

# A STUDY ON THE EMPLOYEE JOB SATISFACTION

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## ABSTRACT

Employee satisfaction is a factor in motivation, retention and goal achievement in the place of work and commitment is a factor that include no excess work load, treating employee with respect, provide recognition & rewards, fringe benefits and positive management. The purpose of this topic is to study the employee satisfaction and organizational commitment and to examine the satisfaction level of staff and its impact on Commitment .Job satisfaction refers to one's feelings towards one's job. If the employees expectations are fulfilled (or) the employees get higher than what he / she feels satisfied. If the job satisfaction increases organization commitment will increased. This results in the higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees.

**Keywords:** job satisfaction, Fring Benefit, Turnover

## INTRODUCTION:

### Definition: Job Satisfaction

Job satisfaction is defined as the extent to which an employee feels self-motivated, content & satisfied with his/her job. Job satisfaction happens when an employee feels he or she is having job stability, career growth and a comfortable work life balance.

Employee satisfaction is defined as “A pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience”.

Employee satisfaction is “A set of favourable or unfavorable feelings with which employees view their work”.

Employee satisfaction will be defined as “the amount of overall positive affect or feelings that individuals have towards their jobs”.

## OBJECTIVES:

- The Effect of Monetary and Non monetary Measures Satisfies the Employee
- Job promotion in the organisation satisfies the employees

- Learn the employee Satisfaction on on the interpersonal relationship in the organisation
- Employee satisfied with welfare measures inn the organisation

#### **DETERMINANTS OF EMPLOYEE SATISFACTION :**

The organizational determinants of employee satisfaction play a very important role. The employees spend major part of their time in organization so there are number of organizational factors that determine the satisfaction of employees

- Overall individual satisfaction
- Compensation & benefits
- Nature of work.
- Work environment and Conditions
- Organizational level
- Opportunities for promotion
- Work group
- Leadership style

#### **PERSONAL VARIABLES**

The personal determinants also help a lot in maintaining the motivation and personal factors of the employees at work effectively and efficiently. Employee satisfaction can be related to psychological factors and so numbers of personal factors determine the satisfaction of the employees.

- Personality
- Age
- Education
- Gender differences

#### **IMPORTANCE OF EMPLOYEE SATISFACTION**

- Enhance employee retention.
- Increase productivity.
- Increase customer satisfaction.
- Reduce turnover, recruiting and training costs.
- More energetic employees.
- Improve teamwork.
- Higher quality products due to more competent, energized employees.
- Employee will believe that the organization will be satisfying in the long run.
- They will care about the quality of their work.

### **THE NATURE AND SCOPE OF JOB SATISFACTION**

Job satisfaction is often thought to be synonymous with job attitudes, but is important to recognize that those with different theoretical orientations may use the term somewhat differently. Some measure job satisfaction in terms of the gratification of strong needs in the work place. Others see it as the degree of discrepancy between what a person expects to receive from work and what that person perceives is actually relieved.

It can also be defined as the extent to which work is seen as providing those things that one considers conducive to one's welfare. In yet another view, job satisfaction is considered a purely emotional response to job situation. During the 1980s, however, it became apparent that, although one's job situation is important to that person's job satisfaction level, people who exhibit considerable job satisfaction at one point of time are likely to be happy with their job several years later, even if they have changed occupation or employer or both. Others apparently remain dissatisfied across numerous work situations<sup>12</sup>. It may be that some people continue to seek out situations where they will be satisfied, while others drawn towards situations where they will not.

Or people's attitudes about facets of their environment unrelated to their work situation may be manifested in ways that affect job satisfaction.

Closely linked to the psychological approach to motivation is the job satisfaction. The need and importance of fitting job to individual is highlighted. The characteristics of job which give the job satisfaction to the employees are the dependent variables of job satisfaction; some of them are listed by Locke and others.

