

A Study on Impact of Job Satisfaction on Performance at Abn Infotech

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ABSTRACT

When employees feel dissatisfied with the nature of job they do, their level of commitment could be deliberately reduced and since employees are the engine room of an organization, their dissatisfaction with the nature of job they do could also pose a threat to the overall performance of the organization. The main objective of this study is to examine the impact of job satisfaction on employees performance, with ABN INFOTECH. In view of the above cause, data was collected from both primary and secondary sources. which was used as the bases for the research analysis. Ordinary least square regression was the statistical tool used in analyzing the data. Also, personal interviews and general observations were part of the source on information for this study. The research findings revealed that there is a linear relationship between job satisfaction (nature of job, job reward and job security) and employees performance proxy which is employees morale. It was concluded on the note that employees are dissatisfied with the working conditions of the organization, it is evident in their responses. It was recommended that the management of the company should provide good working conditions for its employees, so as to boost their morale.

INTRODUCTION

Job satisfaction is one of the major interests to the field of organizational behavior and the practice of HRM. It reflects employee's attitudes towards their job and commitment to an organization. Job satisfaction refers to one's feelings or state of mind regarding the nature of their work. It describes how content an individual is with his or her job. It refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not self-satisfaction, happiness or self-contentment but satisfaction on the job.

Job satisfaction is not the same as motivation. It is linked to productivity, motivation, absenteeism, waste accidents, mental health, physical health and general life satisfaction.

SCOPE OF THE STUDY

The scope of this study is clear as we analyze the needs of the employees to enrich their morale and creating a friendly atmosphere which also enriches their work life, can also be a possible scope.

As we identify, analyze and satisfy their expectations, a good and a healthy environment can be create vis-à-vis, can loyal and dedicated workforce to develop the organization.

OBJECTIVES OF THE STUDY

To measure the level of employee satisfaction towards their jobs.

To study the various factors determining job satisfaction of the employee.

To study the impact of job satisfaction on the overall growth of employees as well as the organization.

To make necessary recommendation for increasing the satisfaction levels of employee, if any

REVIEW OF LITERATURE

A research conducted by Beamish, Goss and Emmel (2019) stated that housing is more than merely a shelter but is a home where is it a place of self expression and a refuge from the outside world and a place that one can be at ease and let one's guard down. A shelter is only a basic commodity that all people need for survival while housing needs is the role that the shelter can play in the life of a person and probably to thrive as a human being.

Abraham Maslow (2018) in his presentation to the psychoanalytic society his theory on Hierarchy on Human Needs, explains human motivation and has also been adapted by the housing discipline. In this framework, it is stated that there are 5 levels of needs that humans are trying to achieve where lower level of needs must be fulfilled first which are mainly the physiological needs such as food, protection from the elements and warmth. A basic shelter is essential for human survival. The second level is security and safely needs where housing plays a role to provide a space which is healthy and free from hazards. In the third level, social needs are important and family interactions in a home environment can help fulfill this. The fourth level is self-esteem or ego needs. The type of house a person lives in defines that person's wealth and social standing. The fifth level is self-actualisation, or a person's ability to to meet his or her full potential which a home can provide a setting for self-expression to flourish.

Lee (2016) carried out study to learn the five stages of consumer decision making process in the example of China. The researcher focuses on the facts that affect the consumer decision making process on purchasing imported health food products, in particular demographic effects such as gender, education, income and marital status. The author employed questionnaire method in order to reach the objectives of the research. Analysis of five stages of consumer decision making process indicate that impact of family members on the consumer decision making process of purchasing imported health food products was significant.

Kotler and Keller (2015) Once the relevant information about the product or service is obtained the next stage involves analyzing the alternatives. consider this stage as one of the important stages as the consumer considers all the types and alternatives taking into account the factors such as size, quality and also price.

Neal et al (2014), finally, post-purchase decision involves experience of the consumer about their purchase. Although the importance of this stage is not highlighted by many author argues that this is perhaps one of the most important stages in the consumer decision making process as it directly affects the consumers' purchases of the same product or service from the same supplier in the future.

METHODOLOGY

Research Design

Descriptive research design is used to measure the impact of job satisfaction on customer. The data has been collected through structured questionnaire.

Sampling

It is the method of choosing representative subset of a total population for obtaining data for the study of the whole population the subset is known as sample. The sample size is selected for the study 100 employees. The techniques of sampling unit in this study are convenience sampling.

