EMPLOYEES' LEVELS OF JOB SATISFACTION

K. S. Giridharan

Assistant Professor, NITTTR, Chennai, Tamil Nadu, India

Abstract

Organizations in the contemporary age are confronted with a variety of difficulties as a result of the dynamic character of the environment. One of the numerous difficulties faced by a company is ensuring that its workers are satisfied in order to deal with an ever-changing and developing environment, achieve success, and stay competitive in the marketplace. When it comes to increasing employee efficiency, effectiveness, productivity, and commitment to their jobs, the company must first fulfil the requirements of its workers by providing them with favourable working circumstances. The purpose of this study is to examine the relationship between employee job satisfaction and the workplace environment. Quantitative research methods were used in this investigation. The information was gathered via the use of a survey questionnaire that was conducted by the participants themselves. The questionnaire has been adapted from a previously verified evaluation process. The target audience is comprised of educational institutions, the financial sector, and the telecommunications industry, all of which are located in the city of Hyderabad. It is decided to utilise simple random sampling for the data gathering from 80 workers. There is a favourable connection between the workplace atmosphere and employee job satisfaction, according to the findings. The research ends with some short recommendations, including the necessity for companies to recognise the significance of a positive work environment in order to maximise the degree of job satisfaction. In addition to assisting individuals in their personal and professional growth, this article may be of value to society by motivating them to make greater contributions to their employment. An organization's ability to inspire its workers to work hard toward the achievement of organisational goals and objectives is thus critical for success.

Keywords: Job satisfaction, employee organisation, productivity, and efficiency

I. Introduction

The work satisfaction is so popular in the area of industrial and organisational psychology, many academics and practitioners have given their own definitions of what it is. However, the two most frequent meanings are: "the pleasant emotional state arising from the assessment of one's work as accomplishing or assisting the accomplishment of one's job values" and "the degree to which individuals enjoy (satisfied) or hate (dissatisfaction) their jobs."

Most definitions, in general, include the emotional feeling an employee feels for their work. This may be their overall attitude about the job or their views toward particular elements of it, such as their coworkers, salary, or working conditions. Furthermore, the degree to which work results match or exceed expectations

may influence job satisfaction. However, job satisfaction is more than just how much a person loves his or her job. Taber and Alliger discovered that when workers at an American educational institution assessed how much they liked specific activities within their position, their scores were fairly linked to job satisfaction and associated (although weakly) with overall job satisfaction. Taber and Alliger also discovered that other factors (such as the degree of attention needed for the work, the level of administration, and the significance of the activity) had no effect on job satisfaction. This research found that the cumulative pleasure of work activities contributed to overall job satisfaction. The low connection, however, suggests that other variables, other than pleasure, contribute to how happy workers are at work.

Many companies fail to recognise the significance of a positive working environment for employee job satisfaction, and as a result, employees confront many challenges at work. Such companies are internally weak, and as a result, they are unable to bring new goods into the market in order to outperform their rivals (Aiken, Clarke, & Sloane, 2002). An employee is a critical component in the process of accomplishing a company's goal and vision. Employees must satisfy the organization's performance standards to guarantee the quality of their job. Employees need a working environment that enables them to work freely and without difficulties that may prevent them from achieving to their full capacity in order to fulfil the organization's requirements. The purpose of this study article is to investigate the effect of the working environment on employee job satisfaction.

1.1. Job Contentment

According to Vroom (1964), job satisfaction is an emotional orientation that workers have toward the role they play at work. Job satisfaction has long been recognised as an important factor in employee motivation. Job satisfaction is defined by Hoppok and Spielgler (1938) as an integrated collection of psychological, physiological, and environmental factors that induce workers to confess that they are pleased or happy with their employment. Furthermore, the function of workers in the workplace is highlighted because different factors have an impact on an employee within the company.

Clark (1997) contends that if employees are dissatisfied with the tasks assigned to them, they are unsure about their rights, working conditions are unsafe, coworkers are not cooperative, the supervisor is not treating them with respect, and they are not considered in the decision-making process, which causes them to feel disconnected from the organisation. Furthermore, he emphasised that in today's world, businesses cannot afford unhappy workers since they will not perform up to the standards or expectations of their supervisor, and they will be dismissed, causing them to incur extra expenses for hiring new personnel. As a result, it is advantageous for businesses to offer workers with a flexible working environment in which they feel their views are appreciated and they are a part of the company. Employee morale should be strong since it will be reflected in their performance because employees with poor morale will make less attempts to improve.

