

## **Comparative Performance of Indian Railways in terms of Employee Job Satisfaction with respect to the Guntakal Division**

**VADDI RAMESH<sup>1</sup>, Dr ASHOK KUMAR KATTA<sup>2</sup>**

<sup>1</sup>Research Scholar, School of Management Studies, Vels Institute of Science, Technology & Advanced Studies, Pallavaram, Chennai, India.

<sup>2</sup>Associate Professor, School of Management Studies, Vels Institute of Science, Technology & Advanced Studies, Pallavaram, Chennai, India

Corresponding author:- [rameshvaddi6013@gmail.com](mailto:rameshvaddi6013@gmail.com), [yoursashok1984@gmail.com](mailto:yoursashok1984@gmail.com)

### ***Abstract :-***

For me, employee satisfaction at the Guntakal Railway Division is a fascinating issue. The majority of workers are pleased with the company's performance. Employees have a positive impression of the company. The majority of workers are aware of the organization's strategy and have faith in its leadership. The majority of employees get enough appreciation for their contributions. Railways that pay their workers a decent wage will continue to function. Employees must share tasks and work in line with the organization's goals, just as they would in a family. People are constantly given opportunities to demonstrate their abilities and be acknowledged. The upper management is quite accessible.

Keywords: Employees Job satisfaction, Guntakal Railway division, Indian Railway employees.

### ***Introduction***

In 1856, railways were introduced to the southern section of India. The Madras and Southern Maratha (MSM) Railway, with its headquarters in Madras, opened to the public on July 1, 1856. The MSM Railway included the Bezwada District, as well as Rayapuram and Podanur. A regional transportation superintendent oversaw the MSM Railway, while a district transportation superintendent oversaw Bezwada District, both of which were located in Rayapuram (DTS). In 1951, MSM Railways and Southern Railways amalgamated to become Southern Railways. Madras and southern Maratha railway were merged on April 14, 1951, and the Guntakal division was established on May 16, 1956, as one of the eight divisions of the Southern Railway. Guntakal division was included in the creation of the South Central Railway zone in 1966. The Guntakal Division is an important component in India's railway network. It links East, South, West, and North India and serves as the gateway to South India.

The Guntakal Division covers seven Andhra Pradesh revenue districts: Dharmavaram, Kadapa, Renigunta, and Yerraguntla. Guntakal Junction is a railway station located in the Anantapur district of the Indian state of Andhra Pradesh, serving the town of Guntakal. The Guntakal Railway section of the South Coast Railway is also located here. Mumbai-Chennai, Vijayawada-Marmagova, and Guntakal-Bengaluru lines converge at this station, which also functions as a junction.

Indian Railways' South Coast Railway Zone includes the Guntakal Railway Division, one of four such divisions (SCR). Guntakal serves as the division's headquarters, while Visakhapatnam serves as the zonal headquarters. In order to cover the whole Bg line division, the Guntakal Division is Uni Gauge. The Guntakal division was constructed by the Southern Railway zone in 1956. As of February 27, 2019, this zone had been created, it had been relocated to the South Coast Railway zone on October 2, 1977. Andhra Pradesh, Karnataka and Tamil Nadu are all there.

In 1871, when the Madras Indian Railway joined the Great Indian Peninsular Railway and extended the Chennai-Arakanam route to Raichur, a 1,676 mm (5 ft 6 in) wide train reached Mumbai and Chennai. Between 1888 and 1890, the Maharatna Southern Railway established a meter line from Vijayawada to Margov via Guntakal. The Guntakal-Bangalore Railway was started in 1892-1893. It was created in 1893 that the Guntakal-Mysore Frontier Railway. SMR Railway was in charge of its operations.

The guntakal division's total route kilometres as of 08-05-2020 are 1451.90. An A-1-category station is among the 134 stations in the division; the others are B-categories (eight), C (nine), D (nine), and F (nine) in that order; The remaining 20 are Class F stations. There are no stations falling under Class "C" in this section.

### ***Review of Literature***

AshokKumar(2015), For me, employee satisfaction at the Vijayawada Railway Division is a fascinating issue. The majority of workers are pleased with the company's performance. Employees have a positive impression of the company. The majority of workers are aware of the company's strategy and have faith in its leadership. The majority of employees get enough appreciation for their contributions. Railways that pay their workers a decent wage will continue to function.

