

A Study on Job Satisfaction and Its Impact on Employee Performance with Special Reference to Intechzia Pvt. Ltd. Nagpur

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Abstract: Both job performance and job satisfaction are critical factors for employers and employees. When a person gets enough satisfaction from his work, he will do it as needed. Job performance is how well or poorly an employee actually performs their duties. This study examines the impact of job satisfaction on employee performance in workplaces. The study attempted to define the terms "job performance" and "job satisfaction" and look at the effects of each. 150 Intexia Pvt. Ltd. employees completed an online survey to collect primary data. According to the findings, most of the employees are happy with their jobs. The results also revealed that leadership, productivity, compensation and motivation are critical factors in ensuring job satisfaction among employees. Employees who are satisfied with their jobs are more likely to be successful. To maintain the efficiency of an organization by keeping their employees continuously engaged and motivated, employee job satisfaction is crucial. Management is also challenged by environmental challenges, rising healthcare costs and the diverse needs of workers. This can be avoided by creating a work climate that encourages exceptional performance in the workplace while maintaining employee job happiness and achieving work-life balance. To maintain the efficiency of an organization by keeping their employees continuously engaged and motivated, employee job satisfaction is crucial. Management is also challenged by environmental challenges, rising healthcare costs and the diverse needs of workers. This can be avoided by creating an environment at work that encourages individuals to work hard and maintains employee job satisfaction..

Keywords: Job performance; Job Satisfaction; Employee performance; Impact on Employee performance at Intechzia

I. INTRODUCTION

Human Resource Management is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise of executives, supervisors, and the rank and file employees. It may be noted here that human resources should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. It is thus the employee's performance which ultimately decides and attainment of goals. However, the employee performance is to a large extent, influenced by motivation and job satisfaction.

Human resource management is a specialized functional area of business that attempts to develop programs, policies, and activities to promote the job satisfaction of both individual and organizational needs, goods and objectives.

People join organizations with certain motives like security of income and job, better prospects in future, and satisfaction of social and psychological needs. Every person has different sets of needs at different times. It is the responsibility of management to recognize this basic fact and provide appropriate opportunities and environments to people at work to satisfy their needs. In this chapter the researcher wants to explain about job satisfaction, among the employees.

Definition of Job Satisfaction

The term job satisfaction figures prominently in any discussions on management of human resources. Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction,

happiness or self-contentment but the satisfaction on the job. Job satisfaction is an individual's feeling regarding his or her work. It can be influenced by a multitude of factors. The term relates to the total relationship between an individual and the employer for which he is paid. Satisfaction does mean the simple feeling state accompanying the attainment of any goal; the end state is feeling accompanying the attainment by an impulse of its objective. The term Job satisfaction was brought to limelight by Hoppock (1935). Hoppock describes job satisfaction as, "any combination of psychological, physiological and environmental circumstances that cause and person truthfully to say I am satisfied with my job."

Dimensions of Job Satisfaction

Job satisfaction has many dimensions. Commonly reported aspects are job satisfaction, pay, and recognition with supervisors and coworkers and opportunities for advancement. Each dimension contributes to a person's overall feeling of job satisfaction, but different people define "job" differently. There are three important dimensions to job satisfaction:

Job-satisfaction refers to one's feelings towards one's job. It can only be guessed but not seen.

Job satisfaction is often determined by how well results meet or exceed expectations. Satisfaction in one's job means increased commitment to the fulfillment of formal needs. Greater willingness to invest personal energy and time in job performance.

The terms job-satisfaction and job attitude are commonly used interchangeably. Both refer to the effective approach by individuals to their work roles, which they are currently occupying.

Although the terms job-satisfaction and attitude are used interchangeably, there is a difference between the two. Attitude refers to the tendency to respond, while job-satisfaction, on the other hand, is related to performance factors. Attitudes reflect feelings toward individuals, organizations, and objects. But satisfaction refers to a person's attitude towards a job. Therefore, job satisfaction is a specific subset of attitudes.

II. LITERATURE REVIEW

The study of job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. Job satisfaction has been closely related with many organizational phenomena such as motivation, performance, leadership, attitude, conflict, moral etc. Researchers have attempted to identify the various components of job satisfaction, measure the relative importance of each component of job satisfaction and examine what effects these components have on employees' productivity.

