

Critical Analysis on Employee's Job Satisfaction in the Workplace

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Abstract

In modern management, encouraging employees in the workplace is considered the main function of management. In fact, the job satisfaction is a kind of process in inspiring, encouraging and motivating for the full use of the work force of the employees through which the institutional goals would be achieved. Having enough knowledge and skills in the work of an employee is not enough for the job. This is why employee's willingness or interest is spontaneously needed. Therefore, to motivate the employee's minds to get their best cooperation and endeavor in the workplace is the main objective of human resource management.

Keywords

Management, Job Satisfaction, Employee, Workplace, Motivation, Manager

I. Introduction

In every organization human resource is a very pivotal part to run the organizational activities smoothly and smartly. In this contemporary era of competitive world, the proper achievement and success of any organization mostly depends on its human resources. Those who are appointed as employees of the organizations are also considered as precious assets to the organization. Therefore, they are strongly required to be satisfied within their job environment through which they produce more which is profitable for the organization. In order to be a biggest and valuable asset of any organization, the organization or company should provide a satisfactory working environment and also make them satisfied with their job. So in this competitive environment, the essential thing is to know the views of employees toward their job and to measure the level of satisfaction with various aspects of job satisfaction.

An efficient and well up human resource management and maintaining higher job satisfaction level in organizations determine not only the performance of the workplace but affect the growth and performance of the entire economy [1]. Therefore, for the better achievement and proper success of organization or company, to secure human resource successfully and to look whether their employee are satisfied or not is very crucial, only if they are happy, they will work with commitment and project a positive image of the organization. Employee's job satisfaction is a basic element for the environment of organization and obviously it's a crucial component for the good rapport between management and employees as well. The term 'job satisfaction' this gives an important meaning of individual emotional reaction to job. It is not a negative emotional state that happens when a person's job seems to fulfill important job values provided.

II. What is Job Satisfaction?

Job satisfaction is one of the most crucial matters which pay a strong attention to authorities in the workplace. To find out the actual factors behind, different studies have been done which

apprehend the job satisfaction and the way it emphasizes efficiency in the organization. It can be said that job satisfaction is a kind of mental feeling of favorableness which an individual has about his job. It is often said that "a happy employee is a productive employee [2]." Those people who work in the office they spend a major portion of their life at the workplace therefore job satisfaction is very crucial to them.

According to Vroom (1964) job satisfaction is an orientation of emotions that employees possess towards role they are performing at the work place. Job Satisfaction can be assumed as an essential component for employee motivation and encouragement towards the better performance which leads to achieve the optimum goals of the organizations. Further, the employees always play very crucial role at workplace which is emphasized as there is an influence of various elements on an employee within the organization.

Researchers in this sector have assayed to identify the different elements of job satisfaction and examine what effects these elements have on workers' productivity. Maslow (1954) has argued that human needs to form a five-level hierarchy ranging from physiological needs, safety, belongingness and love, esteem to self-actualization. On the other hand, based on Maslow's theory, job satisfaction has been approached by some researchers from the perspective of need fulfillment (Kuhlen, 1963; Worf, 1970; Conrad et al., 1985). Herzberg et al. (1959) formulated the two-factor theory of job satisfaction and postulated that satisfaction and dissatisfaction were two separate and sometimes even unrelated phenomena.

Clark (1997) says that if employees are not satisfied with the task assigned to them, they are not certain about factors such as their rights, working conditions are unsafe, co-workers are not cooperative, supervisor is not giving them respect and they are not considered in the decision making process; resulting them to feel separate from the organization. Moreover, in the recent times, the firms cannot make dissatisfied employees since they will hardly accomplish up to the levels or the prospects of their supervisor, they will be fired, resulting firms to bear additional costs for recruiting new staff. Therefore, it would be much more beneficial for the organization to ensure the better and convenient working environment to employees where they ponder their opinions are given priority and they are a part of the organization.

III. Impact of Job Satisfaction

The job of management is to work by others but the matter of work is related to the job satisfaction of the employees. Actually, if no one wants to work, they cannot be forced to work. Therefore, the modern management consider it seriously enough the matter of achieving the satisfaction of the employees. Recent studies have shown that satisfaction does not only keep personal development, but it also works to improve the level of departmental and institutional skills. Boles (1997) have said that "If the level of

satisfaction is low, the impact on the organization may be negative and vice versa. On the other hand, when employees' level of satisfaction is high, they are willing to exert considerable effort on behalf of the organization, feel that the level of internal work motivation is high, organizational and professional commitment is strong, while the management observes significant decreases of turnovers."

There are some core impacts of employee's job satisfaction in the workplace discussing briefly below:

A. Development of High Morale

Job satisfaction plays very crucial role in the formation of high morale to the employees. This makes them more committed to their organization and to work, and discourages any activity against the interests of the organization. As a result, convenient working environment is created in the organization.

B. Mass Production

The success of each organization or company depends on the highest level of production by the lowest cost possible. For this of course, the maximum use of employee's strength should be ensured. Due to lack of satisfaction in the work, when employees become ineffective, more production can never be guaranteed. Therefore, job satisfaction is certainly needed in the workplace to have the mass production.

