

# A PAPER ON EMPLOYEE SATISFACTION

SYED VAZHUNNISA AFREEN, MUSALA REDDY POLU, SHIK SHAILA BHANU  
STUDENTS OF BACHELLOR OF BUSINESS ADMINISTRATION,  
DEPARTMENT OF BUSINESS ADMINISTRATION  
ANDHRA LOYOLA COLLEGE, VIJAYAWADA

*Employee satisfaction or job satisfaction is quite simply, how employees are satisfied with their jobs.*

Employee satisfaction is a measure of how happy workers are with their job and working environment. It is sure that there may be many factors affecting the organizational effectiveness and one of them is the employee satisfaction. Employee is more loyal to the organization when they are satisfied. Employee satisfaction is a factor in employee motivation employee goal achievement and positive employee morale in the work place. H.R needs to handle on employee loyalty and satisfaction and if workers are really contented with the way of things done by the organization then they will stay a longer period with the company. Research tends to differentiate satisfaction as affective satisfaction and cognitive job satisfaction. Affective satisfaction is the sum total of pleasurable emotions and feelings associated with the job and its place in the individual life.

Whereas cognitive satisfaction refers to national satisfaction over particular facets of the job. Eg; pay and day-to-day responsibilities. 'Satisfaction depends on the gap between what an employee expects from a job and what they actually get. Why the satisfaction of employees is needed to organization. Workers satisfied when they enjoy much of their work. They feel management is fair and cares about them and they are comfortable in their work environment both with other staffers and with the resources they have available to complete their jobs. It is in closely with employee turnover, since unhappy staffers are more likely to move out of the company So, organization have a goal of keeping employee satisfaction at a high level so turnover stays low. Factors that influence employee satisfaction; Work environment, Fair policies and practice, Caring organization, Application, Pay, Age ,Promotion, Feel of belongings, Initiation and leadership, Feel of being loved , Safety and security, Challenges, Responsibility, Creativity in job, Respect from Co-works, Relationship with supervisors, Flexibility, Nature of work These factors are all important to companies who want to keep their employees satisfaction

## EMPLOYEE SATISFACTION

### Introduction

Satisfaction: A pleasant feeling that you get when you receive something you wanted, or when you have done something you wanted to do. Employee: He is the one who renders his services for achieving the objectives of organization to satisfy his needs and wants. Employee satisfaction: The happiness that workers feel when they are satisfied with their job and working conditions, used as one way of measuring a company's success.

Hop pock (1935) defines job satisfaction as 'any combination of psychological, physiological, and environmental circumstances that cause a person to say, 'I am satisfied with my job'. If an employee is satisfied with his job in the organization this results in the effective performance of the employee. If he is not satisfied he may not work effectively for the achievement of organizational goals. One of the main objectives of the organization is to satisfy the employees so that they can give their 100%

According to research satisfaction is two types they are affective satisfaction and cognitive Affective satisfaction: It is the sum total of pleasurable emotions and feelings associated with the job and its place in the individual life Cognitive satisfaction: It refers to the relational satisfaction over particular when employee satisfied their personal needs such as his desires and wants are full filled, in addition to this the

prevailing working conditions in the organization must be in favor. Employee financial satisfaction depends up on the organization's economic position.

To improve the economic position, organization motivates the employees by satisfying the social needs (respect, status) after attaining the desired economic position through employees, organization satisfies the employees financially.

## FACTORS INFLUENCING EMPLOYEE SATISFACTION

1. **Working environment:** Not only wages and salaries employees expect proper working environment, transportation facilities, respect in the organization, fair opportunity, motivation when they lack in confidence

2. **Appreciation:** application from superiors, subordinates and colleagues gives an encouragement to do better and make them think creatively

3. **Financially:** salaries or wages which satisfies their needs, wants and desires so organization should pay the employees depending on their hard work efficiency and caliber thus organization should primarily concentrate on employee salaries and wages Incentives, bonus and fringe facility boost up the inner zeal of the employees and creates interest towards work

4. **Relationship with superior:** the mutual understanding between the superior and the subordinate make subordinate more confident about his work and build's trust between them

5. **Respect from co workers:** employees seek to be treated with respect by those they work with.

A hostile work environment with rude or unpleasant co-workers is one of that usually has lower job satisfaction. "Take care of your employees They take care of customer Customers take care of business takes care of your profits" For any organization to be successful people or human resources should be the first and their ideas innovations decisions and actions drive the business into a dynamic and responsible organization

To improve the economic condition of the organization it must focus on employee absenteeism, employee turnover, fair opportunities and infrastructure facilities. The growth of the organization mainly depend on the innovative ideas of the employees if they are not satisfied then they may not give good ideas so organization should satisfy their employees to achieve the desired growth so that they may sustain in the society for a longer period

## NEED AND IMPORTANCE

Workers are satisfied when they enjoy much of their work, they feel management is fair and cares about them, and they are comfortable in their work environment both with another staffers, and with the resources they have available to complete their jobs it ties in closely with employee turnover, since unhappy staffers are more likely to move out of the company so organizations have a goal of keeping employee satisfaction at a high level so turn over stays low "In one sentence employee satisfaction depends on the gap between what an employee expects from a job and what they actually get"

When the employees are motivated towards the organizational objectives they try to attain those objects if they are not motivated in the right way they may not try to achieve the objectives of the organization. So employees are motivated through satisfying their needs. Employee are more loyal to the organization when they are satisfied with the environment of the organization internally and approach towards them if they are not satisfied employee turnover increase which effects the organization badly . Comparison with other fields

Employee satisfaction is an aspect related Human Resource Management. HRM plays an important role in estimating employee performance and motivate them accordingly. In every field of organization Employee play a crucial role. Without employees no other field can exist in an organization. The HRM must satisfy the employees belonging to different fields according to their requirements in that particular field. HRM tries to satisfy the employee of different fields by understanding their behaviour and by improving

their working conditions. By improving the infrastructure facilities the employees feel comfortable to attain the organization goals. Every field is equally important in organization but without HRM it is impossible to attain goals of organization.

HRM satisfies the employee of various fields such as Financial, Production and Marketing by providing them the proper infrastructure facilities to increase their efficiency. HRM thinks about all fields in the organization. For suppose the employees of Production department are satisfied if the Equipment required for production is advanced. The Employees of Marketing are satisfied if they are provided with incentives for petrol, food and stay in hotels. The employees of finance department feel comfortable when they are provided with systems and wi -fi facilities that makes the work easy. Conclusion

So here by we can conclude that when the employees are satisfied they can give their best. This leads the organization towards profits and it can sustain in this competitive world for a long period. The superiors should not only concentrate on production and sales techniques but also on the employees. When the employee enjoys his work the problems of Employee

Absenteeism and Employee turnover can be solved. Some employees enjoy their work when they are assigned with creative and innovative project. The ambience of the organization is also a factor on which the performance of employee depends. Employees must also given a chance to present their point of view and make them part of decision making. It is not necessary that it is mandatory to implement their ideas but when they are made part of decision making they feel happy. Thus all these finally lead to organization development because here the employees are enjoying their work.

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