GENDER	COUNT OF GENDER	PERCENTAGE
MALE	64	64
FEMALE	36	36
TOTAL	100	100
AGE	NUMBER OF RESPONDENT	PERCENTAGE
20 years to 25 years	25	25
26 years to 30 years	38	38
31 years to 35 years	32	32
Above 36 years	05	05
TOTAL	100	100

Type of data collected Primary data are collected from respondent by survey method and secondary data are collected from journals and web sources.

DATA ANALYSIS TOOLS: , T TEST, ANOVA , CO EFFICIENT, DATA INTERPRETATION AND ANALYSIS

SATISTICAL ANALYSIS

Hypothesis Test:

The following hypotheses have been tested in this research to get better view of reliability of the data collected.

H1: There is a effect and its influences on job satisfaction on performance

H2: There is no effect and its influences on job satisfaction on performance

The t-test has been applied to test the above hypotheses. T-test is the statistical test which signifies the validity of the data. The above hypotheses have tested at 5% significance level.

One-Sample Statistics

	N	Mean	St deviation	St Error mean
1.	100	2.17	.975	.097
2	100	2.26	.917	.092
3.	100	2.09	1.026	.103
4.	100	1.93	.655	.066
5.	100	1.21	.409	.041
6.	100	2.78	.970	.097
7.	100	3.05	1.480	.148
8.	100	1.33	.473	.047
9.	100	2.67	.900	.090
10.	100	2.01	1.010	.101
11.	100	2.67	.954	.095
12.	100	2.34	1.094	.109
13.	100	2.50	1.352	.135
14.	100	2.27	1.188	.119
15.	100	2.22	1.097	.110

H1: There is a effect and its influences on job satisfaction on performance

The null hypotheses assumed that influences on job satisfaction on performance

The calculated t value is 1.8 which is lower than the table value as 2.15 therefore the null hypothesis is rejected. It signifies that influences on job satisfaction on performance

One- Sample Test

Test value = 5. (95% confidence interval of the difference)

	t	df	Sig (2-tailed)	Mean difference	Lower	Upper
1.	22.257	99	.000	2.170	1.98	2.36
2	24.647	99	.000	2.260	2.08	2.44
3.	20.373	99	.000	2.090	1.89	2.29
4.	29.453	99	.000	1.930	1.80	2.06
5.	29.558	99	.000	1.210	1.08	2.15
6	28.658	99	.000	2.780	2.59	2.97
7.	20.613	99	.000	3.050	2.76	3.34
8.	28.143	99	.000	1.330	2.36	1.42
9.	29.681	99	.000	2.670	2.49	2.85
10.	19.901	99	.000	2.010	2.12	2.21
11.	27.986	99	.000	2.670	2.48	2.86
12.	21.394	99	.000	2.340	2.12	2.56
13.	18.489	99	.000	2.500	2.23	2.77

14.	19.109	99	.000	2.270	2.11	2.51
15.	20.235	99	.000	2.220	2.06	2.25

H2: There is no effect and its influences on job satisfaction on performance

The null hypotheses assumed that influences on job satisfaction on performance

The calculated t value is 2.06 which is lower than the table value as 2.25 therefore the null hypothesis is rejected. It signifies that influences on job satisfaction on performance

Factory Analysis

TOTAL VARIANCE EXPLAINED

INITIAL EIGANVALUES.

SUMS OF SQUARED LOADING

	Total	%of variance	Cumulative%	Total	% of variance	Cumulative%
1	3.105	20.669	20.669	3.105	20.669	20.669
2	2.032	13.547	34.246	2.032	13.547	34.246
3	1.498	9.989	44.235	1.498	9.989	44.235
4	1.277	8.513	52.748	1.277	8.513	52.748
5	1.067	7.116	59.863	1.067	7.116	59.863
6	1.031	6.875	66.739	1.031	6.875	66.739
7	.893	5.953	72.692			
8	.845	5.636	78.328			
9	.730	4.866	83.194			
10	.617	4.116	87.309			
11	.502	3.348	90.658			
12	.430	2.864	93.521			
13	.370	2.466	95.987			
14	.330	2.203	98.190			
15	.272	1.810	100.00			

Extraction Method: Principal Component Analysis.

