

## A STUDY OF EMPLOYEES JOB SATISFACTION AND ITS IMPACT ON THE ORGANISATION

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### ABSTRACT

*Employees that are content with their jobs are more likely to be successful. In order to maintain the efficiency of the organisation by keeping their employees consistently engaged and motivated, employee job satisfaction is crucial. The management is also challenged by environmental challenges, rising healthcare expenditures, and a variety of worker needs. This could be avoided by building a work climate that encourages exceptional performance at the workplace while also maintaining employee job happiness and achieving work-life balance. Due to the environment's constant change, organisations nowadays face numerous difficulties. One of the many difficulties a company faces is keeping its employees happy in order to succeed and stay competitive in an industry that is always changing and evolving. In order to improve the efficacy, productivity, efficiency, and dedication to the job of employees' requirements must be met by the company by offering comfortable working conditions. This essay provides a general overview of the different factors that affect employee happiness as well as several strategies for enhancing it. The report ends with a few brief recommendations for how organisations might better understand the value of a positive work environment and increase employee job satisfaction. In addition to encouraging employees to give more to their jobs, this paper may also aid in their personal development. In order to accomplish the organization's aims and objectives, it is crucial for an organisation to inspire its workforce to work hard.*

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**Keywords:** Job Satisfaction, Motivation, Employee Performance, Turnover.

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### Introduction

Job satisfaction is all about how an employee feels towards their job. Contrary to a dissatisfied employee who has a negative attitude towards the job, a satisfied employee is considered to have a good attitude towards the job. While individuals with a positive outlook will feel content with themselves, others, and their work, those with a negative outlook will be more likely to feel anxiousness, tension, concern, upset, and anguish. The level of gratification or fulfilment people experience at work is reflected in their level of job satisfaction. A person who is highly content with their job has positive sentiments about it, whereas a person who is not satisfied with their employment has negative feelings about it. Because it affects numerous organisational actions, job satisfaction is a crucial issue for both employers and employees. The purpose of the employee satisfaction survey is to gather data for various improvements, including increased productivity, loyalty, and job satisfaction. Organisations can find the root reasons and make adjustments using the employee opinions. Life happiness includes a sense of fulfilment at work. It

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is the level of satisfaction or joy brought on by a job. An emotional reaction to a job is called job satisfaction. One of the most well-known and extensively studied subjects in the field of organisational psychology is job satisfaction. Job happiness has been investigated as a result of numerous human and workplace factors as well as an antecedent to numerous outcomes. Employee unhappiness may have a detrimental effect on employers, the organization's reputation, and the economic growth of the firm. Job satisfaction is a fundamental notion in industrial and organisational factor, and it has been linked to a variety of good outcomes, including job performance, organisational citizenship behaviour, job motivation, and life satisfaction. (Heller, Judge & Watson, 2002). The overarching corporate goals may have an impact. An abundance of information and skills to assist their clients results from satisfied personnel who are less likely to leave their jobs. Higher job happiness is typically correlated with lower absenteeism, lower employee churn, higher productivity, greater organisational commitment, and higher levels of life satisfaction. People are thought to be more content with their jobs the happier they are in their jobs. Since the human relations method has grown so well-liked, the idea of job happiness has become more important. There are many complex factors, circumstances, emotions, and behavioural patterns that affect job satisfaction.

### **Review of Literature**

People who work in organisations and those who research them are both very interested in the study of job satisfaction. Numerous organisational phenomena, including motivation, performance, leadership, attitude, conflict, morals, etc., have been found to be strongly correlated with job satisfaction. Researchers have made an effort to define the many job satisfaction components, quantify the relative relevance of each component, and investigate the influence these components have on workers productivity.

A worker's sense of accomplishment and success at work is referred to as job satisfaction. It is typically believed to have a direct connection to both personal happiness and productivity. Job satisfaction is the result of having a job that one enjoys, performing it effectively, and getting paid for it. Further implication of job satisfaction is passion and contentment with one's work. The essential component that produces recognition, revenue, promotions, and the accomplishment of other objectives that result in a sense of fulfilment at work is job satisfaction (Kaliski,2007).

Job satisfaction is the culmination of people's thoughts and feelings about their current employment. Extreme levels of job happiness and discontent are both possible for individuals. In addition to views towards their jobs in general. Additionally, people may have opinions on their coworkers, managers, supervisors, and pay, as well as other aspects of their jobs (George et al., 2008).

Spector (1997) relates to how people feel about their work and various parts of their jobs, or job satisfaction. Schermerhorn (1993) job satisfaction is defined as an affective or emotional reaction to many facets of an employee's employment. C.R. Reilly (1991) defines employment satisfaction as the attitude a worker has towards his or her work, and it is determined by how that person perceives their employment.

