

REVIEW

Employee satisfaction at an NGO working in educational sector in Mumbai

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The research paper “Employee satisfaction in an NGO working in the educational sector in Mumbai” aims to throw light on the fact that non-governmental organizations (NGOs) have risen as a lucrative career option, especially for the youths of the nation. NGOs do not only tend to support the government by working for the welfare of the people and especially for the deprived, and along with that, they are transforming into a sector that tackles the problem of unemployment by hiring young and creative minds with a will to do work for social causes. By offering a lucrative salary and a good work environment, NGOs provide a livelihood to people, and hence the employees gain an extraordinary experience of providing quality service at a subsidized or free rate and hence helping people gain equal status.

Keywords: employee, recommendation, satisfaction, yearly profit, dissatisfaction

1. Introduction

Non-governmental organizations (NGOs) are an important pillar of the nation and are termed civil society. The main task of civil society is to be the voice of the deprived and downtrodden, approach the poor and needy, and provide them with relevant services.

In short, the NGOs are moving ahead and trying to provide better employee satisfaction at an NGO so that they can get dedicated youths to work for them.

“SERVICE TO OTHERS IS THE RENT YOU PAY FOR YOUR ROOM HERE ON EARTH” – MUHAMMAD ALI

1.1. Aims

To create awareness about the positive aspects of working at an educational-based NGO by explaining employee satisfaction working in such NGOs and hence studying the parameters such as salary paid, work environment, and motivation to work that satisfies the employees and increases the will to work in an NGO, which in turn help them to contribute in a better way to the nation.

1.2. Statement of problem

To study the factors that satisfy the employees working in an educational-based NGO and hence create awareness about it among the youth to take this as a career option and contribute to the nation.

1.3. Implications of the study

After the research, the answer to the following questions can be derived:

1. The study will suggest why NGOs are better places to work for youth.
2. It provides the answer to what major challenges people face while working at an NGO.
3. The positive aspects of working at an NGO will be disclosed.
4. It details the rising job opportunities of an NGO.
5. It describes the factors that satisfy the employee who is working at an NGO.

- 6. It links the cause the NGO is working on and the satisfaction gained.
- 7. It creates awareness about the employment hike at the NGO.

2. Figures

The Response from the employees:

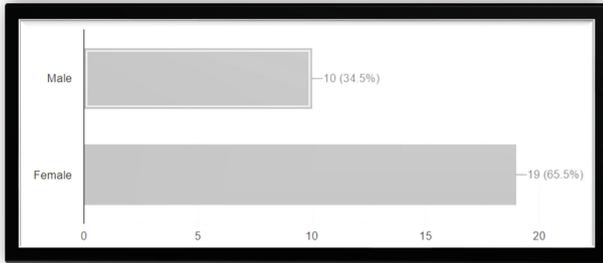


FIGURE 1 | Ratio of males and females in the non-governmental organizations (NGO).

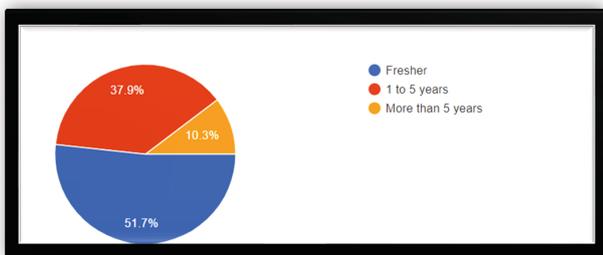


FIGURE 2 | Experience before joining.

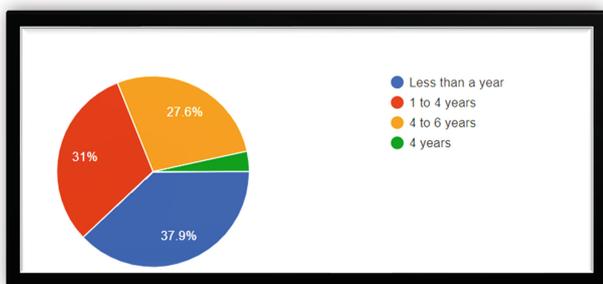


FIGURE 3 | Experience in the NGO.

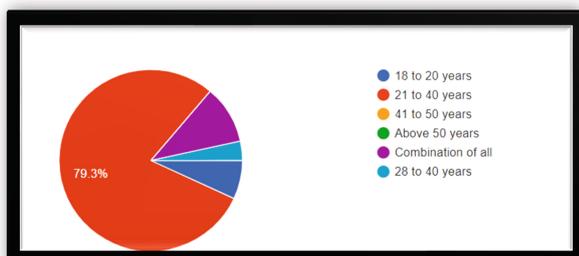


FIGURE 4 | Age group of the colleagues.

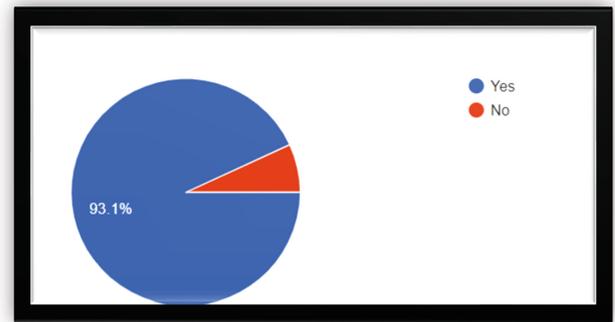


FIGURE 5 | Provision at workplace.