1.2. Working Conditions

The working environment is divided into two main categories: work and context. Work encompasses all aspects of the job, such as how the job is carried out and finished, including tasks such as task activities

training, control over one's own job-related activities, a feeling of accomplishment from work, diversity in jobs, and intrinsic value for a task. Many studies have focused on the intrinsic element of work happiness. According to the findings, there is a favourable relationship between the work environment and the intrinsic component of job satisfaction. Furthermore, they defined the second component of job satisfaction known as context, which includes both physical and social working circumstances (Sousa-Poza & Sousa-Poza, 2000; Gazioglu & Tanselb, 2006; Skalli, Theodossiou, & Vasileiou, 2008). According to Spector (1997), most companies neglect the working environment inside their company, which has a negative impact on employee performance. According to him, a healthy working environment includes employee safety, job security, excellent relationships with coworkers, acknowledgment for good performance, incentive to do well, and involvement in the firm's decision-making process. He went on to say that if workers understand how essential they are to the company, they would have a strong feeling of dedication and ownership for their workplace.

Wages, working hours, employee autonomy, organisational structure, and communication between workers and management are all variables that may influence job satisfaction (Lane, Esser, Holte, & Anne, 2010). According to Arnetz (1999), in companies, most workers have issues with their boss, who does not treat them with the respect they deserve. Supervisors may sometimes be rude to workers, making it difficult for them to communicate excellent and creative ideas with their bosses. Furthermore, he characterises top management as confining workers to their duties rather than instilling a feeling of responsibility in them by requiring them to work in teams to achieve high performance. According to Petterson (1998), the contact between workers inside a company is critical for achieving organisational objectives. He goes on to say that information must be communicated correctly and in a timely way in order for the business's operations to operate successfully. When coworkers disagree, it is difficult for the company to accomplish its goals. encouragement to improve performance Job happiness has been defined by many individuals.

1.3 Purposes

- To determine the overall job satisfaction level of the workforce. Employee perception of management.
- Identifying the variables that affect work satisfaction.
- To discover the element that contributes to increased work satisfaction.

1.4 Purpose

The study's scope is that by evaluating employee work satisfaction, organisations may further develop themselves with additional perks and facilities to overcome disadvantages and increase employee performance.

- To determine the employee's degree of work satisfaction.
- This report will aid those organisations in their future studies.
- It is useful to determine the employer's degree of satisfaction with the welfare measure.

- This research will assist the organisation in identifying areas of employee discontent with their jobs.
- This research aids in making a management choice for the business.

1.4 Restrictions

- The information was gathered only from current workers. As a result, it may change in the future.
- The study's length is limited. As a result, it may be unable to cover the full breadth.
- The research was limited to Le-Shark Global LLP, and the sample size was 50.
- The poll is influenced by the respondents' biases and preconceptions. As a result, absolute precision cannot be guaranteed.
- The researcher was carried out in a short period of time, which limited the researcher's ability to broaden the investigation.
- Because the researcher used a personal interview technique, the findings could not be generalised.

1.6 The Value of Job Satisfaction

The study of work satisfaction provides managers with a wealth of information on a variety of topics.

