to improve (Tsai, 2011). The satisfaction of workers represents the degree to which the working environment meets the needs and needs of employees. It depends on the work itself (content, complexity, necessary knowledge and skills, autonomy), social work environment (colleagues, management style, employment conditions such as salary, leave plans and career prospects), the location of the physical work environment, Lighting, sun, landscape etc.), and the interaction of these aspects. Work related aspects like employees' personal lives can also play an important role. As a result, we are in charge of measuring changes in employee satisfaction due to technological innovation in the workplace and we need to thoroughly consider the influence of many other factors (Voordt, 2004). Although there seems to be a common recognition of the main content, there is another interpretation of the term "organization culture". Most definitions regard it as reflecting the history of the organization. Organizational culture is also related to awareness and symbols that are formed and maintained by multiple organizations. It is difficult to change the characteristics of organizational culture (McMurray, 2003; Wilson, 2001; Schein, 1990; Hofstede, 1991). Working environment is related to organization cultural which really effects to employee. Most of the employee doesn't meet the industry environment because every industry is having different environment and if the employee is satisfied with industry environment than the employee can take interest in doing work.

## 2.4 Training and Development

Internal training and development is another area where you can see the benefits as an employee metaphor as a consumer. Many organizations tend to design and evaluate training without actually entering sophisticated staff. This approach ignores the ability of employees themselves to be able to develop improved approaches, often in the best location where they can evaluate their needs (Lawler, 1992; Manz and Sims, 1993). Considering the employees at the forefront of customer needs, the organization asks for evaluation not only for their opinion but also for the overall evaluation of the results of the training. Application of customer satisfaction model seems to have great hope for research in that it is difficult to properly evaluate the results of training (Arvey & Cole, 1989). Training is an important part of the development of the ISS staff.

This not only provides professional training, but also gives employees a broader perspective; employees can develop the company and feel the rest of the organization under development. However, training is one thing actual personal development on a daily basis. Annual communication is more effective and dynamic, development is totally different things. With two people holding hands, the ISS think you cannot develop them by training alone. Every time people participate in other activities and projects, there will be when people need information. Staff

development should be combined with clear recruitment, appropriate professional training, training, management level. We are very convinced that people can develop career development paths and grow within the company (Loveday, 1996). Training means the company's planned efforts to raise awareness of employees for years of work and labor-related competence, knowledge, technology, action (Noe, 2013). In most cases, the success of training activities is assessed by some of the criteria presented in the hierarchical model of the results of Kirkpatrick's training (Noe, 2013). This hierarchical level includes four levels of training: training content and process participants' responses, knowledge learning and skill acquisition, behavior change and personal and organizational outcomes. Job Training Satisfaction (JTS) is a new term for evaluating the water solubility of employees for vocational training. (Schmidt, 2007) The results of this research can further facilitate the study of the relationship between JTS, JS and TI. Also, employee satisfaction can assess the overall impact of JS and TI on educational programs, which can be used as a guide in designing educational programs. The concept of JTS is defined as the difference from various aspects of professional training they receive (Schmidt, 2007, 2009). Based on Schmidt JTS not only measures the employee's overall professional training experience but also checks the official or planned training activities of the organization. Schmidt (Schmidt, 2007) noted that JTS and JS have a positive relationship. When? People tend to feel enthusiastic about the educational program, such as JTS's highest evaluation, organization of knowledge and training skills, creating positive impressions and attitudes for effective implementation of work (Noe, 2013). In that case, people with low JTS feel that they are not good at training programs, do not like the design of training activities, and can give negative impressions to tasks and attitudes. If the employees feel positive with the training program, they may be willing to accept the training contents for better self-development and generate positive impressions and attitudes toward a given task, which in turns might lead to better job performance and higher retention. Every industry which is having monthly basis training and developing process are those company which are gaining highly profits because how much they train their employees the more the industry can earn profit, More investing on training that means polishing the employees for industry growth. Industry should train their employees and keep working on developing for further better growth. Top ranked industries are those industries that focus on training and developing.

