

Employee Satisfaction Important for Achieving Organizational Objectives

Abstract

Employee satisfaction is the level of commitment and involvement an employee has towards their organization and its values.

It is a positive attitude held by the employees towards the organization and its values.

People tend to receive more pleasure and satisfaction from what they do if they are in jobs or roles that match both their interests and their skills.

The connections between what people do every day and the goals and mission of the organization is crucial to satisfaction.

Employee Satisfaction one of the major aspects which must be catered to have organizational growth, success and achieving targets. One of the basic need that every employee desires from the day he/she enters an organization.

The more an employee is satisfied the more he will devote himself to the organizational goals, activities and the more he will find himself attached to the organization.

Employee Satisfaction tends the employee to work more for himself and his organization.

It has been found that satisfied employee serves their organization for long period of time in comparison to other dissatisfied employees. There are many factors which are responsible for motivating, or satisfying an employee in his job. The more an organization treats his employee well the more an employee will found himself attached to it.

In this research paper, various factors, means of motivation have been discussed which will gives an understanding of employee satisfaction.

Keywords: Employee Satisfaction, Organizational Growth, Hygiene And Motivator Factors, Supervision, Dissatisfaction, Achievement, Personal Growth, Interpersonal Relations, Working Environment, Employee Productivity, Profitability, Recognition, Culture, Commitment, Compensation, Communication, Success, Responsibility.

Introduction

Employee satisfaction is the level of commitment and involvement an employee has towards their organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization. It is a positive attitude held by the employees towards the organization and its values. This study focuses on how employee satisfaction is an antecedent of job involvement and what company should do to make the employees satisfied. People tend to receive more pleasure and satisfaction from what they do if they are in jobs or roles that match both their interests and their skills. If people feel they are making meaningful contributions to their jobs, their organizations, and society as a whole, they tend to be more engaged.

The connections between what people do every day and the goals and mission of the organization is crucial to satisfaction. This project is going to take into consideration the needs and wants of the employees. The employees need to be happy with the work they are doing feel contented as they go back home from their work and should not feel stressed by the amount of work and flaws in the organization. They should be overenthusiastic with their job take it as a passion and should not take it merely as a job just to earn their living.

For this purpose knowing the employee is necessary, understanding them making them relax at work, getting them involved with the work giving them autonomy etc helps improve productivity. Satisfaction means fulfillment of desire need and want. Employee satisfaction survey provides the information needed to improve the levels of productivity. Job satisfaction and loyalty. Organizations can find the root cause of job issues and create solution for improvement with an accurate perspective of



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employees views. These Discover what motivates people, what drives loyalty and what genuinely makes and keeps an employee happy. Satisfaction level increases when employees know that there issues are being addressed. There is a direct link between employee job satisfaction and financial results. The happier employees are, thus more motivated and committed to the organization's success.

Employee Satisfaction one of the major aspects which must be catered to have organizational growth, success and achieving targets. One of the basic need that every employee desires from the day he/she enters an organization. Various surveys have shown that the basic cause of employee retrenchment is dissatisfaction from the job. The more an employee is satisfied the more he will devote himself to the organizational goals, activities and the more he will find himself attached to the organization.

When the employees join an organization they have many new feelings, new expectations and new views regarding many opportunities which they will come across in their entire life in an organization. Here the major role is needed to be played by the Manager in order to keep his manpower motivated and intact to their jobs in such a way that they should not think of leaving the job. Many factors have been found to contribute to the reinforcing the employees to there jobs. Frederick Herzberg theorized that employee satisfaction has two dimensions:

1. Hygiene and Motivation.
2. Hygiene issues, such as salary and supervision, decrease employees' dissatisfaction with the work environment.
3. Motivators, such as recognition and achievement, make workers more productive, creative and committed.

Herzberg's Theory

In the late 1950s, Frederick Herzberg, considered by many to be a pioneer in motivation theory, interviewed a group of employees to find out what made them satisfied and dissatisfied on the job. He asked the employees essentially two sets of questions:

1. Think of a time when you felt especially good about your job. Why did you feel that way?
2. Think of a time when you felt especially bad about your job. Why did you feel that way?

From these interviews Herzberg went on to develop his theory that there are two dimensions to job satisfaction: motivation and "hygiene". Hygiene issues, according to Herzberg, cannot motivate employees but can minimize dissatisfaction, if handled properly. In other words, they can only dissatisfy if they are absent or mishandled. Hygiene topics include company policies, supervision, salary, interpersonal relations and working conditions. They are issues related to the employee's environment. Motivators, on the other hand, create satisfaction by fulfilling individuals' needs for meaning and personal growth. They are issues such as achievement, recognition, the work itself, responsibility and advancement. Once the hygiene areas are addressed, said Herzberg, the motivators will promote job satisfaction and encourage production.

Two Dimensions of Employee Satisfaction

Frederick Herzberg theorized that employee

satisfaction depends on two sets of issues: "hygiene" issues and motivators. Once the hygiene issues have been addressed, he said, the motivators create satisfaction among employees.

Hygiene issues (Dissatisfiers) Motivators (Satisfiers)
July 13, 2012

Human Resorce Practices at Aircel (Employee Satisfaction

Company and Administrative Policies	Work itself
Supervision	Achievement
Salary	Recognition
Interpersonal Relations	Responsibility
Working Conditions	Advancement

Applying the Theory

To apply Herzberg's theory to real-world practice, let's begin with the hygiene issues. Although hygiene issues are not the source of satisfaction, these issues must be dealt with first to create an environment in which employee satisfaction and motivation are even possible.

