



## MODERN WORK ENVIRONMENT AND JOB SATISFACTION MEASURES: A THEORETICAL EXPEDITION

**Dr. Budheshwar Prasad Singhraul**

Assistant Professor, Department Of Commerce,  
Guru Ghasidas Vishwavidyalaya, Bilaspur, C.G., India.

**(Ms.) Vanita Kumari Soni**

Research Scholar, Department Of Commerce,  
Guru Ghasidas Vishwavidyalaya, Bilaspur, C.G., India.

### **ABSTRACT**

*Job satisfaction is a current/ burning issue in the Public and Private Sector Organisation. It is the job of the management to see into various aspects regarding job satisfaction which can be related to wages, work hours, work life balance, training and development facilities, promotional and incremental policies, future prospective, work environment, social security and welfare facilities, grievance redressal and relationship between employees. Job satisfaction of an employee would decrease absenteeism, turnovers and grievances which will lead to overall increase in the productivity and achievement of organisational objectives and goals. Job satisfied individual works with his complete mind and soul with full potential, reflected in terms of organisations increased productivity. The aim of the study is to focus/ analyse on the factors affecting job satisfaction in the current/ modern scenario.*

**Keywords:** Work Environment, Job Satisfaction, Efficiency, Contentment, Productivity.

### **1. INTRODUCTION**

Everyone who completes his/her study searches for a good job. Good job depends upon individual's taste and preferences. Most of the people need a well reputed job with a handsome salary, proper work environment, adequate leave/holiday policies, etc. Every individual has different requirements/needs amongst all criteria/factors. Every factor may not

be possibly met and even the best institute may not offer every factor at 100%. Every individual who searches for a job has also limitations because of this he/she would select the best one for him/her but would be in a search for a new job always to his/her best. Every employer/institute has a limitation to offer his/her employees but should work as far as possible and should have some policies/specified departments to know/work upon those limitations on individual basis to retain his/her best employees to their institutes. The institute should formulate/draft policies in coordination with their human resource people/department and should have a regular assessment of these limitations/factors which become the cause for individual to leave the institute/ job.

With increasing population, increasing demand and increasing number of jobs it is very essential for every institute to make his/her employees satisfied with their job or to work upon a regular basis for assessing the satisfaction of the employees as its not only the employees who need a job but also the Institute/Employer who need to have good employees/workers who would run the institute because no institute could work by itself. The human resource department should be well experienced/highly skilled to assess the factors for job satisfaction of individuals as they play an essential role in maintaining the relationship between the employees and institute/employer. They should get continuous feedback/collect data on the same and workout on the possible factors. This should be done on regular basis to help the individuals and the company to utilise its human power/resources at the peak.

## **2. FACTORS INFLUENCING JOB SATISFACTION**

There are various factors which influence the Job Satisfaction level of employees. Some of them are listed below:

### **➤ Work Life Balance.**

Every individual has his own life pattern and responsibilities. Every individual deserves rest and spending quality time with their family so along with providing quality time to the job they need to have appropriate holiday/weekends/leave so that they may get refreshed and feel more energetic when they come to the job. This would increase the quality, performance and production unlike to the one who work in stressed environment.

➤ **Availability of facilities like Refreshments.**

Institutes which take care of its employees are the first preference for an employee as everyone needs a good working environment and one which considers them as its own. Facilities provided by the institute are one of the most important criteria for an individual to get satisfied. Most of the facilities includes, canteen facilities refreshments including tea, snacks etc., adequate place to sit together and share breakfast, lunch etc. under one common roof. Should have adequate facilities for personal habits like washroom, toilet etc. They should also include health facilities including monthly check up by medical professionals especially when they have stressful environment and mediclaim policies, so that they could avail the benefits if they or their family members have any health related issues which would otherwise put a financial or economic burden on the individual which would otherwise result into absenteeism, lack of interest to work and ultimately job leftover.

➤ **Work Environment.**

Environment in and out of an individual affects him or her likewise environment in the institute also affects the employees. Work environment should be peaceful, calm cooperative, quite area. Environment around the employee should be one which is supportive, caring and healthy. Everyone in the institute should be cooperative to each other and should respect every member and give them adequate care when needed. They should have sense of brotherhood/ belongingness towards everyone and institute.