## **2.5 Reward and Compensation**

In this paper, we survey the prerequisites for satisfying employees and define and measure the satisfaction of benefit, expenses and quality employees. (Lust & Danehower, 1992). According to Alil and Ahmed (2005), "At a minimum, employees expect the organization to provide fair wages, safe working conditions and fair treatment". Like management, employees expect more than expected based on their strengths in terms of safety, status, participation, challenges, authority and responsibility, and how each organization's expectations are organized within the organization and predicting whether it is ambitious. In order for an organization to meet these expectations, it is

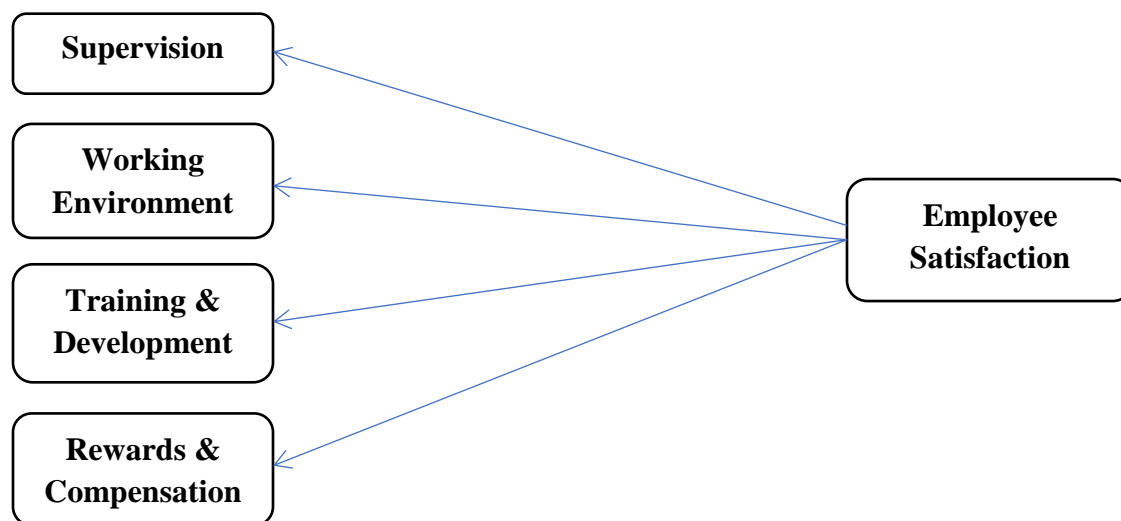
necessary to understand employee motivation. There is a statistically significant relationship between stimulus and identity, stimulation and satisfaction. According to research results, when employee compensation or certification is changed, motivation and satisfaction of work are displayed as corresponding changes. Motivation is the reason individuals do what they do when they do. "In everyday society, many other things that motivate and motivate people will not necessarily motivate others," the view to support is that "one size fits all" is returned and identity will not be enough to rubber yourself cultural characteristics will also strengthen others. In this study, we assert that the role of the background elements is important to form such a relationship, especially whether the organizational culture is open or closed. First, various effects of the definition of other components of benefit satisfaction are important. This finding means that ambiguous results related to previous judicial / benefit satisfaction are due to measurement and implementation of efficiency satisfaction at a too broad level (Arnold & Spell, 2003).

Rewards and compensation are those element which satisfying employee a lot and motivating them to work hard. Industry should provide benefits, rewards and compensation to their employees that industry could achieve their goal which it wants. Employees also focus on how much company is beneficial for them, if the employee could get rewards and compensation from their industry that's more satisfying the employee towards their work.

### 3.Planned Research Methodology

#### 3.1 Methodology

Figure 3.1: Schematic Diagram





Employee satisfaction is dependent variable and rest four is independent variables which are Supervision, Work Condition, Training and Development and last one Rewards & Compensation. According to (Yin, 2014) "Readability, reliability, reliability issues are important", in the case study with the simplest case study, "Empirical research on contemporary phenomena (" case ") in the real world". In the typescript Yin emphasized the power of high quality case studies, with emphasis on harshness, effectiveness and reliability. Clearly a case study sponsor Yin accepted public long-term criticism as a methodology and urged researchers to carefully consider that case studies are the most appropriate way to investigate projects it remained. Case study is a comprehensive approach that programmers are considering, but its usefulness, relevance and quality depend on the assessment of the situation, technology and expertise. Like the Institute of Social Sciences. Yin urged the evaluator to carefully consider whether to adopt the appropriate method before familiarizing the case study design and using it for evaluation it stayed. I have acquired the necessary knowledge so that can understand the complicated process of the case study, as well as feel the use of own research project.

