Analyzing the Factors that Influence Employee Satisfaction

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Abstract

In today's scenario where there is no dearth of competitors in the market, it is essential that employees work with dedication and sincerity. How do you expect a new joinee to develop a sense of loyalty and attachment towards the organization all of a sudden? The poor fellow does not know much about your company and it does take time for everyone to adjust in the system. Respect towards the organization comes with due course of time only when the employee is treated well by his superiors. Employee satisfaction is a state where individuals are not only happy with their current profiles but also look forward towards a long term association with the organization. No individual wants to quit his/her job after every six months. But the moment monotony creeps in, people start looking for better opportunities. Most of the times, employees treat their jobs just as a mere source of earning their bread and butter. They come to office not because they enjoy their work but because they need their salaries to ensure a comfortable living. Employees would never be satisfied with their jobs unless and until they have something interesting and challenging to work on. "Monday morning blues" is a common term used by professionals as an excuse for not coming to work and feeling lazy on the first day of the week. I personally do not agree with this. Trust me, if you really enjoy your work, you would feel like coming to office every day. Do we ever crib when we have a holiday or are at home? NO. Why? Just because we feel comfortable at our home. Why do we then always complain at work? Understand, there is a difference between your personal and professional life. Think logically. The moment you have unrealistic expectations at workplace, problems are bound to arise and you can never be happy and contended at workplace.

Keywords: Employees Satisfactions, Job Satisfaction, Employee Retentions, Employee Benefits

1.0 INTRODUCTION

Management and employees have an important role to play in ensuring a positive ambience at the workplace and eventually job satisfaction. Employees should not be created as mere robots that simply start working just at the click of a button and neither express themselves nor create problems for others. Management needs to stand by their employees and constantly mentor them. Employees are indispensable for the organization but in no way, pride and ego should get into their heads. Do not be under the impression that superiors would treat you with respect even if you do not perform. Such a thing is practically impossible in the professional scenario. Be positive and learn to adjust. Try to be happy and satisfied with what all you have got rather than cribbing over small issues.

It is crucial for the employees to be satisfied with their jobs, else neither they would be able to deliver as per expectations nor feel comfortable at the workplace. Believe me; satisfaction is all in our minds. Sometimes, we are satisfied with small things also and sometimes we find a problem even in the best of situations. How many jobs would you change? Believe me, there is a problem everywhere, only the nature of problem would vary. The idea is not to run away from problems but face them with a smile. Satisfied employees willingly work towards the fulfilment of organization's goals and objectives, eventually assuring profits and higher revenues. Unsatisfied employees often badmouth their organization which has a serious impact on the image of the particular brand. Employees who are satisfied with their jobs stick around for a long time, benefitting the organization with their expertise and experience.

2.0 IMPROVING EMPLOYEE SATISFACTION

Employee satisfaction plays an essential role in motivating the employees to deliver their level best and also leads to a positive ambience at the workplace. Employee satisfaction is no rocket science and trust me; it does not take much to satisfy your employees. Small but sincere efforts are enough to satisfy employees so that they not only enjoy their current roles and responsibilities but also stick to the organization for a long time.

Individuals should be assigned work as per their expertise, interest area and specialization. If you expect a marketing guy to do justice in an accounts profile, he is bound to get demotivated, which would eventually affect his performance. Discuss with the employees at the time of their joining only as to what profile would suit them the most to avoid confusions later on. Key responsibility areas should be communicated to the employees very clearly from day one. If employees work on something which they are best at, not only they would be happy and satisfied but also yield better results. No employee should be overburdened. Work has to be equally distributed among all. Why should only one employee do everything while others just come, enjoy and go back home? Favouritsm and partialities have no place in the professional world. Please do not give less work to someone just because he is your friend and you like him. This way, others who actually end up doing more work eventually lose interest and start looking for better opportunities.

Promote a healthy work culture. Encourage employees to talk to each other, discuss among themselves and work as a single unit not for themselves but for the organization. It is indeed the responsibility of the management to make their employees realize that they all are a part of a single family and it is foolish to fight amongst themselves and create unnecessary problems for each other. Let them have their lunch together or go out for small get together once in a while. This way, they seldom find office monotonous, are satisfied with their jobs and also work with full dedication. Employees are unsatisfied the most when their voices are not heard. It might be a small problem for you but for the other person, it can be a major cause of concern. Grievances need to be addressed on an immediate basis. It is the responsibility of the human resource professionals to sit with their employees on a regular basis and find out whether they are satisfied with their jobs or not? Let them come out with their problems.