Jonathan Sequeria and Vijaylakshmi V. (2014) HR manager's interview was taken and it is found that the actual job role of operations staff goes beyond the job description. Almost all organizations conducted First Aid Training and safety training. Certificates as a reward were given 80 percent HR manager approved of conducting HR surveys as a method of examining employees' satisfaction. All hotels conducted employee satisfaction surveys annually. As welfare measure meals and conveyance provided. These measures were indeed effective. To engage the employees 80 percent of hotels use events and community service

Amandeep Kaur (2013) It is found that the big players are sharing the youth fashion pie and have become permanent shop providers for the customers. Good retailers provide whatever the clothing style and accessories they want. Be it hip-hop, or casuals shopping malls are in growing stage in these two cities of Punjab. An increasing competition is an eyewitness of this fact. Otherwise the customers can get attracted by newest shopping malls.

Spector (1997)[1] refers to job satisfaction in terms of how people feel about their jobs and different aspects of their jobs. Ellickson and Logsdon (2002) support this view by defining job satisfaction as the extent to which employees like their work. Schermerhorn (1993) defines job satisfaction as an affective or emotional response towards various aspects of an employee's work. C.R. Reilly (1991) defines job satisfaction as the feeling that a worker has about his job or a general attitude towards work or a job and it is influenced by the perception of one's job. J.P. Wanous and E.E. Lawler (1972) refers to job satisfaction as the sum of job facet satisfaction across all facets of a job. Abraham Maslow (1954) suggested human need from a five-level hierarchy ranging from physiological needs, safety, belongingness and love, esteem to self-actualization. Based on Maslow's theory, job satisfaction has been approached by some researchers from the perspective of need fulfillment.

Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depends on the expectations what the job supply to an employee (Hussami, 2008)[2]. Lower convenience costs, higher organizational and social and intrinsic reward will increase job satisfaction (Mulinge and Mullier, 1998)[4]. Job satisfaction is complex phenomenon with multi facets and influenced by the factors like salary, working environment, autonomy, communication, and organizational commitment (Vidal, Valle and Aragón, 2007)[5]. Different people interpret compensation differently. Compensation, reward, recognition, and wages are terms used in different situations (Zobal, 1998)[6]. The compensation is defined by American Association as “cash and non-cash remuneration provided by the employer for services rendered”. Salary was found to be the prime factor for the motivation and job satisfaction of salaried employees of the automobile industry in the results of the survey done by Kathawala et al. (1990)[7]. The survey tried to assess the various job characteristics and the way the employees ranked them as motivators and satisfiers. The results showed that compensation was ranked as the number one job element for job satisfaction and increase in salary for performance was ranked as the number one job element for motivation. Compensation is very valuable tool for retention and turnover. It is also a motivator for an employee in commitment with the organization which in result enhances attraction and retention (Zobal, 1998; Moncarz et al., 2009; Chiu et al., 2002). It also works as communicator when it is given to employee against his services which shows how much an employee is valuable for its organization (Zobal, 1998).

The mentoring is used for development-orientation (Scandura and Williams, 2004)[8]. When a supervisor provides mentoring, the relationship affects the protégés skill development and intentions to remain with the employer (McManus and Russell, 1997). On the other hand non-supervisory mentor may increase mentee’s confidence by providing access to outside organization (Scanduraa and Williams, 2004). The immediate supervisor support is very important in organizational change. Although the support of supervisor is not very crucial in satisfaction but it has positive impact on satisfaction (Griffin, Patterson and West, 2001). According to Chakrabarty, Oubre, and Brown (2008), “perhaps the finest way in which supervisors can portray himself as a role model is to personally demonstrate proper techniques so that employee could understand how job should be done.” J.D. Politis (2001)[10] has examined the roles played by leadership in the process of knowledge acquisition and a survey was carried out on 227 persons who were engaged in knowledge acquisition activities to examine the relationship between leadership styles and knowledge acquisition attributes. The results showed that the leadership styles that involve human interaction and encourage participative decision-making are related positively to the skills and essential knowledge acquisition.

