A STUDY ON EMPLOYEE SATISFACTION AND ORGANIZATIONAL COMMITMENT

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Abstract

Employee satisfaction is a factor in motivation, retention and goal achievement in the place of work and commitment is a factor that include no excess work load, treating employee with respect, provide recognition & rewards, fringe benefits and positive management. The purpose of this topic is to study the employee satisfaction and organizational commitment and to examine the satisfaction level of staff and its impact on Commitment. This is descriptive and empirical in nature and purposive sampling technique is used . The study is based on primary data, which has been collected through structural questionnaire , filled by member stake 50 respondents of has been selected on random sampling basis percentage method is used for data analysis. According to findings of this data the employee satisfaction effects commitment of management and staff. Factors affecting employee satisfaction and commitment are rewards ,stress, leave, benefits and compensation given to the staff by the management which are important to improve the motivation level and employee satisfaction.

Keywords :-   Management , Organizational Behaviour , Goal Acheivement , Satisfaction , Sampling

Introduction

The purpose of this study is on how employees are satisfied witheir respective

designations and job and is the employee able to handle work stress is he able to seek

motivation or are their any different leadership styles which he is not able to adapt

to it. when its about work load is the employee able to handle it or not does the

manager help him to sort out work life balance . irrespective of the organizational

structure whereever he or she is there are several challeneges faced by an employee

is that affecting employees satisfaction over the job and over the organizational where his commitment towards organization might not be satisfying neither him nor the respective organization .

To find out the satisfaction level of employee. •

To find out the level of the good relationship between the Employee satisfaction and organizational commitment.

• To identify important factors of the employee satisfaction and organizational commitment of the employee.

Literature Review :-

Ronald E [1] Asserts that computer – mediated communication systems not only processes information but there is an innovation that organization should processes a circumstances that provides organization with oppurtunites and challenges for enhacing resourcefulness and responsiveness . Lawrence H Peters [2] Present study explores independent and joint effects of these variables on employee intentions to quit job and it indicates satisfaction above and beyond commitment . Obeng K [3] The assessment consist of employee selection it determines to guide the employee selection and job redesign strategies commitment related to job organizational employee characterstics continuous commitment .Further studies identifies age , race , gender , hours worked and overtime determines of affective commitment education hours worked . Abraham [4] A data was collected correlation results shows highlighted factors such as nature of job , job satisfaction to one work teams spirit ,cooperation between departments cooperative benefits ,equal .proper administration of company policies independent samples test shows cooperation implications of creating environment that can sustain rust ,cooperation ,creativity of employee keep experiencing high level of employee satisfaction leading to engagement .

Analysis and Experiment :-

The Hawthorn experiment, conducted in early 1930s (Mayo,1933), spurred the interest of organizational behaviour researchers into the problem of work motivation. Although Hawthorn focused mainly on the problems of increasing the productivity and the effects of supervision, incentives and the changing work conditions, his study had significant repercussions on the research of work motivation. All modern theories of work motivation stem from his study.

These theories focus on attempting to uncover what the needs and motives that cause people to act in a certain way, within the organization, are. They do not concern themselves with the process humans use to fulfil their needs, but attempt to identify variables which influence this fulfil ment. Thus, these theories are often referred to as *individual theories*, as they ignore the organizational aspects of work motivation, such as job characteristics or working environment, but concentrate on the individual and the influence of an individual's needs on work motivation.