### **3.2 Approach**

In this research, we used deductive approach to identify and investigate one factor or several factors as major system components. The method used in this study is by comparison the selected literature and literature industry in academic and industrial literature field by comparing Maple Pharmaceutical industry with literature, academic, and industrial literature.

### **3.3 Data Collection**

Employee Satisfaction "by confirming the satisfaction of the employees of the organization, employee satisfaction is decisive to the success of all business. The main factors are Supervision, working environment, Training and Developing and rewards and compensation. In this study, it is part of the Descriptive statistic research chosen using convenient sampling techniques, important data is gathered through questionnaires, data is gathered in company records and websites. Descriptive statistics are used to present quantitative explanations in a manageable form. In this study, we can take a lot of measures. Or, we can measure a lot of people. Descriptive statistics help to simplify large amounts of data in a reasonable way. Each descriptive statistic reduces the amount of data with a brief summary. Descriptive statistics are used to present quantitative explanations in a manageable form. The descriptive statistics also carried various test correlation, variance, mean, median, mode, range and so on.

The survey method included questionnaire, data analysis sample and method, and anonymous questionnaire was developed. In this study, we used the questionnaire because we used quantitative research so the questionnaire divided into five parts based on employee satisfaction, supervision, working environment, Training and Developing and Rewards and Compensation. In this study,

the evaluation of Likert style is generally 1 - very impractical 5 - very material one. Employee satisfaction is measured based on previous research questions. Data required for research was collected from employees through questionnaires. Analysis and interpretation are performed using statistical tools and data provided through tables and graphs. In this research, it is based on investigation method. The sample design is going to get samples from a specific population. Selected a convenient sampling method used for the sample. The questionnaire was designed according to the characteristics of literary research, expert advice, employee satisfaction model and. We surveyed and analyzed 30 Maple employees.

## 4. Results and Findings

### 4.1 Descriptive Profile of the Data

Four independent variables collected via the Likert Scale are survey data, Supervision, Working Environment, Rewards and Compensation, Training and Development and dependent variable employee satisfaction recognized by the Pakistan Pharmaceutical Industry. Data analysis and statistical software SPSS to evaluate the data and reliability test to determine the reliability of the instruments used to collect the data.

**Table 4.1(a)**

#### Reliability

Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	<b>28</b>	<b>93.3</b>
	Excluded <sup>a</sup>	<b>2</b>	<b>6.7</b>
	Total	<b>30</b>	<b>100.0</b>

a. Listwise deletion based on all variables in the procedure.

**Table 4.1(b)**

<b>Reliability Statistics</b>		
Cronbach's Alpha	N of Items	
<b>.879</b>	<b>15</b>	

Cronbach's alpha is the most common measure for internal consistency ("reliability"). When there are multiple Likert questions in the survey / questionnaire, we usually use this test to create a scale and try to determine if the scale is reliable. According to Bolarinwa (2015), reliability is the degree to which the results obtained, using measurements and procedures can be repeated. Reliability has a significant influence on the effectiveness of the questionnaire but there is not enough condition for the effectiveness of the questionnaire. Reliability is the range in which Questionnaire, test, observation or all measurement series calculate the same result in repeated paths. In summary, evaluation is the stability or consistency of the score over time. As above test shows the alpha coefficient for the 15 items is 0.879, suggesting that the items have relatively high internal consistency.

## 4.2 One-Sample Statistics

**Table 4.2(a)**  
**T-Test**

<b>One-Sample Statistics</b>					
	N	Mean	Std. Deviation	Std. Error Mean	Error
Training_and_development	<b>30</b>	<b>3.0778</b>	<b>.80078</b>	<b>.14620</b>	
Supervision	<b>30</b>	<b>3.9361</b>	<b>.69814</b>	<b>.12746</b>	
Working_environment	<b>30</b>	<b>3.8917</b>	<b>.75625</b>	<b>.13807</b>	
Rewards_and_compensation	<b>30</b>	<b>3.8500</b>	<b>.67785</b>	<b>.12376</b>	

**Table 4.2(b)**  
**One-Sample Test**

	Test Value = 4				95% Confidence Interval of the Difference	
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
Training_and_development	<b>-6.308</b>	<b>29</b>	<b>.000</b>	<b>-.92222</b>	<b>-1.2212</b>	<b>-.6232</b>
Supervision	<b>-.501</b>	<b>29</b>	<b>.620</b>	<b>-.06389</b>	<b>-.3246</b>	<b>.1968</b>
Working_environment	<b>-.785</b>	<b>29</b>	<b>.439</b>	<b>-.10833</b>	<b>-.3907</b>	<b>.1741</b>
Rewards_and_compensation	<b>-1.212</b>	<b>29</b>	<b>.235</b>	<b>-.15000</b>	<b>-.4031</b>	<b>.1031</b>