According to the study conducted by Friedlander and Margulies (1969), it was discovered that management & Friendly staff relationships contribute to the level of job satisfaction. However, this result contradicts with view of Herzberg (1966) who supported the view that supervision is irrelevant to the level of job satisfaction. Arnold and Feldman (1996)[12], promoted factors such as temperature, lighting, ventilation, hygiene, noise, working hours, and resources as part of working conditions. The worker would rather desire working conditions that will result in greater physical comfort and convenience. The absence of such working conditions, amongst other things, can impact poorly on the worker’s mental and physical well-being (Baron and Greenberg, 2003). Arnold and Feldman (1996) shows that factors such as temperature, lighting, ventilation, hygiene, noise, working hours, and resources are all part of working conditions. Employees may feel that poor working conditions will only provoke negative performance, since their jobs are mentally and physically demanding.

2.1 OBJECTIVES

The objective of the study is as follows.

- To identify factors influencing employee job satisfaction.
- To identify the impact of job satisfaction of employees on their performance.
- To identify the factors that improve the satisfaction level of employees.
- To understand the main causes of employee dissatisfaction.

2.2 HYPOTHESIS

There is no significant difference between job satisfaction and employee performance.

There is a significant difference between job satisfaction and employee performance.

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III. RESEARCH METHODOLOGY

Based on the outcome of this research, the company executives would be in a position to take better decisions. The study involves collection of data from individuals and it would narrate the attitudes of individuals on factors affecting job satisfaction.

RESEARCH DESIGN

Descriptive research method has been followed to conduct the research study. Descriptive research study is useful to with describe the particular characteristics of individuals or a group. The descriptive research design includes surveys and fact finding enquires.

SAMPLE DESIGN

The sample design used is simple random sampling. Total population of permanent workers in the organization is 150 and the whole population is covered.

DATA COLLECTION

Primary & Secondary data Collection
The primary data was collected from the employees through questionnaire survey method. Interview schedule consisting of multiple choice questions and rating scales. Considering the size of the company and time factor the data was collected through personal interview method. The primary data was collected at the site of the job with an intension to observe the performances skill and attitude at the job.

STATISTICAL TOOL:

The response was recorded based on 5 point Likert scale. Data analysis was carried out using basic percentage statistical analysis approach. Chi-Square Test

IV. DATA ANALYSIS AND INTERPRETATION

GENDER OF THE RESPONDENTS

Sr. No.	Gender	No of Respondent	Percentage
1	Male	95	63.3
2	Female	55	36.7
Total		150	100.0

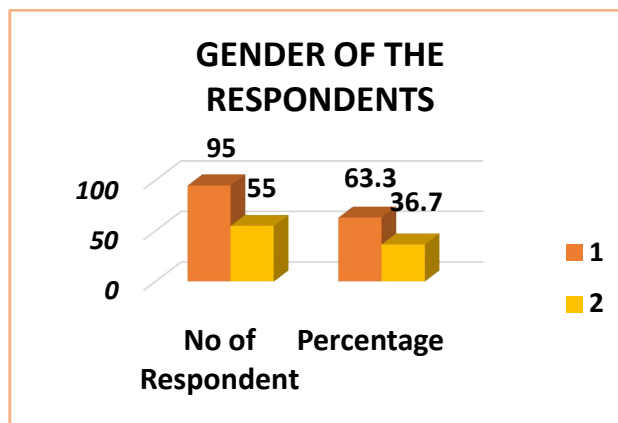


Table 1.1

INFERENCE:

Table shows that 36.70% of the respondents are Female and 63.30% of the respondents are Male.

AGE OF THE RESPONDENTS

Sr. No.	Age	No of Respondent	Percentage
1	Below 26	61	40.7
2	26 - 35	63	42.0
3	Above 35 years	26	17.3
Total		150	100.0