Mohammad Riaz et al (2014) Sakthi Auto Components Limited, Erode, has conducted research to determine the factors that contribute to employee work satisfaction. The findings indicate that the corporation has to raise wages and compensation, as well as leave facilities. It must also enhance the workplace environment as well as interpersonal relationships.

Aswathappa K Job satisfaction, as stated in his book "Organizational Behavior," is the overall attitude of employees toward their employment. According to him, work satisfaction arises when an employee's attitude toward his or her employment is favourable. When one's attitude is negative, dissatisfaction occurs.

Jennifer M. George and Gareth Jones According to the authors of "Understanding and Managing Organizational Behavior," Job satisfaction is one of the most important and well-studied conditions in organizational behavior. Personality, morality, job satisfaction and the opinions of others are important.

Schirmerhorn et al. According to Organizational Behavior, job satisfaction is the level at which individuals feel satisfied or negative about their jobs. It examines the emotional impact or reaction to a person's job, as well as the physical and social environment in which a person

works. That's it. Satisfaction in Pharmaceutical Units located in Kurangi Industrial District, Karachi, Pakistan. According to the findings, managers at pharmaceutical businesses have moderate levels of stress, while employees experience high levels of stress. Stress levels were found to be lower in those who used good coping techniques, according to the findings of the research.

Sarma V.S Veluri *Organizational Behavior*" goes into great detail into the concept of job satisfaction. Because of its intangible nature, job happiness cannot be measured objectively, according to him. Indirect measurements include rating scales, personal interviews, trends and the critical event method.

Manjula and Srinivasan This paper describes the relationship between job satisfaction and professional stress in an information system. Certain stresses, such as fear of obsolescence, training gaps, time pressure, and technological limits, this has been shown to be an important assessment of job satisfaction among information systems employees. According to the study, information system employees who experienced less professional stress were more satisfied with their jobs than those who experienced more stress.

### ***Structure of Guntakal Railway Division***

Administrative control and railway operations are handled by Indian Railways. The divisions are the levels that deal with the public, such as ticketing, booking goods and packages, daily train operations, and asset maintenance, such as rolling stock, permanent way, signalling, and so on. The divisions are also in charge of overhauling the rolling stock on a regular basis. These divisions also keep track of the day-to-day revenue and spending. All major places on the division are in frequent touch with the divisional headquarters for efficient administrative and technical oversight. The Guntakal Division may be defined as a connection between the East and the West Coast, as well as a conduit between the North and the South. It has fulfilled its role as a catalyst for the region's economic, agricultural, and social growth. The Divisional Railway Manager (DRM) is responsible for overseeing the operations of each division of the railroad. A small number of additional rail managers assist the DRM, who are assisted by department administrators who act as managers for each department at the junior or senior management level. More than 100 express / postal trains, 130 commuter trains and more than 150 freight trains pass through this section daily, making it one of the busiest in Indian Railways. Guntakal station alone handles 35,000 passengers per day and an annual originating payload of over 7 Metric Tonnes, transporting over 2.5 lakh people (MTs). In order to reduce travel time, the Division uses MEMUs (Main Line Electric Multiple Units) and DEMUs (Diesel Electric Multiple Units). 160 passenger trains, 134 stations and 18 zones make up the network

Since 1953, Guntakal railway station has served as a six-point junction and divisional headquarters, and it is one of Indian Railways' most lucrative divisions. Mumbai, Vasco-dagama, Hyderabad, Howrah, Bangalore, and Chennai are among the cities served by its lines. In terms of route kilometres, it is SCR's second biggest division.

As of October 2, 1977, the Guntakal Division was a part of South Central Railway, having been founded as a part of Southern Railway in 1956. The Guntakal division includes the world-famous Sri Venkateswara Swamy Temple in Tirupati, as well as other shrines such as the Padmavati Temple in Thiruchanur, the Sri Kalahastishwara Temple in Sri Kalahasti, the Varasidi Vinayaka Temple in the Kanipakam Temple, and the Sri Lakshminarasimha Swami Qadri. , And Matraghawinter Swami of Manavendra Swami.