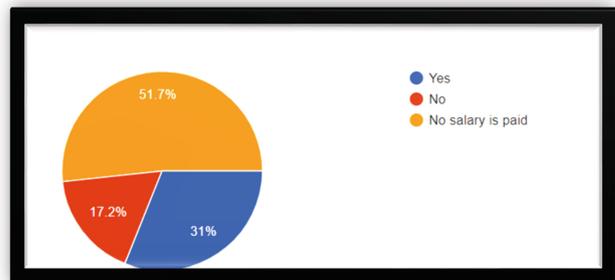


FIGURE 6 | Satisfaction in terms of salary.

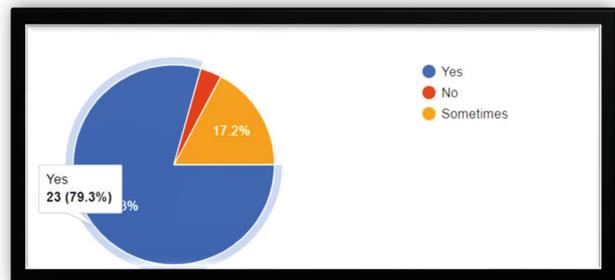


FIGURE 7 | Work environment at the NGO.

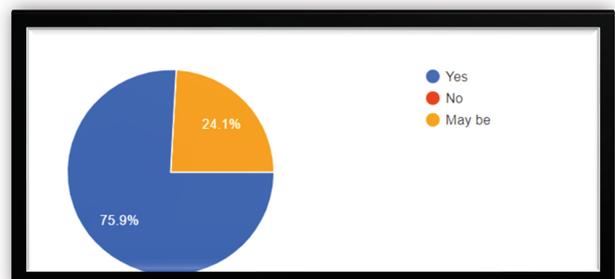


FIGURE 8 | Recommendations for work.

The Response from the management.

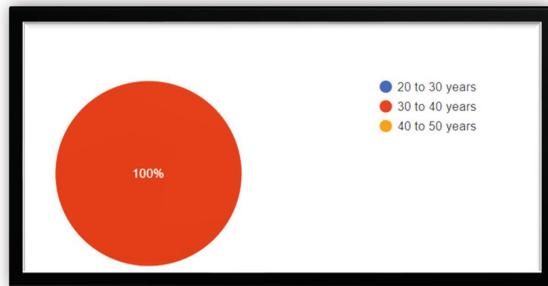


FIGURE 9 | Age group.

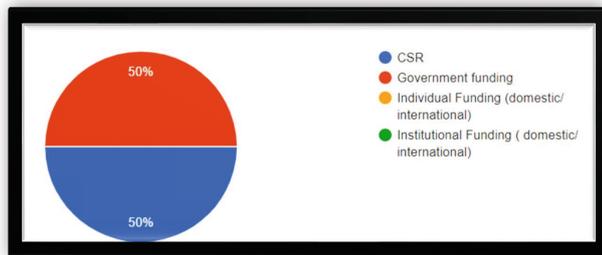


FIGURE 10 | Funds for the NGO.

3. Body of paper

3.1. Limitations

There are certain limitations of the study:

1. Only 50 respondents were chosen for the study, and therefore the real scenario is supposed to be hidden.
2. Only the vicinity of Mumbai was taken into consideration. There is a high chance the response would differ for the NGO in rural areas.
3. Also, as humans tend to hide reality, the responses can be different.
4. The NGOs working in the educational sector were taken into consideration. There are thousands of NGOs that have different motives, and hence the work environment will vary.
5. The research can be extended more by approaching the people in person, but due to time and location constraints, this could not be possible.

3.2. Research methodology

3.2.1. Primary research

To conduct the research, primary and secondary source of data collection is used.

The primary source of data collection was a questionnaire where a set of 15 questions were prepared and sent to the people working in an educational-based NGO and they were supposed to answer those questions. Along with that, 10 questions were prepared for the management level and they were supposed to answer those questions. Nearly 4–5 NGO employees sent these questionnaires back, and they were located in the vicinity of Mumbai.

The questions were closed-ended and open-ended to understand the views in a better way.

3.2.2. Secondary research

A secondary method of data collection was also used, and a study about employee satisfaction at an NGO is done with the help of the data available on the following:

- Internet
- Relevant theory papers existing on the Internet
- Articles
- Websites

3.2.2.1. Sample size. The questionnaire was given to 50 employees from randomly selected NGOs to answer the questions.

3.2.2.2. Sampling method. A convenience sampling method is used. The questionnaire was given to easily reachable and friendly NGOs so that the collection of data becomes handy.

The non-probability sampling method is used where the respondents are pre-decided, and hence reaching out to them is easier.

It is an analytical study where the research is done to create authentic awareness about employee satisfaction at an NGO.

