

The Role of Employee's Satisfaction on the Progress of Service Industries

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Abstract: Employee dissatisfaction in consequence generates an array of tribulations which unswervingly affect the organization's outcome and in return the society. It focuses on the relative importance of job satisfaction factors and their impacts on the overall job satisfaction of employees. This paper spotlights the concern of work over load and inappropriate compensation on the performance of employee. Main objective is to check out that whether better incentive pay plans can bring better work outcomes of employees and by using performance management make the performance of employees efficient and accurate. Our findings confirm that our employees are decline in performance due to inadequate compensation and extensive work load. Our strong recommendation to enhance the performance of employees and to launch an incentive plan to compensate the employees for their extra work load. It creates a sense of competition among employees which in the long run improves organizational performance and creates job satisfaction and motivates them.

Keywords: - Job Satisfaction, Motivation.

1. INTRODUCTION

People management is an important aspect of organisational processes. This emanated from the recognition that the human resources of an organisation and the organisation itself are synonymous. A well-managed business organisation normally considers the average employees as the primary source of productivity gains. These organisations consider employees rather than capital as the core foundation of the business and contributors to firm development. To ensure the achievement of firm goals, the organisation creates an atmosphere of commitment and cooperation for its employees through policies that facilitate employee satisfaction. Satisfaction of human resource finds close links to highly motivated employees. Job satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often predetermined by the occupation of that person's parent. There are a variety of factors that can influence a person's level of job satisfaction.

2. LITERATURE REVIEW

Spector (1997) refers to job satisfaction in terms of how people feel about their jobs and different aspects of their jobs. Ellickson and Logsdon (2002) support this view by defining job satisfaction as the extent to which employees like their work. Schermerhorn (1993) defines job satisfaction as an affective or emotional response towards various aspects of an employee's work. C.R.Reilly(1991) defines job satisfaction as the feeling that a worker has about his job or a general attitude towards work or a job and it is influenced by the perception of one's job. J.P. Wanous and E.E. Lawler (1972) refers job satisfaction is the sum of job facet satisfaction across all facets of a job.

Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depend on the expectation what's the job supply to an employee (Hussami, 2008). Lower convenience costs, higher organizational and social and intrinsic reward will increase job satisfaction (Mulinge and Mullier, 1998; Willem et al., 2007).

Different people interpret compensation differently. In this paper compensation, reward, recognition, and wages are terms used in different situations (Zobal, 1998). The compensation is defined by American Association is "cash and non-cash remuneration provided by the employer for services rendered" (ACA, p. 9). Salary was found to be the prime factor for the motivation and job satisfaction of salaried employees of the automobile industry from the results of the survey by Kathawala, Moore and Elmuti (1990).

The survey tried to assess the various job characteristics and the way the employees ranked them as motivators and satisfiers. The results showed that compensation was ranked as the number one job element for job satisfaction and increase in salary for performance was ranked as the number one job element for motivation.

3. METHODOLOGY

As a result of the literature review we have identified the problem in achieving Job Satisfaction between the employees. The main factors, which generate subjects of future Job Satisfaction processes, are identified from the conclusions of previous studies, and we also conclude the role of Employee and Job Satisfaction in the progress of the organization or industry.

4. FACTORS INVOLVES IN JOB SATISFACTION

After the data is collected from the employees it is analysed that the following are the factors which are used in influencing the job satisfaction:-

1. Working Condition
2. Pay and Promotion
3. Fairness
4. Job Security
5. Relation with Co-workers
- 6.

5. COMPANIES WITH HAPPY WORKERS MORE PRODUCTIVE COMPANIES?

One major issue regarding many of the reviewed studies relates to the causal nature of the relationship between aggregated employee satisfaction and organizational (or unit-level) performance. The implicit belief both in academe and practice is that the relationship runs from employee satisfaction sentiments to organizational effectiveness and efficiency outcomes. Moreover, this implicit assumption is apparent in the research studies reviewed here. That is, the attitude data were typically collected at one time period and performance outcomes were concurrently collected or at multiple time periods following the collection of the employee attitude data. The study conducted by Schneider et al. (2003) suggests that collecting data in this fashion may lead researchers to draw erroneous conclusions because their data prevent them from discovering significantly stronger relationships for performance causing satisfaction. It could be argued, for example, that employees who are in higher performing organizations are more likely to be satisfied than those in lower performing organizations simply because their organizations are doing well. Indeed, this causal pattern was found in the study conducted by Schneider and his colleagues (2003). Specifically, their data supported causal relationships between financial and market performance outcomes and employees' overall job satisfaction and satisfaction for security.

6. THE NEED FOR A MULTIDIMENSIONAL MEASURE OF PERFORMANCE.

Researchers have suggested that organizational effectiveness most likely reflects the combination and interaction of employee work behaviors that promote organizational performance (e.g., Ostroff, 1992). In other words, the definition of organizational performance may be too limited and narrow. Outcomes such as attendance, compliance, following of rules, cooperation, sabotage, and so on may also be important; however, such outcomes are usually not included in organizational performance criteria. Accordingly, we suggest that organizations wishing to explore the empirical connections between aggregated employee attitudes and organizational outcomes consider a wider range of performance-related outcomes.

7. CONCLUSION

In a business environment that requires employees who are flexible, creative, and willing to take risks, it is necessary to find ways to help employees feel fulfilled and empowered in their work. At a time when research is showing that job satisfaction is at an all-time low and that less than half of all employees feel a sense of loyalty to their organization, Wilson Learning Worldwide research could not have come at a better time. Our research suggests that the single biggest contributor to these feelings of fulfilment, empowerment, and satisfaction lie in the day-to-day relationship between employees and their managers.

Clearly, while organizational leaders are rethinking how to manage the corporation, they must also rethink how they lead the people who drive it. We found that leadership skills directly related to employee satisfaction include: having a clear direction for the group; having realistic and clear objectives; and being able to give appropriate feedback, recognition, and support. Perhaps most importantly, the results emphasize empowering and developing employees so they can do the work themselves and eliminate barriers to getting the work done.

8. REFERENCES

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