job, employee, environment, and so on, which aided it in making decisions and rectifying the course of corporate policies and behaviour. It reflects the organization's overall degree of satisfaction with its programmes, policies, and so on. Second, it is a diagnostic tool for identifying staff issues, implementing adjustments, and rectifying with little opposition. Third, it improves the organization's communication system, and management may debate the results to shape the organization's future course of action. Fourth, it aids in enhancing employee attitudes toward their jobs and promotes employee integration into the company. It fosters a feeling of belonging and engagement, which leads to an improvement in total organisational productivity. Fifth, it assists unions in understanding precisely what workers want and what management is doing. As a result, it promotes the amicable resolution of complaints and other undesirable circumstances. Finally, it aids in identifying the training and development requirements of both workers and the business. 14 We can increase work performance if we can boost job satisfaction and morale. Soon after, management began to capitalise on this newly discovered knowledge, and they took action on two fronts. They began by attempting to evaluate the condition of employee sentiment in order to determine where to focus their efforts in increasing employee happiness. Second, they set out to educate their managers, particularly first-level supervisors, to pay attention to their subordinates' attitudes and emotions in order to enhance performance. 15 At the moment, there is a lot of discussion about job happiness at work. Job satisfaction refers to the pleasure one gets while doing one's duties. Job happiness is an essential element that influences not just labourer performance but also job behaviour such as absenteeism, accidents, and so on. Employee assessment of how effectively the work delivers the items deemed essential determines job happiness. Job happiness is critical to the success of any company. Workers who are pleased are the most valuable assets to a company, while unsatisfied employees are the costliest liabilities.

In reality, no company can accomplish its goals and missions until and until the people that make up the organisation are happy in their employment. Dissatisfaction breeds frustration, which breeds violence. Employees who are unhappy with their jobs are seen to be more militant in their approach to management. Dissatisfaction is contagious and rapidly spreads to other workers, affecting morale, productivity, and the organization's image. A disgruntled employee may severely affect the organization's image and property, as well as its economic interests. Employment satisfaction/dissatisfaction is the consequence of a variety of variables linked to current job circumstances.

These various factors include opportunities for career advancement, the amount of stress at work, work involvement, relationships with colleagues and supervisors, due recognition of merit, adequate emoluments and working conditions, grievance resolution, feelings of fatigue and loneliness, and the organization's prestige.

16 Job satisfaction is a difficult and essential topic for human resource managers to grasp since most employees do not feel their efforts are adequately rewarded. They also do not think that their businesses are doing enough to recruit, develop, and manage high-performing employees. Job satisfaction has often been held up as a way of boosting employee motivation since Herzberg's 1959 study on satisfiers and dissatisfiers in the workplace. Individual productivity, job longevity, and organisational efficiency all increase as a result of the advancement. The idea of work happiness has grown so entrenched in how we think about employment and people that its significance is now taken for granted, as if it were a tenet of management religion. Human resource managers nowadays want to know how to have happy workers, not why they should be content. In reality, workers and managers may want organisational circumstances that promote job satisfaction for a variety of reasons. Employees spend the majority of their working hours at work, thinking about work, resting up for work, or preparing for work, since work gives both "daily purpose and daily food." However, work is not always a happy place for employees.

Human resource managers may be concerned about employee job satisfaction for reasons other than those shared by their workers. Because they care about their workers, altruistic managers desire pleased employees. Result-oriented managers desire happy workers because they perform better, have lower absenteeism, and are more likely to stay with the company. Employees who are pleased tend to generate higher-quality work than their unhappy counterparts. Indeed, research on workplace humanization show that happy workers are more productive, and that companies with satisfied employees are more efficient. Employees who are satisfied are more likely to have strong internal work motivation, to provide high-quality job performance, and to have lower absenteeism and turnover.

II. Review of Literature

Over the years, research has been conducted in many settings across the globe to better understand the connection between work environment and job satisfaction. Because of its nature and effect on society, the subject is becoming more important over time. According to the results of a Danish research, a company may enhance its productivity by improving the physical aspects of the work environment (internal climate), which may have a beneficial effect on firm production (Buhai, Cottini, & Nielseny, 2008). Herzberg et al. (1959) established a motivational model for work satisfaction and discovered via study that job-related

variables may be classified into two categories: hygiene factors and motivation factors. Factors related to hygiene cannot be the source of the problem.

They cannot change dissatisfaction into no dissatisfaction, but they can change dissatisfaction into no dissatisfaction or provide short-term motivation, whereas motivational factors have a long-term effect by raising positive feelings toward the job and converting no dissatisfaction into satisfaction. Employees are more likely to be unhappy if hygienic elements (such as working environment, supervision quality and level, business policy and administration, interpersonal connections, job security, and pay) are lacking.