The model of Locke and Latham is show in Figure1.As the figure shows, it includes individual needs, values and motive, as well as personality. Incorporating the theory of expectations, the goalsetting theory and the social-cognitive theory, it focuses on goal setting, goals themselves and self efficiency. Performance, by way of achievements and rewards, affects job satisfaction. The model defines relations between different constructs and, in particular, that job satisfaction is affected by the job characteristics and organizational policy and procedures and that it, in turn, affects organizational commitment and job involvement. Locke and Latham suggested that the theory they proposed needs more stringent empirical validation.
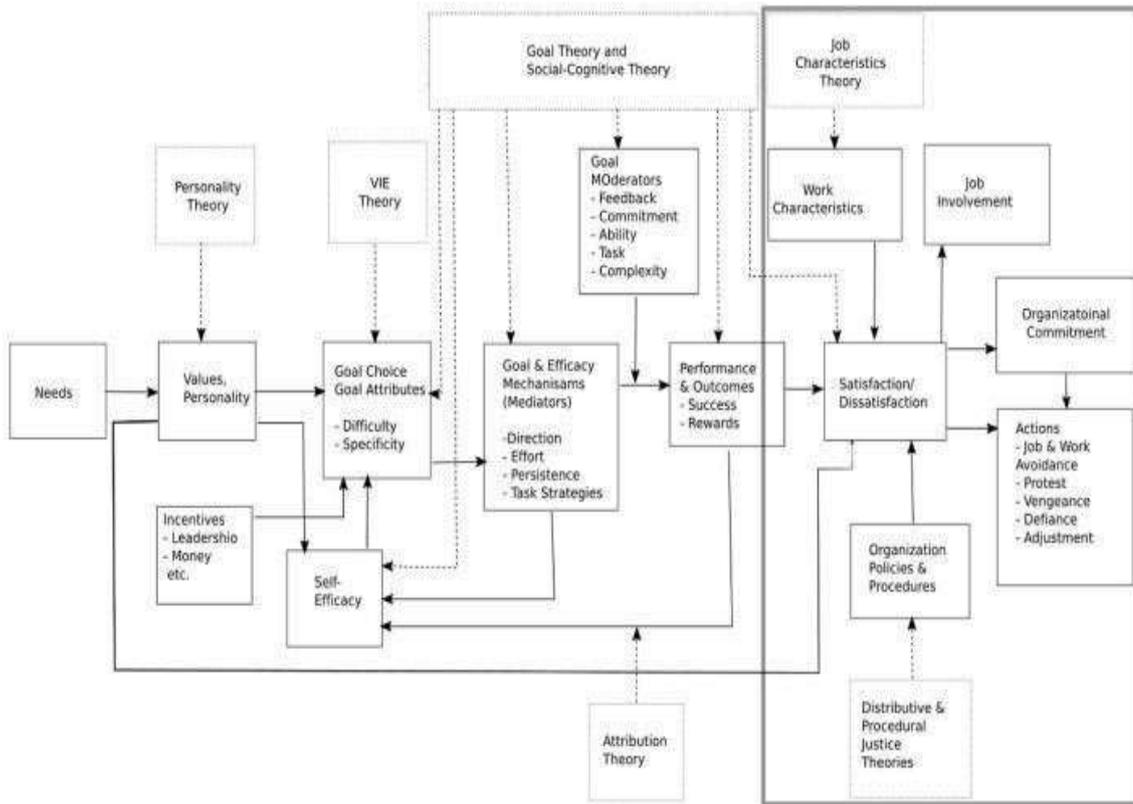
Research Methodology :-

1)Sampling Design :-

Population :- Population of this research paper is the no of people consisting of no of respondents and the people in the organization .

 Sample Frame :- List of all employees in the respective organization collected from through social media and administration   departments while collecting the data .

Sampling Element :- There are total sample size of 40 employees from various organizations .

Sampling Technique :- Sampling Technique is a non – probability quota is used to decide the sampling elements in the given population . The sample size was of 40 respondents .

Result and Discussion :

The primary data has been collected has been prepared on the basis of questionnaire through an online link survey form filled by 20 respondents . What is Employee Satisfaction ? Employee engagement is extent to which employee feels passionate about jobs, are committed to the organization , put discretionary efforts in their jobs .

Employee Satisfcation :-

 As per the from the data collected it shows that there has been a significant increase in the employee satisfaction the factors are work environment , Good Pay scale is provided and Efficient payroll system and relationship with co-workers and increasing opportunites and promotions in the organization .

Study on Employee Satisfaction and Organizational Commitment :-
AI and ML in Employee Satisfaction:-As Artificial Intelligence (AI) continues to find greater inroads in almost all aspects of our daily lives, one can only begin to image its impact on the corporate world. Organizations, whether large or small, are continually looking at ways to leverage AI in some form or another, and with the rapid pace of technological advancements, there is no better time than NOW for organizations to fully embrace the promise of AI to their advantage, especially to address the global crisis of 'employee engagement and Satisfaction .

AI-powered tools can save leadership positions from decision fatigue that often arises from teaming up employees that work the best together. Taking the employee data and using machine learning and predictive data analysis, managers can easily cull out employees suited best to work together, thus driving engagement due to a more cohesive workplace.AI can also help HR to glean employees' quitting tendencies by offering predictive insights and employee behaviour maps. Using AI, HR can develop more personalized and accurate responses to avoid such circumstances by addressing the employees' issues. Besides, those employees who feel valued by the organization often stay motivated and help the business grow.