Iron ore, barite, limestone and many other natural rocks abound in the Guntakal department, which also has supernatural advantages over its competitors. Due to the fast industrialization and port operations, as well as increased commercial exploitation of the aforementioned, the goods flow is expanding exponentially. Year after year, the Guntakal Division grows in importance, both in terms of passenger and freight traffic.

The Guntakal division of the South Central Railway is the first in terms of route kilometres (1307.07) and the second in terms of track kilometres (1872.47). The number of tracks being added to RVNL and Construction Organization's New Line Projects is steadily increasing

### ***Human Resources of Guntakal Railway Division***

The Guntakal division of the Indian Railways is one of the biggest railway divisions in the country, and it is controlled by the South Central Railway Zone. In all, 14,300 individuals work for the division in various roles. Workers may be divided into two groups: gazetted (Group 'A' and 'B' cadre) and non-gazetted (Group 'C' and 'D' cadre) employees. In this respect, Table 1 shows the division's human resources in terms of several staff types for the years 2020-2021. The table demonstrates that Group 'C' and Group 'D' cadre personnel make up more than 99 percent of the workforce, whereas Group 'A' and 'B' cadre employees make up less than 1%.

Table 1: Human Resource of Guntakal Railway Division

<b>Category employees</b>	<b>No.of employees</b>	<b>Percent</b>
Group-A	76	0.5
Group-B	42	0.2
Group-C	14178	99.1
Group-D	4	0.2
Total	14,300	100

Source: In house Publication of Guntakal Railway Division –(Date:29.10.2021)

### ***Human Resources of Guntakal Railway Station***

Guntakal Railway Division is made up of 134 railway stations with a total workforce of 14300 individuals, with 3115 people working at Guntakal Railway Station alone. Group C and D category personnel account for 99.3 percent of the entire workforce at this station / junction, while Group A and B cadre employees account for just 0.7 percent. The information are shown in Table 2.

Table 2:- Human Resource of Guntakal Railway Station/ Junction

Category employees	No.of employees	Percent
Group-A	52	1.669
Group-B	26	0.834
Group-C	3036	97.463
Group-D	01	0.0321
Total	3115	100

Source : In house Publication of Guntakal Railway Division–(Date:29.10.2021)

Amounts owed by workers Employee-related expenses (personnel on rolls plus pensions) account for the majority of railroad operating costs in India. More than 61% of overall operational costs are attributable to employees. From Rs. 87,104.65 crore in 2009-2010 to Rs. 1,74,356.60 crore in 2019-2020, the annual growth rate of IR staff costs has fluctuated between a low of 4.86 percent and a high of 9.61 percent. Pay scale adjustments made in compliance with the 6th Pay Commission recommendations have resulted in exceptionally high yearly growth rates for personnel costs between 2009-2010 and 2020-2021. The specifics are shown in Table 3. As a result, maintaining tight control over employee spending is an intrinsically desired core necessity. The objective should be to match any increases in labour in expanding areas with savings in other areas through rationalisation, appropriate technology, unbundling, and outsourcing.table-4.

Table 3.Staff Costs of Indian Railways (Including pension) (Figures in crores)

Year	Staff costs including Pensions Wages	Annual Growth Percent	Average(Wages/12)
2009-2010	418.40	-	-
2010-2011	480.43	14.83	40.04
2011-2012	511.47	6.068	42.63
2012-2013	564.99	9.47	47.08
2013-2014	651.15	15.24	54.27
2014-2015	732.69	12.52	61.06
2015-2016	734.99	0.31	61.25
2016-2017	833.11	13.34	69.43
2017-2018	858.02	2.99	71.50
2018-2019	910.68	6.13	75.89
2019-2020	1055.22	13.69	87.94
2020-2021	982.89	-7.58	81.91

Source :-In house Publication of Guntakal Railway Division –(Date:16.09.2021)

Table-4: Revenue of indain railways

Revenue of indain railways		
Year	Revenu (in crores)	Annual growth Percentage
2009-2010	87,104.65	.