According to Baah and Amoako (2011), motivational factors (the nature of work, the sense of achievement from their work, the recognition, the responsibility that is given to them, and opportunities for personal growth and advancement) assist employees in determining their worth in relation to the value given to them by the organisation. Furthermore, this may boost employee motivation, which will eventually lead to increased internal happiness, and internal happiness will lead to contentment. The hygiene element can only create outward pleasure; it is not strong enough to transform discontent into contentment; nevertheless, its existence is very essential. According to the Herzberg Two Factor Theory, both hygiene and motivation factors are related, since hygiene considerations take workers from job discontent to no job dissatisfaction, while motivation elements move employees from no job dissatisfaction to job happiness (Herzberg et al., 1959). Sell and Cleal (2011) created a model on job satisfaction by combining economic factors and work environment variables to investigate the reactions of workers in hazardous work environments with high monetary advantages and non-hazardous work environments with low monetary benefits. The research found that various psychosocial and work environment factors such as work place and social support have a direct effect on job satisfaction and that increasing incentives did not alleviate employee discontent.

The fundamental supervisory characteristics include the supervisor's availability when needed, capacity to connect employees, inspire creative thinking and understanding of the value of open mindedness in the eyes of workers, and ability to interact with employees. Employee satisfaction was high when there was excellent and effective supervision, while discontent was high when there was inadequate communication skills (Schroffel, 1999). Another research on the degree of work happiness among college faculty members by Catillo and Cano (2004) found that if appropriate attention is paid to interpersonal connections, recognition, and supervision, the level of job satisfaction rises.

Bakotic and Babic (2013) discovered that for employees who work in tough working circumstances, working conditions are a significant factor for job satisfaction, thus workers in difficult working conditions are unhappy as a result of this factor. To increase employee happiness while working under tough working circumstances, management must improve the working environment. This will make them as pleased as others who operate under regular working conditions, and total performance will improve as a result. According to Tariq et al (2013), a research in the telecom industry showed that various factors such as workload, pay, stress at work, and disputes with family due to employment contribute to employee unhappiness, which leads to turnover. Finally, these independent variables have a detrimental effect on organisational performance, which is affected by these elements. According to Chandrasekar (2011), a company must pay attention to creating a work environment that improves workers' capacity to become more productive in order to generate revenues for the firm. He also claimed that human-to-human

connections and relationships, rather than money, play a more dominating role in total work satisfaction, while managerial skills, time, and energy are all required for enhancing the overall performance of the company in the present period.
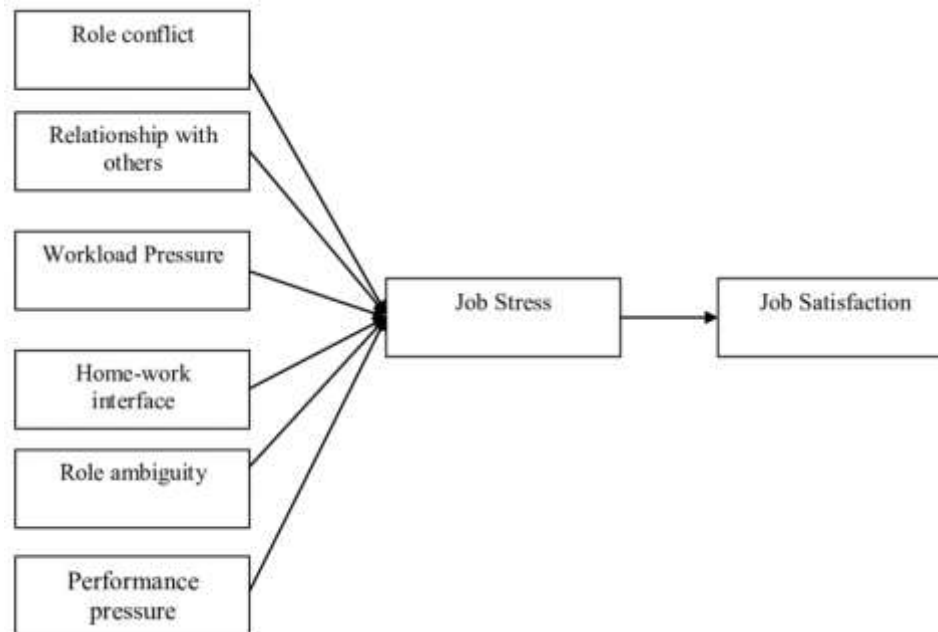
Fig1: A working environment conceptual paradigm that results in job satisfaction.