According to Hussami, (2008) Job satisfaction and dissatisfaction are influenced by the demands of the position as well as the nature of the work itself. Vidal, Valle and Aragón, (2007) Job satisfaction is a multifaceted, complicated phenomena that is affected by a number of variables, including pay, the workplace environment, autonomy, communication, and organisational commitment. Mulinge and Mullier, (1998) Job satisfaction will rise as convenience costs decline and organisational, social, and intrinsic rewards rise. Ellickson and Logsdon (2002) support this view by defining job satisfaction as the extent to which employees like their work. Zabal, (1998) Compensation is understood differently by various people. Wages, rewards, recognition, and compensation are all phrases that are used in many contexts.

### **Objectives of the Study**

The objective of the study is as follows:

- To study employees job satisfaction and its impact on the organization.
- To identify the factors which influence the job satisfaction of employees.
- To identify the impact of employee's job satisfaction on their performance.
- To identify the factors which improve the satisfaction level of employees.
- To suggest suitable measures to improve overall satisfaction among the employees of the organisation.

### Employee's Job Satisfaction and its Determinants

- **Job Security:** A worker's assurance or confidence that they will keep their current job is referred to as job security. High job security means that employees are less likely to lose their jobs in the near future. The job security of some occupations or employment prospects is fundamentally greater than that of others; nevertheless, job security is also influenced by an employee's performance, the success of the company, and the overall state of the economy.
- **Health and Safety:** Safety in the modern workplace incorporates a number of components. Employers must make sure the workplace is risk-free from a safety perspective, offer sufficient health benefits to guarantee employees are in good health so they can contribute to the company efficiently, and make sure they continue to be healthy.
- **Working Conditions:** Employees spend a significant amount of time at work, therefore it's crucial to provide a supportive workplace atmosphere that promotes their overall development. Good working circumstances are very motivating for employees since they create a sense of security, comfort, and motivation. On the other hand, unfavourable working conditions make employees fearful of getting sick. Employee productivity will increase as the working environment becomes more comfortable.
- **Workload and Stress:** Even the most devoted worker may experience a decline in job satisfaction due to dealing with an excessive workload and impossible-to-meet deadlines. Missing deadlines causes disagreements between staff members and managers and increases workplace stress. This climate is frequently brought on by inefficient management and bad planning. Because managers don't provide their personnel enough time to do their allocated jobs successfully or because there aren't enough staff members, the workplace is constantly in a state of crisis.
- **Relationship with Manager:** Effective managers exhibit several characteristics that boost the performance of their teams and personnel. They set an example for their team rather than telling them what to do. They respect each person as an individual, acknowledge their strengths and flaws, and make the most of their potential. All of this helps to maintain a high level of motivation and employee morale.
- **Promotion and Career Development:** Promotion can be viewed as a great life achievement. More money is promised, and more responsibility, power, independence, and status are really received. The possibility of advancement affects how satisfied an individual is with their job.
- **Work Life Balance:** Employee loyalty, productivity, and morale are just a few benefits enjoyed by employers who give their workforce a healthy work-life balance. Having time for yourself outside of work, engaging in your hobbies and interests, and spending time with family and friends are all important components of a healthy worklife balance.
- **Leadership Styles:** The leadership style can influence the degree of job satisfaction. A democratic style of leadership significantly raises employee happiness. Democratic leaders encourage coworkers to treat one another with warmth, respect, and camaraderie. Employee satisfaction is poor among those who work for authoritarian or autocratic bosses, on the other hand.
- **Policies for Benefits and Compensation:** The most crucial factor affecting employee satisfaction is this one. A worker's expectation of recompense from their labour is referred to as compensation. When comparing their pay packets to those of foreigners working in the same business, employees should be happy with their competitive remuneration packages. By receiving just and equitable benefits, one feels satisfied.
- **Personal Variables:** The employees' personal elements and motivation to operate effectively and efficiently are greatly supported by their personal determinants. Psychological issues may be linked to employee satisfaction. As a result, a variety of personal factors influence how satisfied individuals are with their jobs.

### Employees Job Satisfaction and its Impact on the Organisation

- **High Productivity:** The idea that contented employees produce more is untrue. According to several studies, productive workers are probably content. More productive employees are more contented, and more satisfied employees are more productive. When employees are happier at work, productivity at those companies increases.

