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Impact of Job Satisfaction on Employee Performance

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ABSTRACT:

The happiness and satisfaction of employees are crucial factors that impact their productivity at Work. Job satisfaction is especially significant as employees spend a significant portion of their Lives at their workplace. Moreover, job satisfaction not only affects an employee's work life but Also their overall well-being as contented and happy employees tend to lead a more fulfilling life In general, both physically and mentally. Job satisfaction has a direct correlation with employee performance. When employees are Satisfied with their jobs, they tend to perform better and achieve targets in a timely manner. Satisfied employees also exhibit positive attitudes towards their work, such as being punctual, Attentive to targets, working efficiently with minimal errors, displaying loyalty and commitment To the job, being dependable, suggesting new ideas, showing willingness to improve their Knowledge and skills, taking on more responsibility, adhering to rules and regulations, exhibiting Low absenteeism, and showing efforts to retain their current job.

Introduction:

The world has rapidly transitioned into the new millennium, bringing forth a new era of fierce Competition and constantly evolving value equations. Organizations have shifted from a rigid Assembly line production approach to one that prioritizes knowledge creation by every

Individual within the organization. In today's highly competitive global business landscape, Organizations must adapt to match the agility and cost-efficiency of their rivals. This reality has Prompted a shift in focus towards changing employee attitudes, encouraging them to take on Independent responsibilities, empowering them to utilize their knowledge and skills in the latest Technologies, and motivating them to excel in their respective areas of expertise.

The changing business environment has compelled businesses to explore innovative ways to

Maintain their competitiveness. Organizations now face challenges such as increased Competition, diversity in human resources, evolving value systems, and rapid technological Advancements. In this globally competitive and challenging business environment, our success Will be greatly influenced by how effectively we manage our human resources – the individuals Who drive our operations. The traditional role of managers has significantly evolved to meet the Demands of the next millennium, with emphasis on responsible trade unionism, Productivityoriented work practices, and aggressive professional management being crucial to Achieving excellence.

According to the Employee Job Satisfaction and Engagement Report by the Society for Human Resource Management (SHRM), employee satisfaction with their current job has seen a Significant increase, rising from 81% in 2013 to 88% in 2016. This improvement can be Attributed to factors such as a strengthening economy, which has allowed employers to offer Higher salaries, better benefits, and improved perks to their workforce. Additionally, as the job Market stabilized, employees have been able to seek out opportunities that align with their Skills and interests.

For organizations, achieving employee satisfaction is a crucial goal, as human beings are the Most valuable asset in any enterprise. The success or failure of an organization largely depends On its people, as Alfred Marshall aptly stated, "the most valuable of all capital is that invested in Human beings." From a social perspective, an organization combines two key resources: its Workforce and its physical assets. However, the latter is rendered useless without the former. Job satisfaction has garnered attention from both managers and academicians, with numerous Studies conducted to understand the factors that influence job satisfaction and its impact on Productivity in the organization. While there is no conclusive evidence of a direct link between

Review of Literature

In today's competitive business environment, every organization aspires to achieve high Performance through increased productivity and efficiency. However, achieving this vision hinges On having a highly satisfied workforce that is willing to put in extra effort and work harder to Achieve results. Similarly, the overall performance of an organization depends on the Resourcefulness and success of individual employees. Cummings (1970) proposed

three Perspectives on the relationship between job satisfaction and performance, namely, satisfaction Causes performance, performance causes satisfaction, and rewards cause both satisfaction and Performance.

Mirvis and Lawler (1977) found that satisfied workers, such as bank tellers, are less likely to Experience cash shortages and less likely to quit their jobs. Similarly, Kornhanuser and Sharp (1976) argued that job satisfaction positively affects performance. However, Katzell et al. (1952) Argued that job satisfaction is not linked to turnover or production quality. Smith and Cranny (1968), after reviewing the literature, refuted this assertion and concluded that job satisfaction Affects performance, effort, commitment, and intention. The Western electrical studies (1966) Revealed that increased job satisfaction is partly attributed to increased employee productivity in The Relay Assembly test room.

Lawler and Porter (1967) suggested that satisfaction affects employees' effort, as increased Satisfaction from the possibility of performance rewards leads to higher expectations of Performance. Satisfaction and productivity have critical links that affect each other. Effort leads to Effective performance, which eventually leads to satisfaction, but the type of reward system Employees operate under ultimately affects their satisfaction and performance (David et al., 1970).

Curral et al. (2005) also found that an organization's output and productivity are evaluated based On the performance of its employees, and therefore, improved employee performance requires A high level of job satisfaction (Sousa-Posa and Sousa-Posa, 2000). Nanda and Browne (1997), After examining employee performance indicators during the hiring stage, found that employees' Level of satisfaction and motivation affect their performance.

1.3 Objectives of the study

- The objective of this study is to investigate the various factors that influence job Satisfaction among employees.
- The aim of this research is to explore the relationship between job satisfaction and Employee performance.
- This study seeks to gain an understanding of the measures that can be taken to improve Job satisfaction among employees.

Research Method:

Research methodology serves as a guiding framework for researchers to conduct their studies, Encompassing problem formulation, objective setting, and results presentation based on data Collected. The research design and methodology chapter outlines how the research outcomes will Be achieved in alignment with the study's objectives. It discusses the research methods employed During the research process. For this project, an exploratory research approach was utilized, drawing on past literature to Collect information on social media and today's youth. Both primary and secondary data were Utilized in the project, encompassing data obtained directly from original sources as well as Existing sources.

3.2 Data collection methods

Primary Method :The primary data collection method employed in this project involves the use of questionnaires To gather responses from respondents. Questionnaires typically include various types of Questions such as multiple choice, attitude scales, closed-ended, and open-ended questions. However, one drawback of using questionnaires as a data collection method is that they often Have a low response rate, and respondents may not always provide complete or accurate answers To all the questions.

Secondary Method Secondary data refers to data that is collected by individuals or organizations other than the user. It includes information that has been previously collected for other purposes, such as censuses, Data collected by different departments, organizational records, and data from previous research Studies. Secondary Data for this study is collected through various sources such as-

- Journals
- Websites
- Newspapers

Data representation

**INTERPRETATION:**

According to the responses collected, above are the factors that influence Performance, where 15.7% respondents have selected Job Safety and Security, 21.6% have selected Work Environment, 52% respondents have selected Bonuses/ Raises/ Incentives which is the highest, 28.4% have selected Challenging Assignment, 26.5% have selected Decision-Making Authority, 10.8% have selected Equipment and Supplies and 15.7% respondents have selected Promotion.

4. Conclusion:

Based on the information collected from the responses, it can be concluded that job satisfaction is crucial for organizations to achieve employee performance. Job satisfaction can help attract and retain a talented workforce globally, as happy employees tend to perform better. The assessment of job satisfaction is complex and involves various elements of the job and work environment. The job satisfaction study conducted in this research served as a powerful diagnostic tool for identifying employee issues and improving communication. The results of the survey indicated that organizations that prioritize job satisfaction experience lower turnover, absenteeism, and higher levels of engagement and innovation, with the most significant impact being on performance. The study revealed that areas such as grievance handling, promotion policy, pay, and participation in decision making need improvement, which can help management identify and address issues and assess training needs.

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