This study will investigate the link between working conditions and job satisfaction. The hypothesis presented below is designed to investigate the connection between the variables. H1: A more pleasant working environment will lead to greater job satisfaction.

III. Methodology

3.1. Sample size and population

The study's goal is to investigate the connection between working environment and job satisfaction. Through a survey questionnaire, data is collected at random from workers of banks, the telecommunications industry, and universities in the city of Hyderabad. 70 respondents were selected from each sector, allowing us to collect 210 answers from workers working at various institutions using self-administered questionnaires. As data suggests, self-administered questionnaires delivered by hand and through email are best suited for many studies (Werner & Eleanor, 1993). The primary goal of choosing workers from different areas is to get feedback from a varied set of individuals so that the findings may be generalised to a large population.

Size of the sample:

Eighty respondents were interviewed from the sample.

Source of Information

Primary and secondary data were utilised in this study.

i. Primary Data Questionnaires were used to interview employees.

ii. Secondary Information

Various information has been gathered from business documents.

3.2. Data Instruments and Data Analysis Methodologies

The 33-item questionnaire adapted from the State Statistical Office (SSO, 2009) included questions about esteem needs, job safety and security, working hours, trust, relationships with coworkers and supervisors, and nature of work in order to determine the impact of the overall working environment on employee job satisfaction. To assess answers ranging from not to yes, a 5-point Likert scale is employed.

V. Data Analysis and Interpretation

1. Is the company's vision and strategy communicated to you?

	Frequency	Percent	Valid percent	Cumulative %
Very dissatisfied	1	2.5	2.5	2.5
Not satisfied	3	7.5	7.5	10.0
Somewhat satisfied	19	47.5	47.5	57.5
Satisfied	17	42.5	100.0	100.0
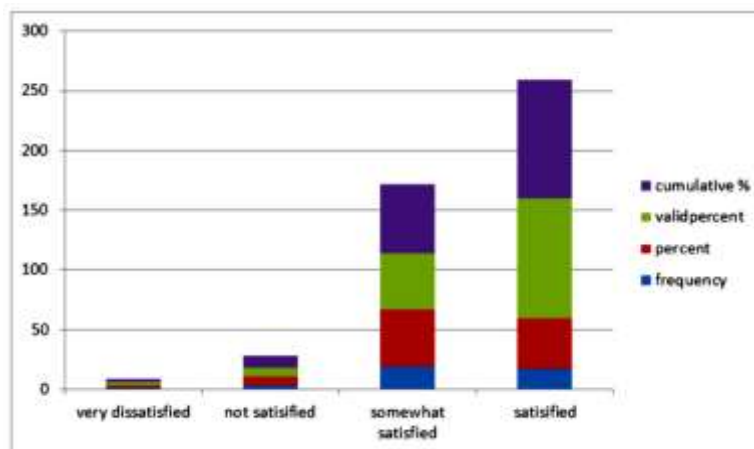
The majority of workers are pleased with the company's communication and information flow. This demonstrates that the Organization has an efficient information flow mechanism. The company is

developing an intranet application to ensure that information is easily accessible at all levels of the organisation.

2. Are you happy with your organization's communication and interpersonal relationships?

The conceptual model investigated in this study is shown in Fig 1 based on the preceding literature. The independent variable in this study is the working environment in which workers operate inside a company, and the dependent variable is employee job satisfaction. Working hours, job safety, job security, employee relationships, employee esteem requirements, and the impact of top management on employee work are all aspects of the working environment.