C. Increase in Efficiency

If employees are sincere with their work naturally they enjoy that work and with joy, and therefore, any effort can play a significant role in increasing their skills. Employees feel helpless because of the lack of job satisfaction which in turn prevents them from increasing their skills.

D. Establishing Fair Labor Management Relation

To establish fair labor management relation is an important task of management which is possible to achieve by the job satisfaction. Employees can be as content as possible in the mental aspect their understanding and sincerity towards management will increase. In the absence of job satisfaction in the work place, the employees make movement and therefore the labor management relations become fragile.

E. Reduction in Wastage

Dissemination of performance job satisfaction also plays an important role. Due to the lack of satisfaction of the employees, the waste of the labor hours of the employees or any other waste of work or loss of work owing to have the right action, it is possible to prevent it too much.

IV. Ways on Improving Job Satisfaction

Job satisfaction is a very crucial part of an employee's lifecycle and motivation to keep loyal to and employed with an organization. At the same time, it is also very much critical to mass production motivation and low employee turnover for any organization or company. Every now and then the employers face the challenges of discovering the solutions to enhance the job satisfaction so their businesses stay very much competitive. In the contemporary world economy of biasing clients has engaged needs on employers never before seen. Some studies have showed that usually the employers face the challenges to maintain productivity, profitability and keep their workforce involved and pleased with their jobs.

Sometimes the organization is to be tactical to organize various activities by encouraging the employees of the organization. Employers, leaders and managers can improve motivation within their organizations by following this process:

A. Provide a Fair Working Environment

According to plan to achieve the institutional goals keeping the employees satisfied by providing a positive and fair working environment is very much crucial. If the environment where the employees work is clean, adequate air and noise free then it increases the morale of the staff. Apart from that it can also be arranged for healthier toilets, canteens and prayer hall for the employees. In order to inspire and motivate the work of subordinates, including executive or manager, the organization will have to prepare the healthy and appropriate work environment.

B. Establish Equity

To perform the organizational activities, misbehave and injustice towards the employees naturally get angry. If it is possible to establish justice at all levels of the organization and in all the tasks of the organization, and all the employees are treated equally, then it is encouraged the staff which helps to achieve the optimum institutional goals.

C. Democratic Management

Democratic management is also considered another tool through which job satisfaction can be ensured among the employees in the workplace. If the management values the thinking of the employees without being arbitrary, taking advice in the appropriate cases, taking their views in decision making and expressing sympathy for the lack of impulse, however, the enthusiasm of the employees is encouraged to the executive or the institutions. As a result, their enthusiasm increases in the workplace.

D. Provide Training

Provide proper and required training to develop employee's capacity and skills which motivates and makes them more productive and innovative in the workplace. Therefore, employee's growth is one of the most indispensable aspects of engagement while employees feel like they have stagnated they may finally get tedious and look elsewhere for stimulation and new challenges. The organization or company should keep star talent on board by providing them opportunities to grow in the career and the company. It may include training, a challenging promotion or a learning budget that allows employees to pursue outside interests which will let them to become more proactive and motivated.

There are many reasons behind provide training and development makes sense. Many studies showed that 'well-trained employees are more capable and willing to assume more control over their jobs. They need less supervision, which frees management for other tasks. Employees are more capable to answer the questions of customers which build better customer loyalty [3].'

E. Appreciation of Good Work

Appreciation and recognition of good work to employees is one of the easiest and cheapest ways to increase job satisfaction in the organization or company. There are many tools to help the manager to recognize the employees work for example a good compliment. Mark Twain once said that "I can live for two months on a good compliment [4]." At the same way personal recognition is also a very powerful tool in making morale and motivation to the employees in the workplace. Graham Weston, co-founder

and CEO of Rackspace Managed Hosting, said that, "If you gave somebody a \$200 bonus, it wouldn't mean very much. When someone gets to drive my car for a week, they never forget it 5." The important point is pay and money does not necessarily create job satisfaction. There has to be something more which makes the employees more motivate.

F. Employee's Well-Being

Human resource department of the organization or company should show to employees that you honestly care about their well-being which is one of the most effective tools to improve the job satisfaction among the employees in the workplace.

There are two kinds of aspects of employee's well-being one is mental well-being and another is physical well-being. In our daily working life mental well-being is often forgotten about which very much crucial for the organization or company to think about. Be flexible with the team's schedule, show that you trust them, and check in with them frequently to see how you can help. Physical well-being on the other hand, is relatively inexpensive for the company or organization which needs to be focused on and can have powerful benefits. Offering to subsidize gym memberships, having healthy fruit in the office, or helping employees pursue sporting activities are all great tools to show employees you care about them. Like this way the organization or company can make sure the employees job satisfaction in the workplace.

V. Conclusion

Every organization depends on their active and capable human resource department for their success, goal and development. Moreover, if the employees give their labor properly, the organization will be easily able to achieve the optimum target. In the organization or company employees are more likely to be satisfied if they are respectful treatment at all levels, competitive compensation, excellent benefits, job security, and established trust. Then they tend to have higher engagement scores when they are confident about meeting work goals and are determined to do so. Although sometimes there will be some weaknesses existed in contents of welfare facilities, other facilities, performance appraisal system, behavior of boss, career development system and promotion system, the organization or company can easily overcome them through improvement measures.

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