Job Satisfaction benefits the companies ?:-There are two basic views of satisfaction and performance, and they are inverted to one another.
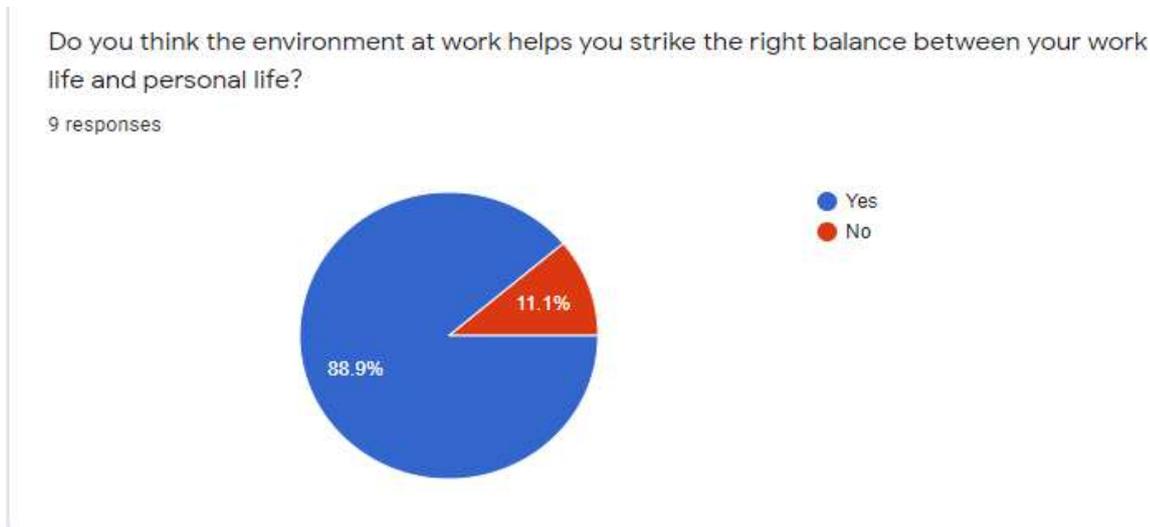
One believes that satisfaction leads to performance, while the other believes performance leads to satisfaction.

In effect, we are saying if someone is happy with their job they will perform better, but to be satisfied, they have to perform in their job to get that satisfaction.

Higher Job Satisfaction gives;

- Higher productivity., Less employee turnover., Reduce absenteeism .,Reduces the level of unionization., Reduces the number of accidents., It helps to create a better working environment., Improving customer satisfaction, .Faster and sustainable Growth.

Role of Information Technology in Job and Employee Satisfaction   :-   The role of **Increase** employees' **job** opportunities. , **Increase** decision-making responsibilities ,   Minimize human errors in processing **information** and higher service providing which lead **to** client **satisfaction** and emphasized on the role of IT in employees' performance improvement.if the company participates in social media, another great way to acknowledge your best employees and motivate others to excel is to share the stories of their hard work with your feed. This can do double duty as a way to increase employee satisfaction and your social media engagement at the same time.

Do you think the environment at work helps you strike the right balance between your work life and personal life?

9 responses

By conducting a questionnaire and survey of a small company and gave feedback 20 respondents. These question-naires consist of questions related to job satisfaction and organizational commitment and, it has come to our notice that 80% of the individuals are very happy to discuss about their organization to their society and peer mates . 60% of the people a have strong sense of the organization considering them as an extended family which shows that the employees are happy working with their co-workers . But , more than 70% aren't favourable to work in one organization for their whole career period according to experts they say that sticking to one organization for your whole career period might make your growth stagnant and ,after joining another organization it will be difficult for the employee to adjust to the company's reforms and working style and culture might differ .

Organizational Commitment :-

In organizational behaviour and industrial and organizational psychology, organizational commitment is an individual's psychological attachment to the organization. There has been towards organizational commitment around increase and the variables acting towards it are job security ,organization considering the employees as an asset , Human Resource Utilization , Work Relationship , Dedication .
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Organizational Commitment what are the benefits and components :-

Affective commitment: This is the emotional attachment an employee has towards the organization. This part of TCM says that an employee has a high level of active commitment, then the chances of an employee staying with the organization for long are high. Active commitment also means, an employee is not only happy but also engaged in the organizational activities like, participation in discussions and meetings, giving valuable inputs or suggestions that will help the organization, proactive work ethics, etc.