3.3. Research design

A descriptive research design is adopted for the research. With the help of this research design, the descriptions of what is an NGO, what does the NGO work for, what are the beneficial aspects of working at an NGO, and what factors motivate the employee to work at an NGO are explained in detail.

Various NGOs working in the educational sector are approached from the vicinity of Mumbai.

3.4. Findings

A few shocking and evident findings have also been highlighted due to this research, which gives an evident picture of how the NGO can be a suitable place to work.

1. **Enthusiastic youngsters:** Though it is a notable fact that young and freshers are welcomed in the NGOs, they require a very enthusiastic, diligent, hardworking, and adaptable person who would learn and grow along with the organization. Therefore, an inquisitive person with a curious mind is needed to work at an NGO.
2. **Low or No salary:** Though NGOs are known for paying a good salary, some NGOs that are at a start-up stage and cannot afford a good salary also hire people on a voluntary basis. Sometimes they give quite low stipends. But people still do the work for spiritual satisfaction and the benefits in the longer run.
3. **Job roles:** The job roles available in NGOs are various and of multiple characters. A person is expected to do roles apart from their major job roles. Because of these multiple job roles, a person is not bounded by a single task but rather gets hang of multiple departments and job roles.
4. **Duration of working in a particular NGO:** During the research, it is noted that the fluctuations in the NGO in terms of hiring new employees are not very quick. People stay back even after a year. A minimum of one or two years are spent on a particular NGO, which helps them to understand the working of an NGO and decide what needs to be picked up in the future.
5. **Provision of basic necessities:** Basic necessities indicates good space to work, proper ventilation, good ambiance, availability of workable assets to work with, and clean sanitation conditions, especially for girls. The respondents agreed that their respective NGOs are providing these facilities to work at ease.
6. **Satisfaction with salary:** More than 75% of the employees are satisfied with the salary given to them as their major aim is to work for society and help develop a mindset that in the future, one can take up a career where one is ready to task risks.
7. **Environment of the NGO:** As the colleagues are of the same age, the bonding process becomes easier. The understanding level, coordination, and problem-solving attitude of the colleagues make working easier.
8. **Recommending to work in one's NGO:** About 60% of employees think that their NGO is a good soothing place for any of the freshers to get experience and develop a good profile.
9. **Working for the NGO in long term:** Taking up a job that can give you a good salary along

with a sense of happiness to work in a particular field, NGOs are the best choice for those people. Therefore, people feel that they will be working in long run in the NGO and earn a living along with working for society.

10. **Finding NGO as a good career:** Being a social worker helps you to develop a better sense of empathy toward people and work for the betterment. NGOs are considered to be a place where a student can pursue their education along with work to be a better employee for any organization. Therefore, it is considered a good career option.
11. **Positive aspects of non-working** at an NGO give the exposure that is quite different from working at any corporate or other sectors. The most crucial aspects of working at an NGO are as follows: able to do a conversation with the founder of the NGO, having an appreciation for doing a noble task at a young age, seeing others smile because of the work you do, working for the betterment of your society, and gaining experience simultaneously.

Also, the research tried to get a few answers to the questions from the managers so that the perspective from their end can also be gained and to understand their notion of having employees can be mapped and mentioned:

The age group of the managers is around 30–40 years, and these NGOs get funds from CSR, government funds, and even individual and institutional funds.

They follow a similar hierarchical pattern—team lead, senior manager, manager, assistant manager, executive, and intern.

1. **Annual turnover:** The annual turnover is not calculated in the way it is done for the corporates. When the funds are greater than the expenses, the turnover seems to be in a positive state.
2. **Steps to satisfy the employees:** The managers and top-level hierarchy plan to satisfy the employees by giving them suitable working hours, giving performance-based incentives, and at least satisfactory incentives.
3. **Criteria to hire employees:** They look for such employees who have a vision to work in a social sector, bare the heat and stress during field visits, be able to connect with the vulnerable section of society, and be on their toes whenever needed.
4. **Yearly profit:** The calculations of yearly profit are not similar to the corporates. When the required target is met in terms of outreaching the vulnerable section, the year is said to have gone in profit.

5. **Steps to avoid dissatisfaction:** To maintain positivity and goodness in the workplace, regular meetings and feedback are taken so that the employee can share their views, and hence this develops the environment.

3.5. Conclusions

The research paper “Employee satisfaction in an NGO working in the educational sector in Mumbai,” was conducted to develop an understanding regarding the role of civil society in providing employment opportunities to the youths and in what aspect the NGO can be a good career option for them.

The developed NGO provides all the necessary and needed facilities for an employee to be a part of it along with developing a good identity as well. This also paves the way to join civil services job opportunities and build a strong career in social work in the near future.

Along with pursuing the education, the experience enhances the person and develops necessary skills that can help them take a career that not only suffices their materialistic needs but also to be satisfied for the work a person is doing for the upliftment of the nation and society.

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2. Abbreviations and a cronyms

NGO: Non-governmental organization.

Author contributions

I hold myself accountable for the entire work done and have conducted primary and secondary research work for this research paper.

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Conflict of interest

The author declares that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.

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