

The Role of Management in Employee Satisfaction in an Organization

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Abstract : People Management is an important aspect of organization processes. Every organization in the present scenario wants to conduct a feedback about employee satisfaction and then take necessary actions on the feedback provided by the employees. This sense of influence can be very critical element to nature employee satisfaction. Also this can help to build in employee commitment towards the organization. A well-managed business organization normally considers the average employees as the primary source of productivity gains. These organizations consider employees rather than capital as the core foundation of business and contributors to firm development. The study revealed the relationship between employee satisfaction levels and the performance of the employees on the basis of their satisfaction levels. Employee satisfaction was measured on parameters like financial benefits, work environment, role clarity, employee relations, employee welfare and work stress.

Key Words: *Employee, Organization, Environment, Management, welfare, Employee Satisfaction, Performance, Business.*

I. INTRODUCTION

Employee satisfaction or job satisfaction is, quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured using an employee satisfaction survey. These surveys address topics such as compensation, workload, perceptions of management, flexibility, teamwork, resources, etc. these things are all important to companies who want to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution. In fact, for some organizations, satisfied employees are people the organization might be better off without.

Employee satisfaction and employee engagement are similar concepts on the surface, and many people use these terms interchangeably. Employee satisfaction covers the basic concerns and needs of employees. It is a good starting point, but it usually stops short of what really matters.

CONCEPT

In human resource terms, employee satisfaction means employees are contented with their work and position. To be contented, they likely 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 ties in closely with employee turnover, since unhappy staffers are more likely to seek positions elsewhere. It is

expensive to replace employees; so many HR departments have a goal of keeping employee satisfaction at a high level so turnover stays low

II. OBJECTIVES OF THE STUDY OF EMPLOYEE SATISFACTION

- 1. Understand attitudes around workplace conditions that drive engagement** – To know what employees feel free and safe at workplace to do work freely with maximum output.
- 2. Identify opportunities to improve workplace conditions that drive engagement** –Here means every organization should take steps to make work culture friendly so that happy workers make more productive.
- 3. Uncover insights to develop highly targeted engagement strategies** –To give induction and training to staff to improve accuracy and find out there strength and also arrange time to time a skill improvement classes.
- 4. Discover potential compliance issues** –To Check the issue related to compliance where a firm lacking like employees work hours, overtime and attendance not maintained properly so in that case work atmosphere is unhealthy or unproductive also employee retention is increase.

III. EMPLOYEE SATISFACTION PARAMETERS

- 1. Financial Benefits** -The employees were also not happy with the remuneration they receive. According to them it is low as compared to what their output and input is. However, the employees have a positive outlook when they were asked

whether they receive salary on time. This positive outlook has made the final score to be near positive rather than below average score.

2. Work Environment -The Overall Work Environment has been given low marks by the employees of all the three branches. Being a sales office, the pressure is always on the employees to perform and be a step ahead of others in the market. If we look at the statements we notice that "Office Politics" has received poor marks

3. Role Clarity -Every Employee roles and duties to be cleared so that he can do justifies with his work and he would be more productive in that case.

4. Employee Relations -When it comes to work relations the, employees scores are near positives, and they share healthy relations with their colleagues. When it comes to grievance handling the employees score are also in positive zone

5. Employee Welfare -When it comes to rewards and recognition, it seems that the contests that are floated every now and then are eagerly awaited and welcomed with open arms. The employees feel that whatever they achieve, they are given due credit and outstanding achievements are always recognized. The employees find such rewards programme highly motivating.

6. Work Stress -Dealing with a workload that is far too heavy and deadlines that are impossible to reach can cause job satisfaction to erode for even the most dedicated employee. Falling short of deadlines results in conflict between employees and supervisors and raises the stress level of the workplace. Many times, this environment is caused by ineffective management and poor planning.

MEASURING EMPLOYEE SATISFACTION –HOW IT CAN BE BENEFIT FOR AN ORGANISATION

Measuring employee satisfaction is one of the most efficient ways to know if the employees are happy and contented with the work culture and their present job. Boosting up employees morale is always useful for a business organization as happy and satisfied employees stay loyal and sincere, work with more dedication and put more effort towards achieving the organization's goals and objectives. As a prudent employer, you must implement different ideas and methods to keep your employees happy and satisfied. Surveys for measuring employee satisfaction is one of the most efficient ways to understand the ideas, opinions and concerns of the employees and also the factors which drive your employees the most. Due to this particular reason, many large and mid-size organizations nowadays are implementing employee satisfaction surveys for business improvement. However, it is extremely important to keep these surveys anonymous and confidential so that the employees can give an open and honest feedback without any fear of backlash. This allows the executives and management to identify the problem areas

which were earlier hidden from the senior management. By conducting the employee satisfaction surveys, the management can even measure the employees' morale as it significantly affects the overall performance and growth of the organization. By allowing the employees to express freely without any apprehensions, management can take necessary steps to boost employee morale. If the employees will find that their opinions do matter, they would be more productive and happier with their job. By conducting these surveys, employees can give their feedback about the current procedures being followed and how these can be efficiently evolved to increase productivity. For measuring employee satisfaction, you can even conduct personal interviews. These can be confining at times but these help to make the employees feel that their concerns and problems are being addressed and heard by higher authorities. Thus, interviews and surveys help to collect the required data with respect to measuring the employee satisfaction and the management also comprehends the problem areas which lower the employees' morale.

