

A STUDY ON THE EMPLOYEE'S JOB SATISFACTION AND IT'S IMPACT ON THEIR PERFORMANCE

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Abstract

The employees of the organisation are responsible for the successful operation and gain of market share in market among it's competitors. The level of performance of the employee is highly dependent upon several factors such as remuneration paid, workplace environment, job aid, supervisor support, performance feedback, goal setting, opportunity and scope to be promoted further, workplace incentives given to employees, mentoring and coaching. However the most important factor that the performance of the employee is dependent upon is the job satisfaction the employee deprives from performing the job at hand. Previously, the employees achieved maximum satisfaction through appropriate and adequate remuneration. But due to the changes in lifestyle and behavior, several factors such as social environment, information technology and flexible ways of organizing the work at hand also determine the level of job satisfaction a person deprives form the completion of the work assigned. Ultimately all such factors play a big role in performance of the employee. It is the responsibility of the manager and the supervisor of the organisation to implement measures and policies and it is the duty towards their organisation to ensure that the employees of the organisation work towards achieving the organisational goals and at the same time achieve the maximum self actualisation of the employee.

Keywords: Employee, Job satisfaction, Performance, Workplace environment, Job aid

Introduction

Every organisation desires and wishes to be successful in the course of business among its competitors, irrespective of its size and market share among its competitors. Thus in the process of achieving the goal, the organisation must make and develop a strong and positive relationship among its employees as it is the employees who are the ones who are behind the success of every organisation. The organisation ensures that the members are directed towards the fulfillment of the organisation goal by ensuring that the employees work in their maximum potential. (Fisher, 2012) The maximum potential of an employee is achieved only when the employee is content with their job and receives job satisfaction. As such a job satisfaction is dependent upon several factors such as remuneration paid, workplace environment, job aid, supervisor support, performance feedback, goal setting, opportunity and scope to be promoted further, workplace incentives given to employees, mentoring and coaching. (Azizi, 2013). However the most important factor that the performance of the employee is dependent upon is the job satisfaction the employee deprives from performing the job at hand. (Ran, 2012) Previously, the employees achieved maximum satisfaction through appropriate and adequate remuneration. But due to the changes in lifestyle and (Dr.Lakshmi T and Rajeshkumar S(2018)) behavior, several factors such as social environment, information technology and flexible ways of organizing the work at hand also determine the level of job satisfaction a person deprives from the completion of the work assigned. (Clarke, 1993). The employer is faced with the task of motivating the employee to achieve maximum satisfaction. The employer undertakes development programs and policies so that it embraces the importance of job satisfaction and ultimately serves motivation and satisfaction to employees. (Lam, 2008) However there exists a minor difficulty in such a process. Different people have different needs that are often continuously computing with each other and vary with each individual. (Trishala A , Lakshmi T and Rajeshkumar S 2018) Each person in the organisation has a different strengths and weaknesses and different people are driven to different goals in an organisation. As a result, their source of motivation and satisfaction differs. Hence it is the role of the managers and supervisors to examine the uniqueness of their employees and implement appropriate measures to achieve their goal. (Gurland, 2008).

Factors that determine the level of job satisfaction

The most important factor that determines the satisfaction of an employee is the motivation behind it. Motivation refers to the reasons of an underlying behavior of an individual. Motivational factors are of two types; intrinsic and extrinsic motivational factors. Intrinsic motivational factors are animated within the individual by personal enjoyment, interest and pleasure. They energizes perfectly and sustains the activities of the individual through spontaneous satisfaction. Some of the most important intrinsic factors include recognition, variability in skills of the employees, trust among the employees and co-workers, equality in treatment, number of meaningful work and important assigned to the employee, training of the employee, responsibility the employee has upon his/her actions. Other factors such as remuneration paid, workplace environment, job aid, supervisor support, performance feedback, goal setting, opportunity and scope to be promoted further, workplace incentives given to employees, mentoring and coaching are all dependent upon the motivation of the employee to work. Extrinsic motivational factors refers to those behavior that is driven by external factors such as monetary benefits, fame, grades, reports of good conduct and praise. Such a motivation arises from outside the employee as opposed to intrinsic motivational factors which originates from within the person. Such factors can either be tangible or intangible in nature. Some of the important extrinsic factors include nature of the work, co-workers, monetary compensation, leadership, job enrichment, work enrichment, availability of the required information, communication among employees and co-workers, competent managerial skills of the manager and supervisor, scope for promotional opportunities and work groups created within the organisation. Other forms of extrinsic factors include organisation's policy, administration, working conditions of the employee, salary and other forms of remuneration, supervision of supervisors and inter personnel relationship among other employees. Such factors are dependent on other favored and hence cannot be satisfied by work itself. They are so powerful that it commands a huge influential part in human behavior that it sometimes ends up backfiring upon the individual and demotivates the individual. Apart from these intrinsic and extrinsic motivational factors, there are other factors which also a vital role in determining the levels of job satisfaction. Due to the changes in lifestyle and behavior, several factors such as social environment, information technology and flexible ways of organizing the work at hand also determining job satisfaction an