COMPONENT MATRIX

	1	2	3	4	5	6
01.	.388	-.149	.365	-.489	.019	.423
02.	.783	.194	.005	-.090	.178	.116
03.	.541	-.277	.006	-.390	.107	-.033
04.	-.230	.415	-.466	-.117	-.253	.349
05.	-.089	-.468	-.075	.184	.433	.547
06.	.205	.542	-.127	-.377	.426	-.112
07.	-.235	.486	.493	.302	.073	.223
08.	-.443	-.027	-.075	.348	.459	-.048

09.	.401	-.331	.324	.146	.228	-.458
10.	-.391	.369	.328	-.426	.149	-.034
11.	.607	-.165	.431	.283	-.132	.170
12.	-.469	.347	.658	-.020	-.057	-.027
13.	.533	.233	.056	.202	-.464	.017
14.	.542	.559	-.192	.154	.148	-.224
15.	.463	.463	-.077	.356	.206	.245

ExtractionMethod : Principal Component Analysis

A. 6 Components extracted

ANOVA

- **To find out the effect and influence of job Satisfaction on perform**

Model	Sum of squares	df	Mean square	F	Sig
Regression	4.189	3	1.396	1.385	.252
Residual	96.801	96	1.008		
Total	100.990	99			

A.Predictors(Constant) : Statutory benefit,Work schedule,Job Security

B.DependentVariable : Relationship with Management

Null Hypothesis H1: There is a effect and influence of job Satisfaction on performance

Alternative Hypothesis H2: There is no effect and influence of job Satisfaction on performance

Sig value 0.252(Significant value > 0.05) H1 is accepted

Inference : There is a effect and influence of Job Satisfaction on performance

Co – Efficients

UnstandardizedCoefficients Standardized Coefficients

Model	B	Std. Error	Beta	T	Sig
1 (Constant)	2.495	.282		8.844	.000
Q13	-.130	.079	-.173	-.1633	.106
Q14	.000	.100	.000	-.007	.994

Q15	-.072	.104	-.078	-.693	.490
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A.Dependent Variable(Good Relationship with Management)

Null Hypothesis H1 :There is a effect and influence of job Satisfaction on performance

Alternative Hypothesis H1 : There is no effect and influence of job Satisfaction on performance

Sig value 0.106 (Significant value > 0.05) H1 is accepted

Inference : There is a effect and influence of job Satisfaction on performance

FINDINGS OF THE STUDY:

- 38 % of the respondents are between the age group of 26 – 30 years.
- 64 % of the respondents are male.
- 61 % of the respondents are between the 10001 to 12000 as monthly income
- 61 % of the respondents are the Education up to +2.
- 53 % of the respondents are having the experiences below 2years.
- 50 % of the respondents are motivated by native of job.
- 90 % of the respondents are the have retention problem.
- 36 % of the respondents are disagreeing in relationship with management
- 85 percent of the respondents are willing to continue in the organization, and 10 percent of the respondents has given low response in willing to continue and 5 percent respondent have neutral reaction either to continue or nor to continue.
- 11 percent of the respondents are strongly disagree in work schedule, 42 percent of the respondents are disagree in work schedule, 46 percent of the respondents are natural in work schedule, and 1 percent of the respondent are agree in work schedule.
- 32 percent of the respondents will not be loyal because of harassment,49 percent of the respondents will not be loyal to because of low benefits, 10 percent of the respondents are will not be loyal to because of Heavy workloads,1 percent of the respondents are will not be loyal because of unsatisfactory conditions and 8 percent of the respondent are will not be loyal because of no rewards and recognition.
- 26 percent of the respondents are strongly disagree with their payroll, 36 percent of the respondents are disagree with their payroll, 30 percent of the respondents are natural with their payroll, 7 percent of the respondents are agree in good with their payroll, and 1 percent of the respondent are strongly agree with their payroll.

SUGGESTIONS:

- Superiors have to guide their subordinates with advices and assistance which motivate the employees.
- The company needs to put the policies into practice so that the employees should not feel any inconvenience.
- Organization has to provide provisions for the growth & development of employees..

CONCLUSION:

Job satisfaction is a key aspect for success of every Organization, when employee's are satisfied work of performance will increase. So, the management has simply to concretize people and live them alone with an environment in which they find it possible it behave appropriately, identify the problem, appreciate the need to resolve it, identify the factors and contributing to the problem and behave in ways that would either eliminate the casual variables or reduce their influence on the problems. Though slow, the process of concretization is sure to produce the desired results conducted in proper ways.

Employees comprise the most vital assets of the company. In a work place where employees are not able to use their full potential and not heard and valued, they are likely to leave because of stress and frustration. They need transparent environment to work in. In a transparent environment where employees get a sense of achievement and belongingness, where they can best utilize their potential and realize their skills. They love to be the major part of such organization and the company is benefited with a stronger, reliable work-force harboring bright new ideas for its growth.