### **CONSEQUENCES OF JOB SATISFACTION**

#### **Job Satisfaction and Productivity**

In the long run job satisfaction leads to increased productivity. On the other hand, job performance leads to job satisfaction and not the other way round. An employee who performs well in his or her job gets both intrinsic and extrinsic rewards which will lead to his or her satisfaction. A poor performer will feel worse about his incompetence and will receive fewer rewards. He or she will be less satisfied with his or her work experiences.

However, there are some conditions under which high productivity more clearly leads to job satisfaction. One condition is that the employees perceive the intrinsic and extrinsic rewards are contingent upon their productivity.

#### **Job Satisfaction and Employee Turnover**

High employee turnover is considerable concern for employers because it disrupts normal operations, causes morale problems for those who stick on, and increases the cost involved in selecting and training replacements. The employer does whatever possible to minimise turnover, making the employees feel satisfied on their jobs.

However, the withdrawal behavior of employees is modified by certain factors. Loyalty to the organization is one such. Some employees cannot imagine themselves working elsewhere, however dissatisfied they are in their present jobs. Availability of other places of employment also influences turnover. If greener pastures are available, an employee does not mind going in search of them, notwithstanding the present level of job satisfaction he or she enjoys.

### **Job Satisfaction and Absenteeism**

Correlation of satisfaction to absenteeism is also proved. Workers who are dissatisfied are more likely to take “Mental Health” days, i.e., days off not due to illness or personal business. Simply stated, absenteeism is high when satisfaction is low. As in turnover, absenteeism is subject to modification by certain factors. The degree to which people feel that their jobs are important to remember that while high job satisfaction will not necessarily result in low absenteeism, low satisfaction is likely to bring about high absenteeism.

### **Satisfaction and Safety**

Poor safety practices are a negative consequence of low satisfaction level. When people are discouraged about their jobs, company, and supervisors, they are more liable to experience accidents. An underlying reason for such accidents is that discouragement may take one’s attention away from the task at hand. Inattention it leads directly to the accidents. For example, many hand injuries from power tools can be attributed to the operator not paying careful attention.

### **Satisfaction and Job Stress**

Job stress is the body’s response to any job related factor that threatens to disturb the person’s equilibrium. In the process of experiencing stress is the employee’s inner state change. Prolonged stress can cause the employee serious ailments such as heart disease, ulcer, blurred vision, lower back pain, dermatitis, and muscle aches. Chronic job-dissatisfaction is a powerful source of job stress. The employee may see no satisfactory short-term solution to escaping this type of stress. An employee trapping in a dissatisfying job may withdraw by such means as high absenteeism and tardiness; or the employee may quit.

### **Unionization**

It is proved that job-dissatisfaction is a major cause for unionisation. Dissatisfaction with wages, job security, fringe benefits, chances for promotion and treatment by supervisors are reasons which make employees join unions. Another dimension is that job dissatisfaction can have an impact on the tendency to take action within the union, such as filing grievances or striking.

### **HOW EMPLOYEES CAN EXPRESS THEIR DISSATISFACTION**

- Excessive absenteeism
- Lack of interest

- Lack of quality and quantity in work
- Complaints by employees

### **EFFECTS OF DISSATISFACTION**

Recognizing the dissatisfaction is only half the battle. The company should consider the reason for the burnout and should try to solve those problems because it will affect the company in many ways like

- Low productivity
- High employee turnover cost
- Poor employee morale

### **CONCLUSION**

Besides several other factors the economic development of a country depends upon the effective functioning of employees. In order to achieve this, the superiors and the state should take necessary steps for the satisfaction of employees in their respective jobs. One of the biggest impacts on a company's productivity is the satisfaction of the employees. If the high performing employees leave the company it is even more difficult to attract new talent if your company is not satisfying your employees. This survey provides valuable input which is directly given by employees; it provides an understanding that how the employees perceive the organization. It is a guide to help those who conduct an employee opinion survey.

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