	frequency	percent	Valid percent	Cumulative %
Not satisfied	8	20.0	20.0	20.0
Somewhat satisfied	23	57.5	57.5	77.5
Satisfied	9	22.5	22.5	100.0
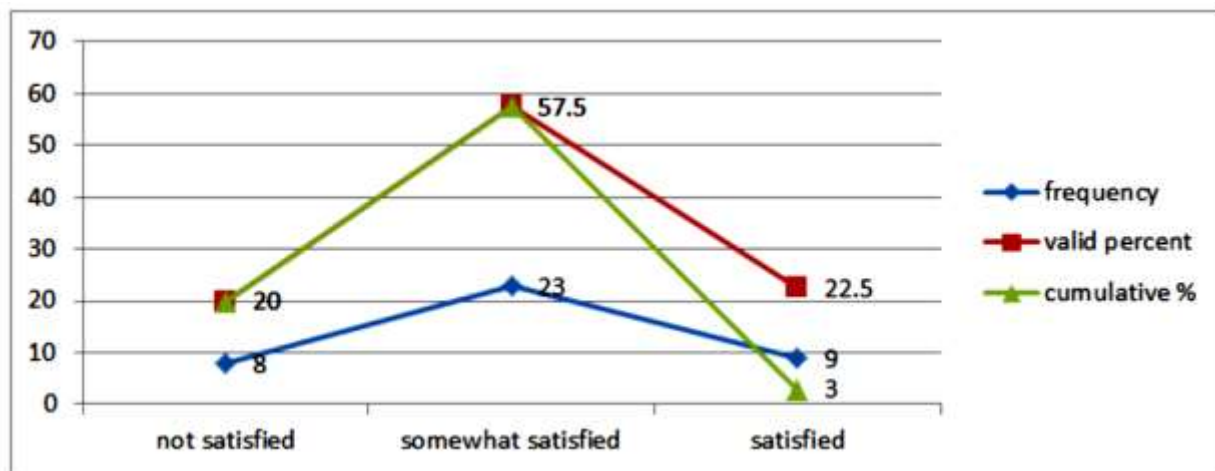
People like their jobs more when they have positive interpersonal connections with the people they work with. They may be coworkers, subordinates, or superiors. As a result, developing strong interpersonal relationships is critical for increasing Job Satisfaction. According to the findings of our study, more than 70% of workers think that the Organization has a good working connection.

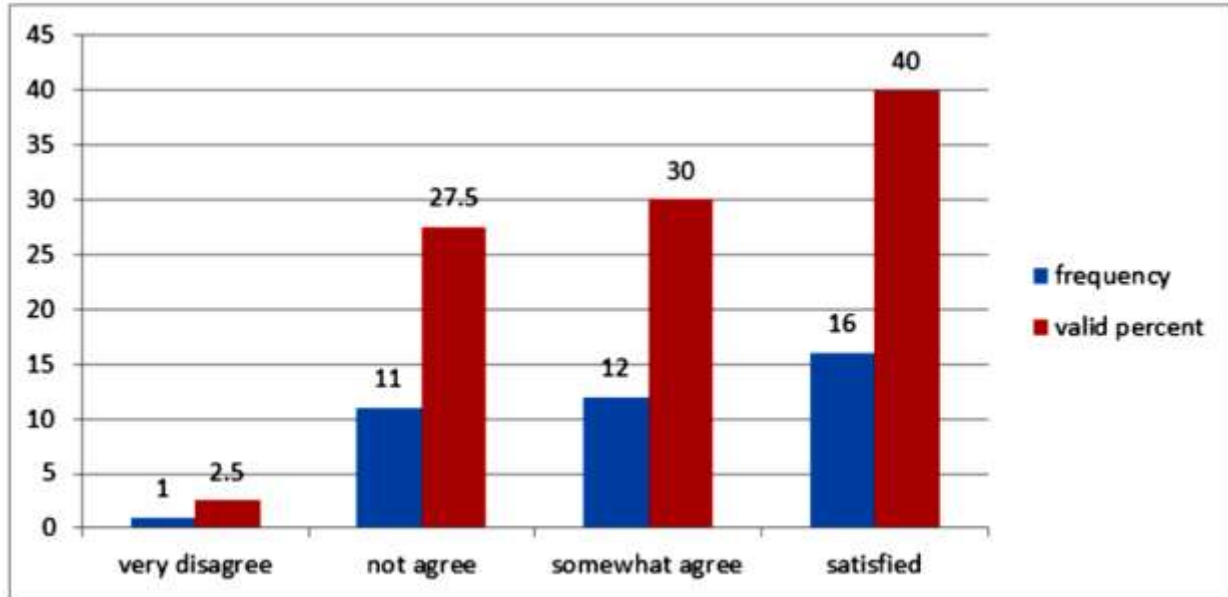## 3. Do you have adequate chances to advance in your job and?