Company and Administrative Policies

An organization's policies can be a great source of frustration for employees if the policies are unclear or unnecessary or if not everyone is required to follow them. Although employees will never feel a great sense of motivation or satisfaction due to your policies, you can decrease dissatisfaction in this area by making sure your policies are fair and apply equally to all. Also, make printed copies of your policies-and-procedures manual easily accessible to all members of your staff. If you do not have a written manual, create one, soliciting staff input along the way. If you already have a manual, consider updating it (again, with staff input). You might also compare your policies to those of similar practices and ask yourself whether particular policies are unreasonably strict or whether some penalties are too harsh.

Supervision

To decrease dissatisfaction in this area, you must begin by making wise decisions when you appoint someone to the role of supervisor. Be aware that good employees do not always make good supervisors. The role of supervisor is extremely difficult. It requires leadership skills and the ability to treat all employees fairly. You should teach your supervisors to use positive feedback whenever possible and should establish a set means of employee evaluation and feedback so that no one feels singled out.

Salary

The old adage "you get what you pay for" tends to be true when it comes to staff members. Salary is not a motivator for employees, but they do want to be paid fairly. If individuals believe they are not compensated well, they will be unhappy working for you. Consult salary surveys or even your local help-wanted ads to see whether the salaries and benefits you're offering are comparable to those of other offices in your area. In addition, make sure you have clear policies related to salaries, raises and bonuses.

Interpersonal Relations

Remember that part of the satisfaction of being employed is the social contact it brings, so allow employees a reasonable amount of time for socialization (e.g., over lunch, during breaks, between

patients). This will help them develop a sense of camaraderie and teamwork. At the same time, you should crack down on rudeness, inappropriate behavior and offensive comments. If an individual continues to be disruptive, take charge of the situation, perhaps by dismissing him or her from the practice.

Working Conditions

The environment in which people work has a tremendous effect on their level of pride for themselves and for the work they are doing. Do everything you can to keep your equipment and facilities up to date. Even a nice chair can make a world of difference to an individual's psyche. Also, if possible, avoid overcrowding and allow each employee his or her own personal space, whether it be a desk, a locker, or even just a drawer. If you've placed your employees in close quarters with little or no personal space, don't be surprised that there is tension among them.

Before you move on to the motivators, remember that you cannot neglect the hygiene factors discussed above. To do so would be asking for trouble in more than one way. First, your employees would be generally unhappy, and this would be apparent to your patients. Second, your hardworking employees, who can find jobs elsewhere, would leave, while your mediocre employees would stay and compromise your practice's success. So deal with hygiene issues first, then move on to the motivators:

Work Itself

Perhaps most important to employee motivation is helping individuals believe that the work they are doing is important and that their tasks are meaningful. Emphasize that their contributions to the practice result in positive outcomes and good health care for your patients. Share stories of success about how an employee's actions made a real difference in the life of a patient, or in making a process better. Make a big deal out of meaningful tasks that may have become ordinary, such as new-baby visits. Of course employees may not find all their tasks interesting or rewarding, but you should show the employee how those tasks are essential to the overall processes that make the practice succeed. You may find certain tasks that are truly unnecessary and can be eliminated or streamlined, resulting in greater efficiency and satisfaction.

Achievement

One premise inherent in Herzberg's theory is that most individuals sincerely want to do a good job. To help them, make sure you've placed them in positions that use their talents and are not set up for failure. Set clear, achievable goals and standards for each position, and make sure employees know what those goals and standards are. Individuals should also receive regular, timely feedback on how they are doing and should feel they are being adequately challenged in their jobs. Be careful, however, not to overload individuals with challenges that are too difficult or impossible, as that can be paralyzing.

Recognition

Individuals at all levels of the organization want to be recognized for their achievements on the job. Their successes don't have to be monumental before they deserve recognition, but your praise

should be sincere. If you notice employees doing something well, take the time to acknowledge their good work immediately. Publicly thank them for handling a situation particularly well. Write them a kind note of praise. Or give them a bonus, if appropriate. You may even want to establish a formal recognition program, such as "employee of the month."

Responsibility

Employees will be more motivated to do their jobs well if they have ownership of their work. This requires giving employees enough freedom and power to carry out their tasks so that they feel they "own" the result. As individuals mature in their jobs, provide opportunities for added responsibility. Be careful, however, that you do not simply add more work. Instead, find ways to add challenging and meaningful work, perhaps giving the employee greater freedom and authority as well.

Advancement

Reward loyalty and performance with advancement. If you do not have an open position to which to promote a valuable employee, consider giving him or her a new title that reflects the level of work he or she has achieved. When feasible, support employees by allowing them to pursue further education, which will make them more valuable to your practice and more fulfilled professionally.

4 C's of Employee Satisfaction

Employee satisfaction surveys provide critical insight to widely shared employee perspectives on a full collection of workplace issues. Incorporating these surveys allow organizations to measure and improve employee loyalty and commitment, which directly impacts the organization's productivity, performance and profitability. Effectively portraying employee attitudes and opinions through these surveys can boost morale and relationship building among employees.

The importance of employee satisfaction is highly critical in any organization. To ensure that organizations receive the best results, it is essential to take into account the four Cs of employee satisfaction.



4 C's of Employee Satisfaction

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Commitment:

Assesses employee engagement.

Culture:

Defines employees view on leadership and accountability.

Communications:

Determines and distinguishes roadblocks to effective management.

Compensation:

Measures employee perceptions on pay and benefits.

Consequences of Employee Satisfaction



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