

# Job Satisfaction & Influencing Factors of It - An Overall Review Article

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**Abstract:** *Job satisfaction has great impression on the performance of the employee of an institution. Employee perception & job safety both having great impact. If an employee becomes satisfied then he will be more concentrate for his duty & do it with loyalty. He feels secure in the organization. So it is necessary to every employer that they should give concentration on the happiness of the employee.*

**Keywords:** Job Satisfaction, employee

## 1. Introduction

Job satisfaction or the satisfaction of an employee depends upon the feeling of pleasure at the work place. The job satisfaction depends upon person to person. Now a days it become a global issue that the worldwide shortage of nurses & shifting of the nurses & is become a international problem for both developing & developed countries. In view of this, anxious about the relation & requirement of staff nurse is increasing in every country, when a great no of factors have been connected with nurses movement. Job satisfaction is most repeatedly recognized & that why it attract the attention.

## 2. Definition

“Job satisfaction as any combination of psychological, physiological & environmental circumstances that cause a person truthfully to say I am satisfied with my job” According to Hoppock

“Job satisfaction as effective orientations on the part of every individuals towards work roles which they are presently occupying” According to Vroom, 1964.

## 3. History

The evaluation of job satisfaction through the surveys from the employees was held on 1930 first time. At the beginning it only focus on the interest of the employees on their work, & in 1934 one of the first psychologists evolve a new technique for assess the attitude of employees regarding their job. And at 1978 first time job satisfaction survey was done among the staff nurse.

### Objectives

- Acknowledgement of their job
- Healthy connection between their co-workers
- Proper personal & professional balance.
- Felling of job security
- Institutions value
- Sense of fulfillment

## Influencing factors that Determine Job Satisfaction

### 1) Working environment

There are a positive relation between the working environment & the satisfaction of job. The working environment plays a vital role, which motivate the employees for doing their best & affect the level of satisfaction of job to their employees. The physical factor directly impacts the employee’s performance, comfort, connection, productivity, health & survey & morale.

### 2) Work-life balance

A proper work life balance is necessary when it is searching workers satisfaction. Workers who think they have holding on their work life balance commonly have a healthy relation with their owners. Management individuals practiced to be taking limited mental pressure, more influenced & keep their personal & professional live different.

Researches show that work-life balance directly related with the workers job satisfaction. For example a survey was conducted among the nurses at Tarini Hospital, Mumbai & it showed that it feels 21% more harder when they can’t able to make balance between their personal & professional life. This study shows that it is a major issue between the employee engagement & happiness.

A practical work life balance with in any institution makes wavy effect when it comes to decreased conflicts, productivity, better candidate for placement & more maintenance rate.

An institution that encourages a positive work life balance will surely improve a higher frame by getting lots of joyful employees who work from their heart for the institution. If an institution make this kind of balance then it is beneficial for the company itself.

### 3) Salary & working condition

It’s a bitter truth that persons motivated by money. Salary makes a great influence On the performance of individual. According to one employee they feel the level of appreciation impact on their overall performance. By the

studies it showed that if an employee happy with his or her salary then he or she will perform their duty with more potentiality. An employee with good salary is motivate to do good performance, only because of he wants to make happy to his boss for hold his position. Salary having a great role on felling of security & fulfillment. One's salary makes his class, reputation, so salary having a great role on job satisfaction.

And working condition having a core relation with employee's job satisfaction. Working conditions protect large issues from working hours, rest periods, physical & mental pressure, working time all are comes under working environment. poor working condition create an atmosphere that affects efficiency of the employees. A positive & healthy environment is necessary to increase workers retention, morale & their efficiency. A healthy environment provides various opportunities for sharing ideas for organizational growth. Poisonous working environments affect the employees performance.

#### 4) Work flexibility

Flexibility of workplace is best for both workers & institutions. Flexibility can't be happen from one side it is a two way process. Workers can exhibit flexibility in various ways, for example flexible duty hours, generate problem solving ideas, covering the work of colleague who are on leave. For flexibility of work now a day's technology take a great place.

#### Principles of Job Satisfaction

- To control ability, give opportunities for individual to do various tasks & combine tasks.
- To motivate identification of the task from natural work units & combine task.
- To motivate significance of the work & notify the people regarding the importance of their work.
- To motivate autonomy, provide responsibility for distinguishing their own work method.
- To motivate feedback, making good interpersonal relation.

#### Techniques for Measuring Job Satisfaction

##### 1) Employee satisfaction surveys:

Employee satisfaction survey is one of the best methods to know what the employees think about their job. It gives a baseline data & can able to know about the employees like & dislike. The satisfaction surveys can be done by the use of Google form. By the use of this survey we can able to measure the specific areas, for example stress level, relationship between the co workers, career progression, organizational expectations etc. Before making the questionnaire of survey it should be concentrated that it should be easy to understand. & it should be create by the mix of qualitative & quantitative data.

##### 2) Employee satisfaction index (ESI):

Employee satisfaction index (ESI) can able to measure the amount how much the workers are satisfied with their work. In this 3 question may be asked:

- How much satisfied they are at their workplace.
- What is their expectation at their workplace.

- How much the workplace is ideal for their job.

Employees give answer these 3 questions by the help of a scale of 1 to 10. & the ESI is can be calculated by the following formula:

$$ESI:- \left[ \frac{\text{(question mean value/ 3)} - 1}{9} \right] * 100$$

ESI can use to measure employees' total satisfaction at their workplace, as well as the special character of their job. (eg. company environment, salary).

If through the ESI want to measure the job satisfaction on specific area then need to modify these 3 questions

#### 3) Employee Net Promoter Score (eNPS):

The eNPS is the me4thod through which it can able to know that how the employee feels about the company. A single question asks to the employee & that is measure on the scale of 0 to 10. The question is how much they will suggest the company as a work place.

Based on their answer the employees will divide into the groups (Promoter, passives, Detractors).

There are many factors that can influence difference score between the companies. Rather than comparing the score in this competition need to focus on on improve the score of eNPS which held on every quarter of year.

#### 4) Have 1-on-1 meetings:

For taking the feedback from particular 1 or 2 persons face to face interaction is one of the most used method. Face to face interaction will help to understand the particular employee's concern & need.

Face to face interaction usually takes nearly 30 mins, according to the importance it can be increase or decrease. If the 1 On 1 meeting done routinely it will be more effective. During these meetings discuss about the current emotional state of employee, their performance to achieve the goal, if any problem at workplace.

#### 5) Employee suggestion box

It shows that many of the employees having huge of things to say to the organizations, but they can't able to feel comfort to say in publically. In that case employee suggestion box will help. It is great way to encourage the employees for giving their concern or opinions without any fear.

#### 6) Specialized software

Employee satisfaction is very much importance so, an entire software industry dedicated to do it. Hubstaff uses one of these software for check in between the own team. These especially use to track the team status.

#### Advantages of Job Satisfaction

- Reduce voluntary transover.
- Lower employee absenteeism.
- Lower long term HR costs.
- Increase employee productivity.
- provide positive results

- Improve employee confinement.

#### 4. Conclusion

Job satisfaction shows employees attitude towards their job & relation with the expectations & outcomes. There is a stupendous demand for employees to have the proper identification from their managers & supervisor. There is no doubt that happiness is necessary at every workplace for more productivity. Now a days it becomes a challenge that happiness or enjoying at the workplace. When the workers of an organization feel the support then they also support to complete the organization's mission they will work hard for giving the best result. When the loyalty & job satisfaction both will increase together then productivity will be increase surely & rapidly.

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