Study of Worker's Job Satisfaction Factors and Their Effect on Productivity

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ABSTRACT

If workers are happy it results in more productivity in an organization. Worker job satisfaction is essential to face the dynamic and ever-increasing challenges of maintaining productivity of the organization by keeping their men perpetually engaged and intended. Moreover, environmental pressures, rising health prices and various desires of the men additionally cause a challenge for the management. This might be overcome by making a workable environment that maintains worker job satisfaction likewise as motivates individuals towards exceptional performance at the work achieving work-life balance. This paper outlines the broad contours of assorted variables accountable for worker satisfaction and varied ways by which one will maximize worker satisfaction.

INTRODUCTION

Satisfaction of Employee refers to a set of positive and/or negative feelings that a personal holds toward his or her job. Job Satisfaction could be a part of life satisfaction. It's the quantum of enjoyment or happiness related to employment. Job Satisfaction is an emotional response to employment. Job satisfaction is one in every of the foremost common and wide researched topics in the field of structure scientific discipline [1,2] defines job satisfaction as a pleasant or positive emotional state ensuing from the appraisal of one's job or job experiences. Job satisfaction has been studied each as a consequence of the many individual and work surroundings characteristics and as an antecedent to several outcomes. Employees who have higher job satisfaction will be sometimes less absent, less probably to depart, a lot of productive, a lot of probably to show organizational commitment, and a lot of probably to be happy with their lives [3].

There are a range of things that may influence a person's level of job satisfaction. A number of these factors embody the level of pay and edges, the perceived fairness of the system inside a organization, the standard of the operating conditions, leadership and social relationships, the work itself (the form of tasks concerned, the interest and challenge the job generates, and also the clarity of the work description/requirements). The happier individuals are with their job, the a lot of happy they are same to be. The conception of job satisfaction has gained importance ever

since the human relations approach has become common. Job satisfaction involves complex quantity of variables, conditions, feelings and behavioral tendencies.

REVIEW OF LITERATURE

The study of job satisfaction could be a topic of wide interest to each people in organizations and folks who study them. Job satisfaction has been closely connected with several structure phenomena like motivation, performance, leadership, attitude, conflict, moral etc. Researchers have tried to spot the varied elements of job satisfaction, live the relative importance of every part of job satisfaction and examine what effects these elements have on employees' productivity.

[1] Refers to job satisfaction in terms of however folks feel concerning their jobs and completely different aspects of their jobs. [4] support this read by process job satisfaction because the extent to that worker likes their work. [20] Defines job satisfaction as associate affection or emotional response towards numerous aspects of an employee's work. [5] Defines job satisfaction because the feeling that an employee has concerning his job or a general attitude towards work or employment and it's influenced by the perception of one's job. [6] Refers to job satisfaction because the total amount of job aspect satisfaction across all aspects of employment. [7] Urged human would like from a five-level hierarchy starting from physiological desires, safety, belongingness and love, esteem to self actualization. Based on Maslow's theory, job satisfaction has been approached by some researchers from the attitude of would like fulfillment. Job satisfaction and discontent not solely depends on the character of the work, it additionally depends on the expectations what the work offer to associate worker [8]. Lower convenience prices, higher structure and social and intrinsic reward can increase job satisfaction [9].

Job satisfaction is complicated phenomenon with multi aspects and influenced by the factors like remuneration, operating setting, autonomy, communication, and structure commitment [10]. Completely different folks interpret compensation differently. Compensation, reward, recognition, and wages are terms utilized in completely different things [11]. The compensation is outlined by yank Association as "cash and non-cash remuneration provided by the leader for services rendered". Remuneration was found to be the divisor for the motivation and job satisfaction of salaried employees of the car business within the results of the survey done by [12].

The survey tried to assess the assorted job characteristics and therefore the means the staff hierarchal them as motivators and satisfiers. The results showed that compensation was hierarchal because the ideal job component for job satisfaction and increase in remuneration for performance was hierarchal because the ideal job component for motivation. Compensation is incredibly valuable tool for retention and turnover. It's additionally an incentive for associate worker in commitment with the organization that in result enhances attraction and retention [11, 13]. It additionally works as communicator once it's given to worker against his services that shows what quantity associate worker is efficacious for its organization [11]; the mentoring is employed for development-orientation [14]. Once a supervisor provides mentoring, the connection affects the protégés ability development and intentions to stay with the leader [21]. On the opposite hand non-supervisory mentor might increase mentee's confidence by providing

access to outside organization [14],The immediate supervisor support is very important in structure amendment. Though the support of supervisor isn't terribly crucial in satisfaction however it has positive impact on satisfaction [15], In keeping with [16], "perhaps the best means within which supervisors will portray him as a job model is to in person demonstrate correct techniques so worker may perceive however job ought to be done."