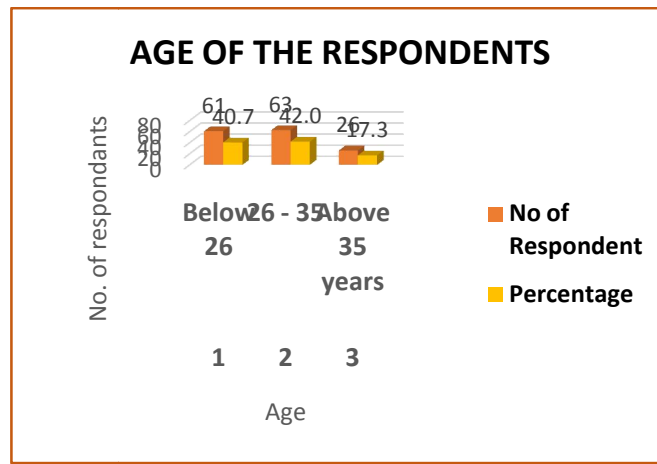


Table 1.2

INFERENCE

Above table is inferred that, 42.00% of the respondents belong to 26-35 years of age, 40.70% of the respondents are less than 25 years of age and 17.30% of the respondents are above 35 years of age.

MARITAL STATUS OF THE RESPONDENTS

Sr. No.	Marital Status	No of Respondent	Percentage
1	Unmarried	73	48.7
2	Married	77	51.3
Total		150	100.0

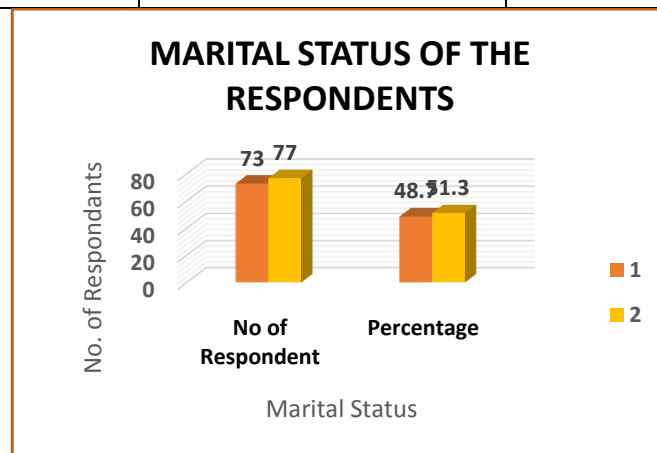


Table 1.3

INFERENCE

Above table infer that 48.70% of the respondents are married and 51.30% of the respondents are unmarried

WORK EXPERIENCE IN THE PRESENT ORGANISATION

Sr. No.	Work Experience	No of Respondent	Percentage
1	Less than 3 Months	12	8.0
2	3 Months - 1 Year	72	48.0
3	1 year-3 years	37	24.7
4	4 years and above	29	19.3
Total		150	100.0

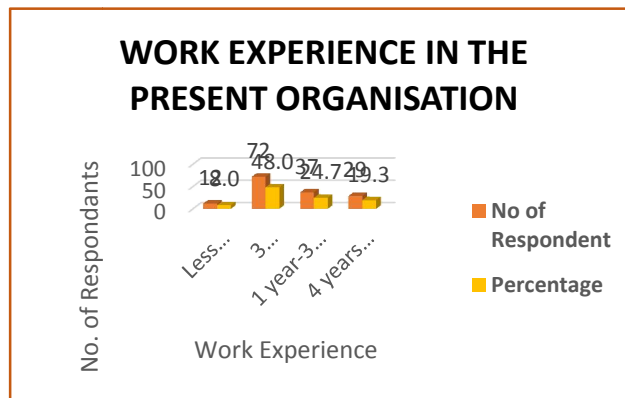


Table 1.4

INFERENCE

Above table infer that 8.00% of the respondents have less than 3 months experience, 48.00% of the respondents have experience of 3 months 1 year, 24.67% of the respondents have experience of 1 year 3 years and 19.33% of the respondents have experience of above 3 years.

V. CONCLUSION

Job satisfaction is a general attitude toward a job that varies among individuals. From the findings and analysis it is clear that the level of job satisfaction of employees in the organization is good. It shows that job satisfaction strongly influences the productive efficiency of an organization and increases performance and effectiveness by making employees more involved with immediate superiors and providing timely training programs.

The underlying problem of the organization was identified and objectives were formulated accordingly. A research methodology was conceived to facilitate a better process in the achievement of the object.

A study on worker satisfaction level found that workers were satisfied on most factors. The analysis thus throws light on various factors. Appropriate suggestions were given to further improve the level of job satisfaction.

The findings and suggestions given by the researcher will help the organization to increase the level of satisfaction of the workers and motivate them in their jobs.

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