

Job Satisfaction

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Publishing Date: November 22, 2016

Abstract

Job satisfaction represents one of the most complex areas facing today's managers when it comes to managing their employee. Many researches have been conducted to find out the ways to improve the satisfaction level of the employees. Earlier the satisfaction level of employees was immaterial to the organization as their focus was only on the productivity level and profit earned by the organization. But now organizations are considering the happiness and satisfaction of its employees.

Keywords: *Job, Financial Cost, Service Quality, Expertise, Opportunities for Promotion.*

The Author's View

The organization will grow only when its employees are happy and satisfied with their work otherwise it will lead to:

- High Financial Cost
- Survival problems
- Productivity losses and workflow interruptions
- Poor service quality
- Loss of Expertise
- Loss of Business Opportunities
- Administrative Problems
- Negative Image of the organization

Thus it becomes very important for the management of an organization to assess the satisfaction level of the employees and to see the possible ways to improve it. Job satisfaction consists of a set of factors both internally as well as externally that leads to the satisfaction level of the employees.

When an employee is hired in the organization, he/she brings a lot of expectations and desires which, if fulfilled, leads to satisfaction and if not then it leads to dissatisfaction among the employees. Job satisfaction is the key ingredient that leads to increase in income, promotion, productivity, efficiency, effectiveness and a feeling of fulfillment. High job satisfaction is a sign of good mental state of employees. Job satisfaction brings loyalty on the part of employee. He/she remains focused on the goals and objectives of the organization and works for its accomplishment. If an employee remains committed to the work and organization, then the job turnover ratio and absenteeism tend to reduce. He/ she will be flexible in the operations and will be able to adapt with the changing demands and expectations of the workplace. Job satisfaction brings an eagerness on the part of employees to learn new skills to compete in the market. If an employee is satisfied with the work and the organization in which he/she is working then they are not like to face the stress that arises due to work –life pressures. Thus, it is important for the organization to focus on the satisfaction level of the employee so that it will be able to attract and retain the talented pool in the organization itself.

The organization should try to retain the employees in the organization, as it will reduce the time, effort and money spent on training of new employees. The retention of the employees can be done in three steps: Firstly the organization should identify the cost related with job turnover, and then the management of the organization should try to find out the reason of why the employees are leaving the organization. Then lastly the management should develop and implement the retention strategies in order to retain the best talented pool in the organization itself.

An employee looks for the following opportunities being provided by the organization:

- The nature of work
- Attitude of the supervisor
- Compensation and benefits
- Relation with co-workers
- Opportunities for promotion

Job satisfaction represents one of the most complex areas being faced by today's managers when it comes to managing their employees. Thus, it is essential on the part of management to provide an environment to its employees where they will be able to work in a cooperative manner. Increasing the satisfaction level of the employee has positive impact on the efficiency, effectiveness and productivity of the organization. If the employees of an organization are satisfied with their work then it improves the motivational level of the employees to work for the betterment of the organization.

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