[21]. has examined the roles vie by leadership within the method of information acquisition and a survey was disbursed on 227 persons who were engaged in data acquisition activities to look at the connection between leadership styles and data acquisition attributes. The results showed that the leadership designs that involve human interaction and encourage participative decision-making are connected completely to the abilities and essential data acquisition.

According to the study conducted by [18] it had been discovered that management and; friendly employee's relationships contribute to the amount of job satisfaction. However, this result contradicts with read of [19] in which he supported the read that oversight is tangential to the amount of job satisfaction. Promoted factors like temperature, lighting, ventilation, hygiene, noise, operating hours, and resources as half of operating conditions. The employee would rather want operating conditions which will lead to bigger physical comfort and convenience. The absence of such operating conditions, amongst different things, will impact poorly on the worker's mental and physical well-being [21]. Employees may feel that poor operating conditions can solely provoke negative performance, since their work is mentally and physically demanding.

Study Objectives

The objective of the study is as follows:

- To spot the factors that may influence the task satisfaction of workers.
- To spot the impact of employees' job satisfaction on their performance.
- To spot the factors that will improve the satisfaction level of workers.

Importance of worker satisfaction

a) Importance of worker Satisfaction in Organization's point of view:

  o Enhance worker retention, Increase productivity, and Increase client satisfaction, cut back turnover, recruiting, and coaching prices.

  o Reduced wastages and breakages, reduced accidents, and reduced absence.

  o Increased client satisfaction, more loyal, and a lot of energetic workers.

  o Improved cooperation, higher quality product and/or services as a result of a lot of competent, energized workers, also improves a company image.

b) Importance of worker Satisfaction for the worker

o Workers trust that the organization can be satisfying within the long-standing time and they're going to care concerning the standard of their work.

o They're going to produce and deliver superior price to the client and they're a lot of committed to the organization.

o Their work is a lot of productive.

Factors Influencing Worker Job Satisfaction

1. Compensation and Beneficial policies: this can be the foremost vital variable for worker satisfaction. Compensation is delineated because the quantity of reward that an employee expects from the task. Workers ought to be glad with competitive earnings packages and that they ought to be glad with it whereas comparison their pay packets with those of the outsiders who will be operating within the same trade. A sense of satisfaction is felt by attaining honest and just rewards. Following factors could also be delineating underneath this category:

- Salaries/Wages and Bonus.
- Incentives like medical allowance, instructional allowance, HRA etc.

2. Security for job: Job security is an employee's assurance or confidence that they're going to keep their current job. Employees with a high level of job security have a very less chance of losing their job within the close to future. Certain professions or employment opportunities inherently have higher job security than others; job security is additionally affected by a worker's performance, success of the business and therefore the current economic surroundings. Following points return below this category:

- Facility of transfer
- Accessible / affordable target and Leaves

3. Operating conditions: staffs are extremely intended with smart operating conditions as they supply a sense of safety, comfort and motivation. On the contrary, poor operating condition brings out a worry of dangerous health in employees. The softer the operating surroundings is additional productive are going to be the workers. Following these points return below this category:

- Feeling safe and luxury in operating surroundings.
- Tools, instrumentality and operating strategies.
- Parking facility and security systems.
- Well ventilated with smart lightweight fans and air- acquisition.
- Neat and clean workplace place, area and washrooms.

4. Relationship with Superior authority: an honest operating relationship along with your supervisor is crucial since, at every stage, you would like his or her skilled input, constructive criticism, and general understanding. Following these points return below this category:

- Relationship with immediate supervisor.
- Communication between staff and senior management.
- Good treatment to worker.

5. Promotion and Career Progress: Promotion may be reciprocated as a big action within the life. It guarantees and delivers additional pay, responsibility, authority, independence and standing. The chance for promotion determines the degree of satisfaction to the worker. Features in this category are:

- Chance for promotion and providing educational program.
- Civil rights to grow despite being male or feminine.
- Chance to be used of skills and talents.

6. Leadership Styles: The satisfaction level within the job may be determined by the leadership vogue. Employee satisfaction is greatly increased by democratic kind of leadership. Democratic leaders promote friendly relationship, respect and heat relationship among the workers. On the contrary, staff operating below authoritarian and dictatorial leader's categorical low level of worker satisfaction. Following points return below this category:

- Like democratic kind of leadership
- Friendly relationship, respect and close relationship.

7. Work group: it's a natural want for people in general to act with others. Therefore, existence of cluster in organization could be a common noticeable truth. This characteristic leads to the formation of labor cluster at the work place. Isolated staff dislikes their job. The work teams build use of a motivating influence on the satisfaction of staff. Following points return below this category:

- Relationship with the cluster members and cluster cohesiveness.
- Social psychology
- Would like for affiliation.