	frequency	percent	Valid percent	Cumulative %
Very disagree	1	2.5	2.5	2.5
Not agree	11	27.5	27.5	30.0
Somewhat agree	12	30.0	30.0	60.0
agree	16	40.0	40.0	100.0

One of the most successful methods to achieve objectives is to assess how often workers communicate with one another. According to the findings, about 70% of workers are provided different chances to connect with one another. These possibilities include group meetings, lectures, and other social gatherings. The gathering's aim is to have official conversations and debates about different topics and challenges that workers encounter at work.

VI. RESULTS

1. It has been discovered that the manner in which organisations communicate with their personnel regarding aims and objectives is relatively satisfying to the workers.
2. According to the research, the majority (53 percent) of respondents cited a positive interpersonal connection with coworkers as the basis for their job satisfaction.
3. According to the study's findings, the majority (70%) of respondents feel pleased and appreciated for the job they have done.
4. According to the research, (85 percent) of the respondents are satisfied, while the remainder are not completely satisfied with the level of motivation received from their superiors.
5. It has been shown that the majority of workers (60 percent) are happy with their jobs because of the career possibilities offered by the organisation.
6. Employees are stressed out more often, and the work load on the employees has diverted them to job discontent, and we can see from above that 50 percent of employees feel pressed because of the supply of fewer enjoyable aspects and incentives to the employees.

VII. RECOMMENDATIONS

1. The top management choice must be extremely logical and in the best interests of the company, as well as convey the employee's requirements and objectives. Then, every corporate decision should be communicated to every employee.
2. To maintain excellent relations within the organisation, management should organise enjoyable activities and ensure that all workers from all departments participate actively in the activities or events.
3. Every organisation should promote corporate entrepreneurship in order to inspire employees to come up with new ideas for career advancement as well as organisational growth.
4. Top management must encourage workers who are falling behind in any aspect of their job by providing regular training and analysing the work they have completed so that they may improve even more.
5. Performance appraisals, such as incentives, bonuses, and awards, should be conducted on a regular basis in order for workers to feel that their work is appreciated and supported by the organisation.
6. Organizations must prioritise workers and consider their health and safety, so that they may take steps to provide a healthy working environment for their employees.

VIII. CONCLUSIONS

Employee job satisfaction is positively influenced by the working environment. Bad working circumstances make it difficult for workers to demonstrate their skills and reach their full potential, therefore it is critical that companies recognise the value of a decent working environment. This study article benefits society since the findings raise awareness about the significance of a healthy working environment for employee job satisfaction. The research has an effect on the future success of companies by encouraging them to take the working environment more seriously inside their organisations in order to improve employee engagement and commitment. This allows their workforce to provide greater outcomes. It also guarantees that the organization's workers will be able to work in a calm and free atmosphere, free of burdens or pressures that might cause their performance to suffer. As development efforts grow, the success made in business will immediately benefit the economy of a nation. In such circumstances, the nation will be able to cope with the small issues that arise because it will be in a strong position to do so. The advantages of creating a positive working environment for workers are enormous for both the company and its personnel. Certain constraints existed throughout the study, such as the availability of time to perform research in order to collect the necessary data. One of the constraints we encountered was a lack of time, which prevented us from adding additional information regarding the significance of this subject. Another constraint was the lack of access to data that had to be gathered from different organisations. The information collected was tough to get since several companies' workers were reluctant to disclose their real views. We took particular care of the research's ethical aspects by assuring respondents that their answers would be anonymous and private, with no one having access to them. Because the problem had not previously been addressed, businesses now have the chance to use the knowledge from this study article to plan their future course of action that will assist them guarantee their long-term success. Employees perform better in work settings where they are a part of the entire decision-making process, have flexible working hours, a lighter workload,

a teamwork attitude, and supportive top management. This results in a high degree of employee job satisfaction, which makes workers more dedicated to their company, more driven to work hard, and more likely to achieve high productivity for their companies, benefitting their individual enterprises in the long term.

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