Give ample growth opportunities to employees. Employees lose interest in work, the moment they have nothing new to do. Give them new assignments, new challenges, new roles so that they get to learn something interesting every day. Do not unnecessarily pressurize them for unrealistic targets. Do not interfere much and let them work in their own way. Guide them whenever required. Not appreciating the employees when they have performed well leads to dissatisfaction and negativity in them. The credit should not always go to the top management and team leaders but to the employees as well. Bosses should not forget that their role is not to shout on their subordinates but to handhold them and stand by them even in the worst situations. Majority of the employees are frustrated because they do not have an understanding BOSS.

Nothing works better than rewarding employees suitably and releasing their salaries on time. Most of the times, employees have a problem because they do not get their incentives and payments when they require the most. Why would an individual slog for an entire day if he does not require money? Do not create too much of a problem in clearing their bills.

Communication in Employee Satisfaction

Employee satisfaction is of utmost importance for organizations to grow and also survive the cut throat competition. Remember, employees are your true assets and it is essential that they remain happy and satisfied with their jobs for them to strive hard and deliver their level best.

3.0 COMMUNICATION PLAYS A CRUCIAL ROLE IN EMPLOYEE SATISFACTION

Most of the problems arise when employees are not happy with their bosses. On top of it, rather than discussing the issue face to face with their immediate reporting bosses, they prefer to badmouth them behind their backs. Understand that this is not the solution. Bosses need to realize one thing that there are very few individuals who really have the courage to come up with their grievances in front of their superiors. For them, the easiest solution is to sit quietly and do nothing or simply look for another job. You need to motivate your employees to open up in front of you. You need to make the employees feel that you are always there with him irrespective of the circumstances and situations. Communicate with your team members effectively. Sit with them, talk to them and find out what extra you can do for them to ensure hundred percent dedication and cooperation from their end. Do not allow the employees to keep everything within themselves. Employees are the most satisfied when they share a great rapport with

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their bosses. Communicating with them on a regular basis helps you know whether they are really happy with their jobs or not. If they are enjoying their work, you are doing a good work and if they are not, you really should look into the matter on an urgent basis if you really want to retain your employee.

Do an exercise tomorrow and you will find an answer yourself as to why communication is so important? For two days, do not speak to anyone and work in isolation. Trust me, at the end of the day, you will not feel like coming back to work again. That is the power of communication. Work would become a burden for employees if you do not allow them to interact with each other. Not only the employees would be frustrated but also develop a feeling of hatred towards superiors as well as their organization. Let employees talk to each other and sort out problems among themselves.

Employees are dissatisfied when information does not reach them correctly. Make them a part of important discussions where they can also share their ideas and opinions. Healthy communication ensures accurate information reaches all employees and no one feels left out within the system. Do not set targets for your team members unless and until you discuss with them. How can you set goals for your team without knowing whether your team is really capable of achieving targets within the stipulated time frame or not? If you decide the job responsibilities of an individual on his/her behalf; very soon, he would be frustrated and decide to move on. Appraisals and promotions need to be discussed in the presence of employees. Trust me, if you do so, employees would work because they want to take their organization to a new level and not because their Bosses have asked them to do so. Healthy work culture leads to satisfied employees who not only deliver their level best but also stick around for a long time. Half of the problems evaporate if discussed. Effective communication also goes a long way in reducing negativity at the workplace which eventually leads to satisfied and happy employees. Won't you feel good if your boss walks up to your cubicle, gives a pat on your back and praises you for your performance in front of others? Would you ever think of quitting your job?

4.0 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 joinees. 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

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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, softwares 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.

4.1 Factors Influencing Employee Satisfaction

Employee satisfaction ensures employees are happy with their jobs and also give their heart and soul to the organization. Such people seldom think of changing their jobs and motivate not only themselves but also others to work hard for the betterment of the organization. Working conditions of an organization play an important role in influencing employee satisfaction. Employees who do not have a proper workstation and are not comfortable at their workplaces are the ones who are the most frustrated and unhappy with their job. Appoint people who are responsible for the cleanliness of the office and most importantly the rest rooms. Assign drawers and proper space to employees where they can keep their important documents, files and also personal belongings. Encourage the employees to keep their drawers and desk clean. Make sure your office building is fire resistant. Management has no right to treat its employees as slaves just because they are being paid. Employees need to be treated with utmost respect and care. They need to feel protected at the workplace for them to develop a feeling of job satisfaction. Encourage healthy ambience at the workplace and also motivate employees not to participate in nasty office politics.