8. Personal Variables: the private determinants conjointly facilitate lots in maintaining the motivation and private factors of the workers to figure effectively and with efficiency. Worker satisfaction will be associated with psychological factors. Therefore, numbers of private variables confirm the worker satisfaction of the workers. There are 5 variables below this class – temperament, Expectation, Age, Education, and Gender variations.

9. Different Factors: There are few another necessary variables that have an effect on the amount of worker satisfaction in organization. Following points come back below this category:

- Cluster or group member outgoing.

- Encouragement and feedback.
- Use of web and different technology for doing job.

Impact of Job Satisfaction on Worker Performance

- Productivity: happy staffs always have additional productive and additional productive workers are extremely happy. Employee productivity is higher in organizations with additional happy staff.

- Absenteeism: happy staffs have fewer avertable absences, whereas it actually makes sense that discontented staffs are additionally possible to miss work.

- Turnover: happy staffs are less possible to quit. Organizations take actions to retain high performers and to remove lower performers.

- Work Deviance: happy staffs are less possible to form a deviant behavior at the workplace, whereas discontented staff creates associate anti-social reasonably behavior at the work as well as unionization makes an attempt, abuse, stealing at work, undue coming together and timing.

- Organization Citizenship Behavior (OCBs): happy staffs that will feel fairly treated by and are trusting of the organization are additional willing to interact in behaviors that transcend the traditional expectations of their job.

- Client Satisfaction: happy staffs offer higher client service. Happy staffs increase client satisfaction as a result they're additional friendly, upbeat, and responsive; they're less possible to turnover, that helps build long-run client relationships; and that they are experienced. Discontented customers increase worker job discontentment.

Suggestions to Improve Worker Satisfaction

Employee attitudes generally mirror the ethical of the corporate. In areas of client service and sales, happy staffs are extraordinarily necessary as a result of they represent the corporate to the general public.

a. Clear, laconic and Consistent Communication: In several organizations, worker doesn't grasp what's mission, vision, objects. Building a company culture that needs staff to be associate integral a part of the organization will be associate effective method of obtaining the foremost from the skills or competencies dropped at the organization by every worker. We should keep staff enlightened on the company's position, progress created, issues/challenges, and the way they directly contribute to the success of the business.

b. Going to grasp your staff and build a Team: It will be done by hiring the proper worker for right job and clearly outlined and communicated worker expectations. Each organization ought to pay time to instill trust and answerableness, egg laying out clear

expectation and securing their commitment to the business and build a culture around working along to fulfill challenges, produce new advantage, and propel the business to bigger success.

c. Coaching and alternative Improvement Programs: offer necessary education, coaching and training that will increase employee's skills and shows the worker that you simply have an interest in their success and readiness for brand spanking new responsibility.

d. Empower staff Across the Company: intensify acceptable levels of recent responsibility across the corporate. Push acceptable higher cognitive process and permit individuals closes to the problem to create the decision. Certify your worker is aware of that you trust them to try and do their job to the most effective of their ability.

e. Work Itself: we are able to increase worker satisfaction by creating job rotation, job enlargement like data enlargement and task enlargement still as job enrichment. Target ought to be accessible for worker.

f. Honest Compensation and Benefits: Policies of compensation and advantages are most significant a part of organization. But you must build your policies at "suitability" not "the best".

g. Chance for Promotion and Career Development: Develop programs to push all titles within the organization and build programs for career development of every title. Organization ought to offer chance to each worker for using their talents, skills and ability.

h. Monitor Performance and Reward for Contribution: individuals naturally keep score. Use this as advantage by monitoring positive contribution and behavior, pleasing as acceptable. Encourage others to succeed in new performance levels by knowing however they live up to expectation. We must always build the correct analysis and honest and encourage employees perform work.

i. Offer Regular, Honest Feedback: Don't watch for a crisis state of affairs to provide feedback. Instead, offer regular constructive input into the employee's performance across a good type of problems, build loyalty, challenge to new levels of performance and keep it real.

j. Offer Best instrumentation and Safe operating Condition: Invest in staff by ensuring their tools and equipments don't keep them from being productive. Offer them the perfect tools to deliver the perfect performance to the company, customers and also the marketplace. Corporations ought to build activity health and safety program.

CONCLUSION

From the considerations obtained above, we are able to say that worker attitudes generally mirror the ethical of the corporate. In areas of client service and sales, happy staffs are very necessary as a result of they represent the corporate to the public. Each organization ought to develop methods that strengthen the work setting and increase the employee's morale and worker's satisfaction to

boost employee performance and productivity that ultimately leads to high profits, client satisfaction still as client retention.

Employee's Job satisfaction represents one amongst the foremost advanced areas facing today's managers once it involves managing their staff. Policy manufacturers and managers have turned their attention to produce totally different varieties of facilities to their employees so as to satisfy their staff. A decent work setting and good work conditions will increase worker job satisfaction and also the staff can try and offer their best which might increase the worker work performance.

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