



# International Journal of Research Publication and Reviews

Journal homepage: [www.ijrpr.com](http://www.ijrpr.com) ISSN 2582-7421

## Employee Satisfaction at the Workplace

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### ABSTRACT

Job satisfaction plays an essential role in the success of every organization. We can define job satisfaction as a positive response that an employee has when he or she does a job. Job satisfaction of employees helps in the growth of the organization.

This research paper aims to analyse the impact of job satisfaction among employees in the industry.

**Keywords:** Job satisfaction, Organisational Behaviour, Enterprise and employee development, Work Safety, Productivity, Organizational goals, Employee satisfaction

### Introduction

Job satisfaction is a measure of employees' comfort with their job, whether they like their job or the individual aspects of their job, such as the nature of their work or the supervision under which they work. An employee's satisfaction with his or her job has a key role in an organization's success. Job satisfaction is a goal that most organizations aim towards, but very few can achieve. Hence, it's of utmost importance for organizations to try and understand the factors that could boost employee satisfaction. It is also critical to learn about how job satisfaction contributes to the overall achievement of the organization. A satisfied employee is loyal to the organization and employees who are happy with their jobs are more committed to the organization and its goals.

This research will look into what job satisfaction stands for and what are the parameters affecting employee satisfaction through the secondary data collection method.

### Literature Review

The concept of employee satisfaction dates back to the Human Relations Movement of the 1930s in the rise of labour unrest associated with the spread of the Taylorist work organization practices. **George Elton Mayo** and his associates gave significance to the fact that human relations issues could have considerable impacts on the work performance of their employees. Their Hawthorne experiments gave a positive lens to the world through which the significance of human behaviour and its functions gained significance in organizations.

Satisfaction is fulfilling a need or desire. It is also defined as the feeling that you get after the fulfilment of that need or desire. (**Porter, 1985**). Satisfaction is viewed in many forms in management studies like job satisfaction, employee satisfaction, customer satisfaction, etc. Every aspect of any organization needs human efforts for them to work and hence, it is of utmost importance to have the best employees. For that, the focus should be on gaining employee satisfaction as a satisfied employee gives good returns to the organization in the form of productivity and better performance. (**Schneider, 1987**).

Employee satisfaction is significant in understanding the behaviour at the workplace and there are a lot of determinants affecting it. **Roznowski & Hulin (1992)** claim that "once an individual joins an organization, a vector of scores on a well-constructed, validated set of satisfaction scales become the most informative data, the organizational psychologist or manager can have."

It is of utmost importance to focus on the factors that determine satisfaction among the employees at the workplace and one of these factors can be seen through the **Empirical Study on the Effects of a Leader's Verbal Communication Style on Employee Job Satisfaction** conducted by [Wenchen Guo, Tingting Li, Ning Wu](#). In this study, it was found that the autocratic verbal communication style leads to low satisfaction among the employees whereas, the supporting verbal communication style leads to higher job satisfaction among the employees. **Moyes, Shao & Newsome (2008)** also describe employee satisfaction in terms of how happy an employee is in his or her position of employment. The other factor affecting employee satisfaction in an organization was given by **Branham in 2005**. According to him, the respect that the workers get for themselves and the job they perform at the workplace defines the level of satisfaction that they get at the workplace.

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## Significance of Employee Satisfaction

- **Lower attrition rate:** Employees who are satisfied with their jobs and their organization are less likely to leave their organization. This satisfaction arises if the organization successfully addresses the problems of their employees and takes their concerns into serious consideration to work on them further.
- **High productivity:** When the employees are happy and satisfied, they are most likely to be more productive and tend to give their best while performing their jobs. The more an employee thinks positively about his or her organization, the more effective they tend to be.
- **Positive work culture:** A satisfied employee tends to create positivity around himself and herself. This happens when the company's values match the values of the employees and then the organization is collectively able to achieve its goal along with its employees.
- **Low absenteeism:** The more an employee is satisfied, the less he or she tends to be absent from work. A happy employee tends to be committed to the organization.
- **Brand image:** An organization that has a positive work culture builds a good name for itself in the market thereby, attracting good talent towards it.

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## Research Methodology

The secondary data collection method has been used in this research paper. This secondary data has been collected from journals, books, articles, and magazines.

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## Research objective

- To study employee satisfaction in organizations
- To understand the parameters affecting employee satisfaction
- To understand the benefits of employee satisfaction

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## Findings

Job satisfaction is a major factor that influences employees and overall enterprise development. It is an important aspect that should be focused on. Self-statements by employees have shown that the percentage of employee satisfaction in an organization is not amazing yet not low. Average job satisfaction shows that there is a need to look up the factors that influence these percentages. There is a need for training and development of the employee to upgrade their skills and make them aware of the emerging trends and technologies in the company and worldwide. This need for training would help employees to learn new things and keep them motivated which is very significant. Another aspect that would influence one's satisfaction in a job is the atmosphere in which he or she works. How the staff members, the supervisor, the boss, and other members of the company make them feel is very important for the employees. These factors influence the overall organizational behaviour of each employee and play a vital role in the overall productivity of any organization. Supervisors play a key part in this segment, as the behaviour of the supervisor towards the employee would influence the employee's point of view towards work and the development of the company. Supervisor's way of handling employee, their way of interaction, supportive efforts, problem understanding, and attitude, very much affects the employee's willingness towards work. Employee stability and promotion would be another aspect of concern for job satisfaction. Regular promotions and incentives keep an employee motivated and enthusiastic towards their work. Their hard work needs to be appreciated and rewarded for their as well as the organization's development and upgradation.

Job satisfaction is just one of those things which are needed for the overall development of the company as well as the people who are working there.

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## Conclusion

Work safety of an employee is the result of job satisfaction, moreover, it keeps them employed and happy. If the employees give their best in their work and duties, they undertake more responsibilities and this tends to make them feel as if they are a crucial part of the organization, which again keeps them motivated and energetic and always ready for any task. Organisations should take care of such responsive employees which would ultimately make employees happy. Due to this, productivity rises and it is beneficial to the organization and employees which is the ultimate goal.

Employees' positive attitude towards their employment is referred to as job satisfaction. As a result, their effectiveness is directly proportional to the organization's performance.

This study was undertaken to understand the importance of the key role of job satisfaction in employees' context and its effect on the organization's performance.

Employee job satisfaction ultimately leads to increased income for organizations. Through this research, we have gained a strong understanding of the importance of employee job satisfaction for the smooth operation of an organization.

### ***Acknowledgement***

I would also like to extend my gratitude to Dr. Shrikant Waghulkar and Prof. Radhika Bajaj for their able guidance and support in completing our research paper

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