The second most important factor influencing employee satisfaction is employee benefits. Employees need to be paid well as per their designation and roles and responsibilities in the organization. The moment an employee is underpaid, he/she would create problems for the entire organization. Do not favour any employee. Make sure incentives and monetary benefits are directly proportional to the efforts an individual puts in. Do not unnecessary hold their payments and salaries if you want your employees to stick around for a long time. Another reason as to why employees are not satisfied with their job is that their hard work is not acknowledged. Give them their due credit. If they have performed something extraordinarily, do not forget to appreciate them in front of their colleagues. Give them additional responsibilities. Give them an opportunity to handle teams. You need to trust them and guide them accordingly. If you expect an individual to work on entry level projects for next five years, you are sadly mistaken. He/she would definitely move on. Make sure deserving employees get decent hikes and benefits.

Do not put a full stop on their career growth citing lame excuses that the individual concerned is not performing up to the mark or the organization is at loss. If the employee is not performing well then what is the management doing? In such a case he should not be in the system and if at all, he is there, what are seniors doing to improve his performance? Be transparent with your employees. An employee becomes frustrated the moment he has nothing challenging to work on. Constant upgradation of skills is essential for every employee to survive the cut throat competition. Make sure employees are a part of regular training programs. Make employees feel as an indispensable resource for the organization. A sense of loyalty towards the organization does not come out of compulsion. It has to come from within. Give employees space and freedom to take their own decisions. If they have to depend on you for every small thing, trust me they would soon end up quitting their jobs. Give them the budget and ask them to perform and deliver within the stipulated time frame. Do not interfere in their way of handling teams. Be reasonable with your employees. Trust me; being too strict with them does not help. If you expect them to work on every Sunday, do not be surprised if they resign all of a sudden.

5.0 CONCLUSION

You may have the best of office, best of infrastructure, in fact the best of everything but if you have the habit of finding faults and cribbing, you will always remain stressed out and frustrated. A lot depends on the employees as well. Remember, one needs to learn to see the positive sides of life. Do not attend office just for the sake of earning money. Yes, money is one of the most important deciding factors as to why we all work so hard but remember, it is not everything. Trust me, if you work just for your salaries, you will never ever be satisfied with your job. Do not join an organization just because it is paying you well. Make sure you are aware of your key responsibility areas and your role in the organization is as per your knowledge and specialization and you already have some experience working on the same profile. If a finance professional accepts a marketing job just because he would get to earn huge incentives, he is bound to end up in a mess as it is not where his/her expertise lies. He would never find his job interesting and eventually lose interest in work. Before joining any organization, ask yourself whether you are really fit for this job or not? It is always better to do your homework carefully rather than repenting later.

You need to slightly change your attitude as well. Do not have unrealistic expectations. Do not expect your Boss to treat you the way your mother does. It cannot be possible. Why do you expect your superiors to call you and enquire about your health if you have applied for sick leaves? Do not expect your organization to give you five days leaves just because you have planned a trip with your girlfriend. Please do not try to be too personal with your reporting Boss. Understand the difference between your office and home. At work, you can't have the comforts of home. If your boss wants you to go for an urgent meeting on a holiday, please do not get upset or demotivated. Moreover, would cribbing solve your problem? I don't think it would. Then what is the point reacting? Accept challenges with a smile. You can't say a NO always in your job. As long as you are associated with an organization, you are bound to listen to your reporting bosses and adhere to the rules and regulations.

It is always better to accept challenges with a smile rather than getting demotivated and look for a new job every time. After all, how many jobs would you change? Believe me, there would be a problem everywhere. Remember, if you can't change others, it is always better to change yourself. Not everyone would behave the way you like. Would you change your job just because your team member is irritating and you do not like him? Do not interfere much in other's lives. Concentrate more on your work rather than your colleague's. Leave your ego behind the moment you enter the workplace. Do you have to create an issue if once you receive your incentives a little late? Do not be too rigid. Learn to cooperate with the management as well as people around. Flash your smile quite often. Remember, fighting and indulging in conflicts yield no solution, rather create more problems for you. The mantra for a peaceful life is to be neither too possessive for your job nor take it too lightly. Do not attend official calls after 7pm unless and until it is too urgent. If you do not enjoy your personal life, believe me, you will never be satisfied with your job. Learn to take things lightly.

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