Continuance commitment: This is the level of commitment where an employee would think that leaving an organization would be costly. When an employee has a continuance in commitment level, they want to stay in the organization for a longer period of time because they feel they must stay because they have already invested enough energy and feel attached to the organization – attachment that is both mental and emotional.

Benefits of Organizational Commitment :-

High employee productivity

Committed employees are highly productive. They believe in the organization, its goals, vision, mission, and the leadership team. These employees not only demonstrate high levels of productivity, but they also ensure their colleagues and team members too display the same.

2. Reduced absenteeism

A committed and motivated staff will report much lesser absenteeism than their peers. Committed employees look forward to going to work, completing their work, helping out projects, and contributing toward organizational goals.

3. Excellent team players

Since dedicated employees are heavily invested in the organization, and it's success, they are great at collaborating with, and working in teams. They contribute significantly to boosting the team's productivity.

4. Strong advocates

Dedicated and committed employees believe in their organization, and hence, are effective and positive advocates of their employers. They are strong believers and supporters of their employer's products, services, and policies.

How to improve organizational commitment?

High levels of organizational commitments are related to superior business performance, increased profitability, improved productivity, employee retention, customer satisfaction metrics, reduced customer churn, and above all improving the workplace culture. That's the level of commitment an organization would expect from its employees. But how do we get there?

Here are some tips to improve organizational commitment:

1. Create a strong teamwork culture

Building a strong teamwork culture facilitates a healthy work environment. No two employees in an organization can be exactly the same. When people come from different backgrounds, there will be differences in the way they see and perceive things and the same holds true when people work in a team. However, if an organization promotes a culture of team building, employees will be motivated to work together and achieve more. This will help boost their commitment levels and create a long-term work culture harmony.

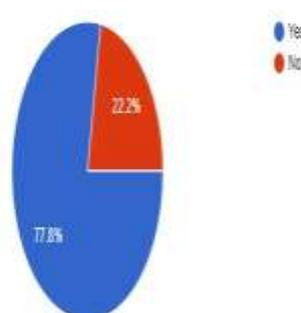2. Communicate clear goals and expectation to the employees
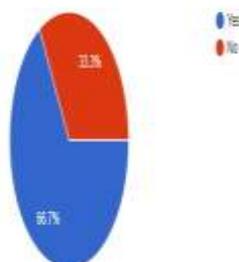
During the survey there has been a 90% positive response of their respective teams to be an inspiration for their work. Which is an excellent figure as the HR team has been making it team productive and seeing this we understand that HR understands and manages every teams effort and, maintain team integration and affairs properly .> 80% people are able to strike balance between work and personal life as this is an important aspect as it is ignored multiple times .Because , we need to understand that there is personal outside the professional side which needs to be given equal importance . When it comes to job stress >50% above are undergoing stressful job as it includes various aspects and facts like managerial pressure , losing of job , Promotion to Higher designations and Career Development . When it comes to leadership skills employees are happy with that that management is involved in it . Leadership skills are an integral part of an person quality and organization want these quality so, that they can lead their teams ,departments , groups which can lead to major growths of organizations in the point of market , stocks markets , financially and human resources and employee retention.
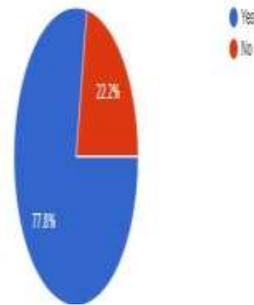
Do you have any sort of strong sense of feeling about your organization as kind of a family
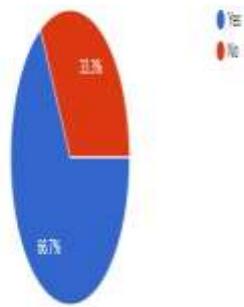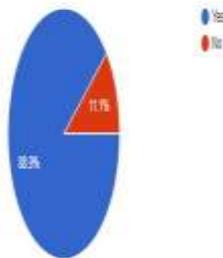
9 responses

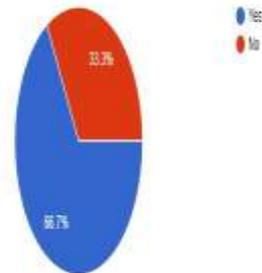Do you think organization has a great deal of personal meaning for me.