individual deprives from the job at hand. Working environment refers to the ambience the workplace has, advancements in the technological interface makes the work of the employee easier. Flexibility of the employee and the ability to cope with frequent and random changes in the organisation.

Impact of such factors on employee performance

Motivation plays a huge factor in increasing levels of absenteeism. Absenteeism is commonly viewed as one of the means of withdrawal from the stressful work situations. When the levels of motivation is high, absenteeism tends to be low and when the levels of motivation is low, absenteeism tends to be very high. In spite of the correlation between motivation and absenteeism is rather moderate in nature, there is an underlying notion of absenteeism is a result of dissatisfaction on the job as absenteeism has a direct effect on the employee performance. Such an absenteeism may be caused by the employee's inability to come to work, painful or dissatisfying work situation. Further extreme levels of absenteeism recorded in an organisation can be proved to be very costly to the organisation. Continued absenteeism in an organisation has a toll on the productivity of the organisation in the long run. When the motivation for the employee is high, absenteeism is low and results in high productivity. Likewise when the motivation is low, absenteeism is high and results in low levels of productivity. When the employee performs task at hand poorly or shows high levels of absenteeism, the employee is terminated. Such a process is called as employee turnover. It is the process in which employees leave the organisation and have been replaced. Excessive employee turnover can be proved to be very costly for the organisation and its productivity. It also results in lengthy training times for the new employee, interrupted schedules, additional overtime, mistakes and inadequate qualified employee in certain positions. Thus high employee turnover rate is of a considerable concern as it disrupts the ordinary course of the organisation. In certain isolated circumstances, safety the employer provides for their employee plays a important role in job satisfaction. When there are safety and preventive measures for the employee, the employee works with a peaceful mind. However when there is no such measures, the employee works in a stressful environment, fearing for his/her safety constantly and is discouraged to work effectively. This ultimately causes high levels of stress to the employee. Stress is the body's response to any job-related factor that threatens to disrupt the ordinary course of business of a person. Continued high levels of stress results in many medical diseases and discomfort. The employee is in constant distress and ultimately the level of satisfaction the employee enjoys is minimum. This proves to be

costly to the management in terms of time and productivity lost. Thus such factors determine the levels of motivation of an employee both positively and negatively. From the employee point of view, employee motivation is a basic and standard criteria in evaluating the effectiveness of the organisation in long run. An employee is satisfied with their work only when the employee enjoys working in an organisation having excellent working environment, provided with adequate and fair remuneration for the work done, sees a scope for further promotions in the future, receives proper mentoring, coaching from senior experts, receives regular performance appraisals and enjoys fair and equal workplace incentives.

Materials and methods

The data for this research paper was collected from secondary sources such as research papers, journals, online article, magazines and paper articles.

Null Hypothesis H0:

There is no significant relationship between job satisfaction and job performance

Alternate Hypothesis H1:

There is significant relationship between job satisfaction and job performance

Conclusion

It is clearly seen that the motivation plays a important role in determining the level of satisfaction an employee derives from performing the job assigned. Other factors such as remuneration paid, workplace environment, job aid, supervisor support, performance feedback, goal setting, opportunity and scope to be promoted further, workplace incentives given to employees, mentoring and coaching also plays a important role in determining the satisfaction. In the past, employees enjoyed high satisfaction when fair and equal remuneration was given. However due to the advancements in the field of human resource management and technology, employees are beginning to demand additional basic requirements which were once considered as luxuries to an employee. Thus it is very much seen that it is the duty of the organisation to ensure that the employees enjoys satisfaction from performing their work.

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