Sample t-test is a statistical procedure used to determine whether observed samples can be produced by processes with specific averages. Statistical significance is determined by looking at the p value. The p value indicates the probability of observing the test result under the null hypothesis. The lower the p-value, the lower the probability of obtaining the observable results when the null hypothesis is true. Thus, lower p-values indicate less support for the null hypothesis. However, the null hypothesis is a fact and we cannot completely eliminate the possibility of getting the only very rare result. The cutoff value that determines the statistical significance is ultimately determined by the researcher, but in general values less than 0.05 are chosen. This is the same as when the probability of observation prospect like a false - null hypothesis is 5% (or less). Thus I choose one sample T-test to identify my research results and compared mean value of variables to test value which is 4. If mean value is greater than 4 it will be acceptable whereas if the mean value is less than 4 It will be rejected and if the mean value is equal to 4 than it will be also acceptable. In other words, if the significance value is greater than 0.05 than it will be acceptable because the mean value is equal to test value which is 4 or if the significance value is less than 0.05 and mean value is the variable is less than 4 than it will be rejected and if the mean value of the variable is greater than 4 so, we again accept the hypothesis. In order to this my results shows for Training and Developing the mean value is significantly differ from its Test Value which is 4 so, it means that there is insignificant impact of Training and Developing on Employee Satisfaction. Whereas rest of three Supervision, Working Environment and Reward and Compensation shows that the mean value is insignificantly differ from its Test Value which is 4 so, it means that there is significant impact of Supervision, Working Environment and Reward and Compensation on Employee Satisfaction.

#### **4.1.2 Hypothesis (H<sub>1</sub>)**

This is to test the impact of Training and Developing for employee satisfaction. (Table 4.2), the importance of "Training and Developing" means less than 0.05, meaning there is no significant relationship between Training and Developing and employee satisfaction. The greater the number of Training and Developing an employee is facing in an organization, the more work and authorization of the employee is made.

#### **4.1.2 Hypothesis (H<sub>2</sub>)**

This assumption displays the effect of the supervision for the satisfaction of the employees. (Table 4.2), the value of the importance of the supervision is greater than 0.05, which means that there is a significant positive correlation between supervision and employee satisfaction. The more you increase the number of staff and authority, the more senior managers in your organization can direct and accommodate your work.

#### **4.1.2 Hypothesis (H<sub>3</sub>)**

This is to test the impact of the Working Environment on the satisfaction of employees. (Table 4.2), the importance of the Working Environment is greater than 0.05, which means that there is a significant positive correlation between Working Environment and Employee Satisfaction. The Working Environment is in charge of the most important role in the satisfaction of the employees and the employees want to work in a comfortable environment that feels comfortable.

#### **4.1.2 Hypothesis (H<sub>4</sub>)**

This is to test the effect of Rewards and Compensation for Employee Satisfaction. (Table 4.2), the importance of Rewards and Compensation is greater than 0.05, meaning there is a significant positive correlation between Rewards and Compensation and Employee Satisfaction. Summary of X, the workers did not know completely economically. Therefore, supplementary benefits such as LFA and life insurance are important factors to motivate employees to be satisfied with the organization as well.

### 4.3 Hypotheses Assessment Summary

S.No	Hypothesis Developed	Sig value	Mean Value	Empirical Conclusion
1	<b>H<sub>1</sub></b> : There is insignificant impact of Training and Developing on Employee Satisfaction.	.000	3.0778	<b>H<sub>1</sub></b> was Rejected
2	<b>H<sub>2</sub></b> : There is significant impact of Supervision on Employee Satisfaction.	.620	3.9361	<b>H<sub>2</sub></b> was Accepted
3	<b>H<sub>3</sub></b> : There is significant impact of Working Environment on Employee Satisfaction.	.439	3.8917	<b>H<sub>3</sub></b> was Accepted
4	<b>H<sub>4</sub></b> : There is significant impact of Reward and Compensation on Employee Satisfaction.	.235	3.8500	<b>H<sub>4</sub></b> was Accepted