IV. IMPORTANCE OF EMPLOYEE SATISFACTION

Employee satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. They do not work out of any compulsion but because they dream of taking their organization to a new level. Employees need to be passionate towards their work and passion comes only when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the workplace. People seldom crib or complain and concentrate more on their work.

The first benefit of employee satisfaction is that individuals hardly think of leaving their current jobs. Employee satisfaction in a way is essential for employee retention. Organizations need to retain deserving and talented employees for long term growth and guaranteed success. If people just leave you after being trained, trust me, your organization would be in a big mess. Agreed you can hire new individuals but no one can deny the importance of experienced professionals. It is essential for organizations to have experienced people around who can guide freshers or individuals who have just joined.

Employee attrition is one of the major problems faced by organizations. I don't think an individual who is treated well at the workplace, has ample opportunities to grow, is appreciated by his superiors, gets his salary on time ever thinks of changing his job. Retaining talented employees definitely gives your organization an edge over your competitors as they contribute more effectively than new joiners. Moreover, no new individual likes to join an organization which has a high

employee attrition rate. Employees who are not satisfied with their jobs often badmouth their organization and also warn friends and acquaintances to join the same.

Employee satisfaction is essential to ensure higher revenues for the organization. No amount of trainings or motivation would help, unless and until individuals develop a feeling of attachment and loyalty towards their organization. Employees waste half of their time fighting with their counter parts or sorting out issues with them. Trust me; employees who are satisfied with their jobs seldom have the time to indulge in nasty office politics. They tend to ignore things and do not even have the time to crib or fight with others. Satisfied employees are the happy employees who willingly help their fellow workers and cooperate with the organization even during emergency situations. Such employees do not think of leaving their jobs during crisis but work hard together as a single unit to overcome challenges and come out of the situation as soon as possible. For them, their organization comes first, everything else later. They do not come to office just for money but because they really feel for the organization and believe in its goals and objectives. Satisfied employees also spread positive word of mouth and always stand by each other. Instead of wasting their time in gossiping and loitering around they believe in doing productive work eventually benefitting the organization. They take pride in representing their respective organizations and work hard to ensure higher revenues for the organization.

Satisfied employees tend to adjust more and handle pressure with ease as compared to frustrated ones. Employees who are not satisfied with their jobs would find a problem in every small thing and be too rigid. They find it extremely difficult to compromise or cope up with the changing times. On the other hand, employees who are happy with their jobs willing participate in training programs and are eager to learn new technologies, software's which would eventually help them in their professional career. Satisfied employees accept challenges with a big smile and deliver even in the worst of circumstances.

V. RELATION BETWEEN EMPLOYEE SATISFACTION AND ORGANIZATION

This part defines the major concepts involved in problem statement of the study. These Concepts are job satisfaction, performance and organizational performance. It is the general understanding that job satisfaction is an attitude towards job and organizational performance depends on staff satisfaction. Persons having high level of job satisfaction hold positive attitudes towards his or her job, while a person who is dissatisfied with his or her job holds negative attitudes about the job and even about the organization. It is factual that employee satisfaction is an innermost concern in the business.

It is a multi-factorial construct. Employee satisfaction contains basic factors, excitement factors. Basic Factors are the minimum requirements that cause dissatisfaction. Excitement factors increase employee's satisfaction and performance factors result in satisfaction only when performance is high. Employee satisfaction is closely related to productivity which is then related to firm profitability. Employee satisfaction has a positive persuade on organizational performance. Beside this, firm profitability has a reasonable non-recursive effect on employee satisfaction. Employee satisfaction plays a considerable role in enhancing the firm profitability and improving operational performance of organizations and quality of good and services. There is no doubt in it that employee satisfaction is critical to attain quality and profitability in organization. Employee satisfaction impacts quality at industry, to achieve quality and profitability at organization, employee satisfaction is fundamental and without it, organization cannot think of being successful. An imperative relationship exists between employee and organization. This employee organization relationship plays an important role in success of any organization. There is a need of developments in it. Managers are believed to develop a role relationship in which actions and decisions should promote the interest of organization. Employee involvement and contributions in organization is outcome of the interest. The quality of employee organization relationship requires fulfillment of needs, quality of interaction, adaptability and identification. Employee empowerment is also an effective way of satisfying them. When employees are given employee empowerment, then it leads to job satisfaction. Employee satisfaction is in fact job satisfaction. Job satisfaction is an important job organization factor. Both of them are significantly related. Therefore, it is necessary to maintain job satisfaction so that employees can be motivated.

VI. CONCLUSION

Employees are not happy with the social working environment, training facilities, feedback system, employees feels that management discrimination on the bases of religion, gender and age there is communication gap in the factory, team meetings are not useful looking at this a model has been suggested which will improve communication between all the hire chary levels, it helps to reduce wastage, motivates employees , encourages employees to be participative in improving operations of the factory. On the bases of findings necessary recommendations has been made which will help management of the factories to improve satisfaction level of their employees. It has been observed that overall employees are happy working in their current factory they also believes that they have an opportunity for personal growth and development. The scope of this study is it will help to understand exactly what matters most to your employees. The

study on employee satisfaction will help the textile industry to understand what are major factors which lead to satisfaction and dissatisfaction of employees in an organization. The industry will also understand how employee satisfaction has a direct and positive impact on productivity which in turn leads to organization profits. The study will help management of textile factories to understand where their employees are satisfied and dissatisfied what are the reasons for dissatisfaction and what can be done to improve their employee satisfaction level, also help them in making required changes in their policies & procedures. This study will help academicians & research students to explore more deeply the relationship between employee satisfaction and productivity and will give them an view of what are the difficulties faced by an Organization.

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