Work place should be cool, away from heavy noisy place, should have adequate ventilation facilities and sunlight source, adequate seating facilities, adequate furnitures, equipments, should have common room for lunch, breakfast, etc. so the employee can share their meal/ foods and develop sense of brotherhood and in turn responsibility towards everyone. They should have proper washroom/ toilets and neat and clean surroundings which would encourage everyone to get refreshed and do their job/work at the best. This would ultimately improve the performance and productivity of the institute.

➤ **Adequate Training and Development Programmes organised by the Institute.**

Adequate training facilities should be provided to the employees to help them to understand and for upgradation of their knowledge/skills. Regular training facilities

would also improve the quality and production of the institute as increase in the knowledge and skills amongst the employees would help them to utilise the resources available at its best and minimising the wastages/losses.

➤ **Insurance facilities for the employees and their Family Members.**

Every employee has a different family background / structure. Some would have old age parents or a spouse and children. Every family has different medical needs and requirements. An insurance facility helps them to be secured enough. Any unnatural accidents / health related problems can pose new financial crises in the family. This would lead to a high mental pressure / tension among the family members and the employees himself which leads to unforeseen leaves / absenteeism from the job and lack of interest in the job and thus decreases productivity. Thus, adequate insurance facilities help in providing adequate health facilities to employees and their families.

➤ **Better Promotion Opportunities.**

Every employee in the organisation wishes to have good salary structure. Every individual deserves promotion with increasing age and experience. An organisation which provides regular promotion facilities is much preferred than one which just provides increments. Since every individual just do not need rise in salary but also improvement in the status which helps in gaining a feeling of raised enthusiasm and a strong desire to work in a manner to improve the production of the organisation.

➤ **Better Future Prospectives.**

Employees work for the company and the company provides its employees future prospective in regards to better financial packages/ better promotion facilities/ better job responsibilities. Organisation which provides their employees with regular training / skill development also equip them with better administrative capabilities / better skills/ knowledge which make them capable of holding good/responsible posts either in the same company or in other, when he leaves to the other company in search of a new job. Thus, it provides better future prospective to the employees.

➤ **Better Welfare Facilities and Social Security Measures.**

Employees requires adequate welfare facilities for his/her family members if any mishappenings (sickness, accidents, unemployment and old age) occurs, in the form

of employees insurance, employees health insurance scheme, and retirement benefits in the form of provident funds/ pensions, along with adequate/proper leave facilities, time to time awards / appraisal (performance and potential) in terms of work done by the employees, proper promotional policies and yearly increment along with regular monthly income, skill development of employees by regular on the job and off the job training and if possible, provide residence with proper security.

➤ **Grievances Handling.**

Problems of the employees of different aspects like financial, health, working conditions, misunderstandings along with physical and mental harassment needs to be redressed in time. The managers must take interest in handling the problems of the employees on priority basis and rectify them as early as possible. Grievances if not properly dealt with, may lead to discontentment, frustration, poor morale of the employees and ultimately results in low productivity of the organisation.

➤ **Feeling of being Underpaid.**

The feeling of being underpaid is a major determinant in private sector. The management should evaluate the work done in terms of quality and quantity and the qualification/ calibre/ efficiency/ creativity of the individual employees and then only the payment/ salary/ financial aspects should be fixed along with proper time to time increments / promotions as applicable.

➤ **Favourable Human Resource Policies.**

Every organisation has human resource policies like recruitment, selection, placement induction, socialisation, training and development, maintenance and retention and control, but this should be upgraded from time to time as per the changing/ competitive environment so that the organisation has employees of good qualification/ calibre/ efficiency/ creativity along with innovative ideas for attainment of organisational goals.