- **Absenteeism:** While it makes obvious that unsatisfied employees are more likely to miss work, contented employees miss less preventable absences from work.
- **Low Turnover:** Employees are less inclined to look for work elsewhere if they are content in their position and are delighted with it. Particularly in highly technical industries where the onboarding and training phases might last months, this reduces the time and money spent acquiring and educating new employees. Those who are happy at work are less likely to leave. Organisations take steps to keep top performers and get rid of underachievers.
- **Workplace Deviation:** Unhappy workers are more prone to engage in antisocial behaviour at work, such as unionisation attempts, substance misuse, stealing from coworkers, excessive socialising, and tardiness. Satisfied workers are less likely to exhibit such behaviour.
- **Customer Satisfaction:** Employee satisfaction results in greater customer service. Because they are more approachable, positive, and responsive; because they are less inclined to leave their jobs; because they have more experience; and because they are less likely to turnover, satisfied employees boost customer satisfaction. Customer discontent raises staff job dissatisfaction.
- **Better Collaboration:** Employees are more likely to be content at work and more inclined to collaborate if the workplace culture is healthy and balanced. Employee dissatisfaction, on the other hand, can lead to reduced overall productivity and a challenging work environment. If employees are dissatisfied, it will have a ripple effect that will affect how well the organisation performs overall.

#### Improvements for Employee Satisfaction

The morale of the firm is often reflected in employee attitudes. Because they represent the company to the public, happy employees are crucial in areas like customer service and sales.

- **Proper Communication:** Employees in many organisations are unaware of their organisation's missions, visions, and goals. Gaining the most from the skills or abilities each employee brings to the company can be accomplished by creating a corporate culture that demands employees to be an integral part of the business. Employees should be kept up to date on the company's position, accomplishments, problems, and how these directly impact the company's success.
- **Forming a Team and Getting to Know Your Employees:** It can be accomplished by selecting the best candidate for the position and by clearly defining and communicating staff expectations. Every organisation should invest time in fostering a culture of cooperation in order to overcome obstacles, forge new advantages, and help the company achieve greater success. This culture should be based on trust and accountability.
- **Training and Other Programmes for Improvement:** Give employees the required instruction, coaching, and training to improve their abilities and demonstrate your concern for their success and readiness for additional responsibilities.
- **Motivate Workers Across the Company:** Increase new responsibilities across the firm to the proper levels. Encourage proper decision-making and let those who are most familiar with the situation decide. Make sure the employee is aware of your confidence in their abilities to perform their duties.
- **Work Itself:** By using job rotation, job enlargement measures including knowledge and task expansion, and job enrichment, we can raise employee happiness. Employees should be able to access the target.
- **Compensation and Benefits:** The most crucial component of an organisation is its pay and benefit policies. However, you should base your policies on "suitability" rather than "the best".
- **Promotion and Career Development:** Create initiatives for the promotion of all organisational titles and for the advancement of each title's career. Every person should be given the chance to use their strengths, skills, and creativity in the workplace.
- **Performance Check and Recognise Contributions:** People are inherently scorekeepers. Take advantage of this by keeping an eye on good behaviour and contributions and rewarding appropriately. Encourage people to perform at higher levels by letting them know how they are doing. The right evaluation system should be established, and we should encourage people to work hard.

- **Provide Feedback:** Don't wait until there is a problem before providing feedback. Instead, encourage loyalty, set high performance standards, and keep things honest while providing regular, constructive feedback on the employee's performance across a range of difficulties.
- **Provide Best Tools and Secure Working Conditions:** By ensuring that their tools and equipment don't prevent them from succeeding, employers may invest in their workforce. Give them the best equipment so they can perform at their very best for the business, the clients, and the market. Companies should have a programme for workplace health and safety.

### Conclusion

Based on the foregoing considerations, we can conclude that employee attitudes frequently reflect the corporate culture. Because they represent the company to the public, happy employees are crucial in areas like customer service and sales. To improve staff performance and productivity, every organisation should devise measures that bolster the working environment and raise employee morale and contentment. This will lead to high profits, satisfied customers, and customer retention. When it comes to managing their personnel, one of the most challenging issues modern managers faces is job satisfaction. In order to satisfy their employees, policy makers and management have focused on offering a variety of facilities to their workforce. Employee job satisfaction can rise with a positive work environment and conditions, and motivated staff members will work more and produce better work. The findings of this study benefit society as a whole by raising awareness of the value of a pleasant workplace for employee job satisfaction. The study influences how well firms function in the future by emphasising workplace culture inside their organisations to boost employee engagement and motivation. Their workforce will produce better results in this way. Additionally, it makes sure that the company's personnel may work freely and comfortably without being burdened with anything that might hinder their productivity.

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