## 5. Conclusion

### 5.1 Discussion:

Employees are the backbone of every organization so it is most significant part to satisfied the employees to earn more profit and maintained stable environment within the organization thus, this research is Based on the Employee Satisfaction with four different variables which are one is Supervision, Working Environment and Reward and Compensation and Training and Development. These four variables play an important role in every organization. Many of researchers have study or researched on these variables individually. This researched is compared with past literatures for identifying the solutions with different variables which has been taken from past literatures. Based on past literatures this research has compared with past literatures three variables related with the past literatures but Training and Development doesn't relate with literatures because those literatures are developing countries literatures and in developing countries the Training and Development is most important factor for their employees. They train their employees but in Pakistani it is less important. According to Noe, 2013, Training means the company's planned efforts to raise awareness of employees for years of work and labor-related competence, knowledge, technology, action. Most of the organization doesn't focus on Training and Development that's the main reason of lacking of Training and development. Apart from this, the four hypothesis have concluded that the employee are really motivated and satisfied by the

different variables that are mentioned above, hence the workers will be more motivated through training and development, fringe benefits and the power given to them. This research is disused within the framework of Maple Pharma and its executive employees based on their branch in the city of Karachi.

## 5.2 Conclusion:

Employee satisfaction is important to the success of all business. The objective of this research is to understand employee satisfaction with various variable Supervision, Working Environment, Training and development and Rewards and Compensation. Employees are the backbone of all organizations, so Maple needs to consider the motivation and satisfaction of company employees and this research is critically evaluate employee's satisfaction in pharmaceutical industry, identifying those factors which are provoking high employee turnover. On the organizational level, the satisfaction of the staff is an important aspect. The method used in this study is by comparison the selected literature and literature industry in academic and industrial literature field and by comparing Maple Pharmaceutical industry with literature, academic, and industrial literature. Descriptive statistics are used and data which was collected through questionnaire (Likert Scale) for four independent variable i.e., Supervision, Working Environment and Reward and Compensation and one depended variable Employee Satisfaction in context of perception of people of Pharma industry of Pakistan. The responses were evaluated on data analysis statistical software SPSS. One test which is employed is the Reliability test to determine the reliability of the instrument used to collect the data. The survey method included questionnaire, data analysis sample and method, and anonymous questionnaire was developed. In this study, we used the questionnaire because we used quantitative research so the questionnaire divided into five parts based on employee satisfaction, supervision, working environment, Training and Developing and Rewards and Compensation. Results shows for Training and Developing the mean value is significantly differ from its Test Value which is 4 so, it means that there is insignificant impact of Training and Developing on Employee Satisfaction whereas rest of three Supervision, Working Environment and Reward and Compensation shows that the mean value is insignificantly differ from its Test Value which is 4 so, it means that there is significant impact of Supervision, Working Environment and Reward and Compensation on Employee Satisfaction. As the Working environment plays the highest role for employee satisfaction, workers like to work within a comfortable environment in which they feel accepted, The more the employee is being tampered and given authority the more his work is supervised and accepted by the senior management of the organization, . The more the training and development an employee faces in the organization, the more he feels committed to his work and authority and As stated in THEORY X, that workers are solely motivated by money. Hence other fringe benefits like LFA, life insurance are key aspects which motivate an employee towards satisfaction towards their organization.

### **5.3 Policy Implications**

The results show that independent variables such as supervision, working environment, Rewards and compensation affect the satisfaction of employees, but Training and Developing did not affect the satisfaction of the employees. Therefore, employee satisfaction is the most important for employers and employees to maximize profits. Training and Developing is an important asset in the achievements of employees. However, if you are not satisfied with the atmosphere of your supervisor or organization, investment in training will not help or motivate your employees. To make the most of the training benefaction, it is important to understand why employees are not satisfied and eliminate or reduce discomfort in the workplace.

### **5.5 Limitations**

There are some restrictions like the time required to run the research to acquire the essential data in the course of the study. Time is one of the limits and it's limiting for adding more information for the importance of this topic. Another limitation is to access the data you collect from the organization. It is difficult to obtain the collected information because the employees of the organization do not happily share their real opinions. We need to pay particular attention to the ethical aspect of research so that respondents' responses are private and confidential and cannot be accessed by anyone. Therefore, companies that have not previously considered this problem can now use the information in this study to design a development of future success, to ensure long-term success.



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