➤ **Relationship of employees among themselves along with their Supervisor and Higher Management Officials.**

For proper functioning of the organisation, there should be a good relationship/ understanding/ respect of each other among the employees. The new ideas/ creativity

should be listened to/ thought over and if better should be implemented and the employee appraised. The supervisor should mark and remove any mismanagement/ misunderstanding between employees, said/ unsaid and should work as bridging gap between employees and management. The management should be able to/ keen to understand the problems /misunderstandings/ new innovative ideas of the employees and which should be removed/ taken care of as soon as possible. The management should be open enough to hear from the supervisors but also to each individual employees if required so. The employees, supervisor and management should altogether work as a team and this can lead to the achievement of organisational goals.

### **3. BENEFITS OF JOB SATISFACTION.**

The various benefits of job satisfaction are :

- Better future prospective.
- Better productivity/ outcome.
- High morale.
- High enthusiasm.
- Increased confidence of employees.
- Creates good reputation /goodwill/market value/brand value of the organisation.
- Motivates and encourages employees.
- Attract competent employees.
- Improved performance of employees.
- Improve quality of products.
- Increase loyalty of employees towards the organisation.
- Creates healthy relationship and brotherhood between employees.
- Decrease absenteeism and turnover.
- Increase sense of belongingness.
- Helps in retaining employees.

### **4. CONCLUSION**

Job satisfaction for an employee has to accomplish as overall quality of work/turnover ratio of an organisation depends on it. This can be achieved by giving the employees due importance/care, better wages as per the work done/quality of working hours while maintaining their proper work life balance, on the job and off the job, training facilities for

their future development and keeping their interest with the recent advances in their field which would increase their quality of work and selecting among them the best candidate for promotion and increments for each and every individual, which should also help them in their future prospectives to lead better life.

There should be proper work environment. Cool, quiet place with each and every individuals co-operating among themselves and seniors listening to the problems faced by them and helping them to solve the problem. There should be proper grievance redressal system which should take care of the grievances of the employees and try to sort out as soon as possible.

Every organisation should provide the insurance facilities to the employees and their families so that the individual is free from financial setbacks in case of any health related emergencies and in case of his demise. The financial help will be available for the individual's family. There should be proper social security and welfare measures so the employees feel secured while doing their job. If all these measures are taken into account the organisations turnover ratio can be increased or its profit will rise.

Job satisfaction can be measured theoretically in the form of reduction in turnover, absenteeism and grievances. Job satisfaction in an organisation may lead to attraction, retention and motivation of the individuals of good qualification, efficiency, calibre, energy and with creative and innovative ideas which may lead to achievement of organisational objectives and goals and in turn overall productivity.

## REFERENCES

Al-Zoubi, M. T. (2012). The shape of the relationship between Salary and Job Satisfaction: A field study. *Far East Journal of Psychology and Business*, 7(3), 1 – 10.

Anitha, R. (2011). A study on Job Satisfaction of Paper Mill Employees with special reference to Udumalpet and Palani Taluk. *Journal of Management and Science*, 1(1), 36 – 47.

Chahal, A., Chahal, S., Chowdhary, B., & Chahal, J. (2013). Job satisfaction among Bank Employees: An analysis of the contributing variables towards Job Satisfaction. *International Journal of Scientific & Technology Research*, 2(8), 11 – 20.

Jain, R., & Kaur, S. (2014). Impact of Work Environment on Job Satisfaction. *International Journal of Scientific and Research Publications*, 4(1), 1 – 8.

Khanka, S. S. (2010). Human Resource Management (Text and Cases). New Delhi : S. Chand & Company Ltd.

Parvin, M. M., & Kabir, M. M. N. (2011). Factors affecting employees Job Satisfaction of Pharmaceutical Sector. Australian Journal of Business and Management Research, 1(9), 113 – 123.

Wong, E. S., & Heng, T. N. (2009). Case study of factors influencing Job Satisfaction in two Malaysian Universities. International Business Research, 2(2), 86 – 93.

Lal, R. & Shergill, S. S. (2012). A comparative study of Job Satisfaction and Attitude towards Education among Male and Female Teachers of Degree Colleges. International Journal of Marketing, Financial Services & Management Research,1(1), 57 – 65.

Judge, T. A., & Ilies, R. (2004). Affect and Job Satisfaction : A study of their relationship at Work and at Home. Journal of Applied Psychology, 89(4), 661 – 673.