2010-2011	94,525.46	8.52
2011-2012	1,04,153.55	10.18
2012-2013	1,23,732.59	18.79
2013-2014	1,39,558.18	12.79
2014-2015	1,56,710.54	12.26
2015-2016	1,64,333.51	4.86
2016-2017	1,65,292.20	0.58
2017-2018	1,78,725.31	8.13
2018-2019	1,89,906.58	9.61
2019-2020	1,74,356.60	-8.18
2020-2021	87,104.65	-1.00

Source: Indian Railway Year Books--(Date: 16.09.2021)

Wages on a yearly basis Railway workers' average yearly earnings have risen steadily from Rs. 365.55 crores in 2009-2010 to Rs. 975.57 crores in 2020-2021. In 2014-2015, the yearly growth rate of average annual salaries was 2.35 percent, with a peak of 5.43 percent in 2013-2014. Tables 5 and 6 are two examples of tables.

Table5:-Average annual wages of employees (Figures in crores)

Year	Wages	Average annual (wages /12) of employees	Average No. of employees	Annual Growth Percentage
2009-2010	365.55	-	-	-
2010-2011	423.68	35.31	14969	-3.83
2011-2012	450.55	37.55	14659	-2.07
2012-2013	489.23	40.77	14294	-2.48
2013-2014	549.42	45.79	15071	5.43
2014-2015	619.79	51.65	15426	2.35
2015-2016	645.02	53.75	15085	-2.21
2016--2017	826.12	68.84	14911	-1.15
2017-2018	851.29	70.94	14468	-2.97
2018-2019	904.50	75.38	13896	-3.95
2019-2020	1051.40	87.62	14058	1.16
2020-2021	975.57	81.30	14395	2.39

Source: - In house Publication of Guntakal Railway Division – (Date: 16.09.2021)

Table 6:- Financial performance of Guntakal Railway division (Figures in crores)

Year	Gross Receipts	Work expenditure	Profit Surplus/short fail
2009-2010	724.11	830.54	-106.43
2010-2011	844.93	861.14	-16.21
2011-2012	959.25	981.14	-21.89
2012-2013	1220.63	1008.14	-212.49
2013-2014	1294.37	1173.67	-120.70
2014-2015	1419.17	1229.15	-190.0

2015-2016	1267.93	1205.19	62.74
2016--2017	1328.96	1261.13	67.83
2017-2018	1408.22	1295.15	113.07
2018-2019	1377.04	1459.45	-82.41
2019-2020	1476.30	1658.84	-182.54
2020-2021	696.00	1225.52	-529.52

Source : In house Publication of Guntakal Railway Division–(Date:16.09.2021)

### **Reference**

1. K. Ashok Kumar (2015) “Job satisfaction of Indian Railways at Vijayawada division”, International Journal of Current Researches, Issn 0975-833X, Vol-7, Issue-2, pp 12976-12979.
2. Mohammad Doostdar, Hamidreza Razaeei Kelidbari and Maliheh Masumu (2014), “International Journal of Management and Humanity Sciences”, Vol.3, No.4, pp. 1672-1677.
3. Aswathappa, K.(2010), “Organizational Behavior”, Himalaya Publishing House, Mumbai, pp. 213-244.
4. Jennifer, M. George and Gareth Jones, (2009), “Understanding and Managing Organizational Behavior”, Pearson education, New Delhi, pp. 82-95.
5. Steven, L, Mc. Shane, Mary Ann Von Glinow and Radha R. Sharma (2009), “Organizational Behavior”, Tata McGraw Hill Education Private Limited, New Delhi, pp 132-134. [www.growingscience.com/msl](http://www.growingscience.com/msl).
6. Schermorhorn, Hunt, and Osborn, (2007), “Organizational Behavior” Wiley India Private Limited, New Delhi, pp. 143-145.
7. Sarma, V.S. Veluri, (2009), “Organizational Behavior”, Jaico Publishing House, New Delhi, pp. 488-497.
8. Manjula, P.S. and Srinivasan, P.T.(2007), “Occupational Stress and its relationships with job Satisfaction among Information Systems Personnel”, Published by Excel books, New Delhi, on behalf of Bharat Dasan institute of Management, Tiruchirapalli, pp. 65-78.