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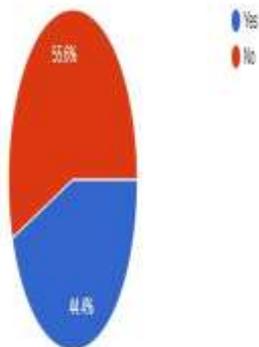
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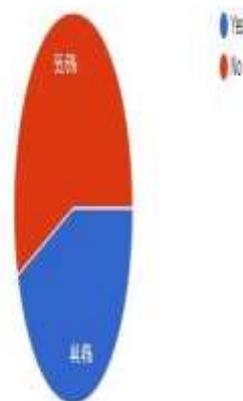
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would you be happy if you spend the rest of your career with the same organization (Currently working)
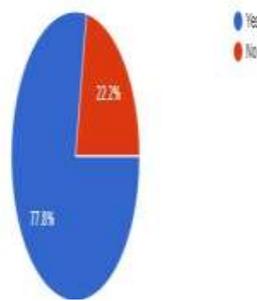
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Factors Affecting Employee Satisfaction and Organizational Commitment :-

FACTORS	
Job Related Factors	Absentisim , Job Role , Job Perfomance
Personal Characterstics	Age , Gender , Years of Service
Employment Oppurtunites	Economical ,Technologies Advance ,Corporate Value
Work Environment	Recuritment , Selection , Promotion , Appraisal
Positive Relationship	Honesty , Caring , Positive Communication with co workers
Organizational Structure	Growth Technlogy , Customer needs
Mangament Style	Morality, Employee Commitment

Guidelines for Enhacing the Employee Satisfaction and Organizational Commitment

Clarification and Communication of Mission	Clarify mission and ideology and fairness in decision and workplace
Job Stress	Learn better business communication, stress management seminar and training to deal with it
Leadership Distribution	Trust , Respect for coworkers
Extrinsic Reward	Paid vacations , high appraisal annual bonuses

Intrinsic Reward	Higher hierarchy ranking , decision making within the departments and organizations
Career Development	Perfomance appraisal , Carrer counselling

Conclusion ;-

The study shows that this is an very important topic and creates a major momentum in the corporate world and has significant corporate value

The variables associated with organizational commitment is the organization works on the above factors and it can achieve a maximum desired output and optimize its growth by implementing these factors . After seeing through the statistics there has been a certain increase from the collected primary data but as there always some errors hence it can be improved by providing these facillites mentioned as variables over here . By following these would atleast give an output more of a positive output

Employee Satisfaction as there has been a increase satisfaction but in the corporate world employees are the one's who make the organization run and there has been lack of seeing employees as an asset rather than a liablity or in terms of finance cost increasing . Psychology of employees has been quite a sophisticated topic in the corporate world and dealing with it is quite a big task and as the mentioned the variables by following these variables can increase the employee relationship over 10% which quite a big stake .

At the end, The charts , Graphs and data shows that the employee satisfaction and organizational commitment is in the medium stage going towards the high level.

Discussion :-

 1) Role of Employee organizational commitment are related to "(a) employee behaviors and performance effectiveness,
  2) attitudinal, affective, and cognitive constructs such as job satisfaction,
  3) characteristics of the employee"s job and role, such as responsibility (d) personal characteristics of the employee such as age, job tenure

The data from the survey was analysed and it was found that the companies are not well aware of the organizational commitment and job satisfaction andit's implications

Limitations :-

It doesn't not explain how to solve and find solutions of the problems faced by employees and their issues

It explains only all sorts of psychological tensions faced by employees and how does it impact an organization

It explains what all are the issues which an employee isn't able to share it with a person associated with organizational management about employee issues and corporate value.

Future Scope :-

How Employees can understand leadership as it adds as a personality quality which can benefit them in the long run for their future endeavours .

It will help organizations to build a strong HR team and,follow the practices efficiently so, that they retain their employees and hire new talents and worthfull employees .

As it has bright scope as it deals with employee management and , fuelling low employee retention and better work environment for employees to feel and gain some positivity while working .

As we have entered in a Digital World it very important that we nedd t be trained to use these IT tools so, that Office Automation can be simplified and will make our work load decrease drastically . These tools will be very beneficial in the long run

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