COLLEGE OF ENGINEERING AND MANAGEMENT , KOLAGHAT

NAME: SANTU JANA

UNIVERSITY ROLL: 10700121127

COLLEGE ROLL:CSE/21/L-146

TITLE OF THE REPORT:

WHAT IS JOB SATISFACTION? WHAT ARE THE FACTORS THAT INFLUENCE JOB SATISFACTION?

-: CONTENTS:-

1.ACKNOWLEDGEMENT

2.ABSTRACT

3.INTRODUCTION

4.PROCEDURE / DISCUSSION

5.RECOMMENDATION

6.CONCLUSION

7.REFERENCE

**ACKNOWLEDGEMENT**  
The successful completion of any task is not possible without proper  
suggestion, guidance and environment. Combination of these three  
factors acts like backbone to seminar titled “JOB SATISFACTION”.  
I express my sincere thanks to my supervisor prof. Partha Pratim  
Mitra for his valuable suggestions during our course period, timely  
help, guidance and providing me with the most essential materials  
required for the completion of this work.  
I greatly indebted to our HOD, Department of Computer Science &  
Engineering, Dr. Tapas Kumar Maiti , for his valuable suggestions  
during our course period, timely help, guidance and providing us  
with the most essential materials required for the completion of this  
work.

Abstract

In order to help the Jordanian industrial sector to minimize the amount of time and money currently spent on recruiting and training new employees due to the rapid employee turnover rate, this study aims to identify the factors which encourage employees to remain in their jobs

for a long-term as opposed to those that create negative sentiments thus, leading employees to quit. The factors under focus are wages, organizational culture, benefits, job satisfaction, stress,

training and development, promotion prospects, and job security. The study measures the impact of each factor on employee satisfaction. The research population is the body of employees in Jordan’s industrial sector, with a random sample of industrial employees

representing the population. The quantitative method is used to examine the research question.

The study found that Jordanian employees care the most about their salaries and position more than any other factors. Therefore, we recommend that Jordanian manufactures consider

studying the range of salary for each position, so they do not miss out on talented people or lose a good employee.

KEYWORDS:  
Job Satisfaction & the Factors that influence Job Satisfaction.

INTRODUCTION:

The job satisfaction amongst the employees is determined by the presence of job pleasure and absence of job dissatisfaction. Job dissatisfaction and job pleasure are regarded to be important constituents of job satisfaction. The behaviour of an employee is influenced by his attitude and values. An employee, who is pleased and cheerful at the workplace, is always satisfied with his work and this improves the quality of his work. Job satisfaction benefits the organization in numerous ways. It results in the decline in complaints and grievances, absenteeism, turnover, and termination; it improves punctuality and employee morale. It is also a good sign of longevity; the individuals who are satisfied with their jobs, remain within the workplace for a long period of time (Grover, & Wahee, 2013)

Job Satisfaction

Job satisfaction is an individual’s subjective viewpoint encompassing the way he/she feels about his/her job and the employing organization. Moreover, job satisfaction is the

pleasurable emotional state that results from the achievement of job values (Courtney &Younkyoung, 2017). Each individual has

different criteria for measuring job satisfaction. Influencing factors are payment, working hours, schedule, benefits, level of

stress, and flexibility. Job satisfaction has been linked to productivity, motivation, performance, and life satisfaction (Landy, 1978), while Locke (1976, p.1304) defined it

as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences”. Research suggests that job satisfaction has emotional and behavioral components. The emotional components arethe feelings of happiness, anxiety, boredom, and excitement evoked by the job.

Mueller & Kim (2008) identified two types ofjob satisfaction; firstly, the overall feeling about the job, and secondly, the feelings

about the aspects of the job, such as benefits, salary, position, growth opportunities, work environment, and the relationships among

employees. The considerable time spent by employees at the work place makes job satisfaction a significant factor since dissatisfaction can have an adverse impact on the individual’s personal life. Saari & Judge

(2004) indicate that the relationship between job satisfaction and performance is more important for those doing difficult jobs

than for those in less demanding jobs.

FACTORS INFLUENCE JOB SATISFACTION:  
Competitive salaries and perks are not sufficient to keep employeesmotivated and happy.The following is a brief overview of some factors that may influence job satisfaction:  
• RESPECT:  
According to the SHRM research, being respectful to employees is essential for job satisfaction.  
• TRUST:  
Employees mentioned that trust between themselves and top management was another critical element in job satisfaction. Perhaps, this may be due to the workplace uncertainty caused by the Great Recession.

**Job Security**

Job security refers to the length of time

employees can expect to remain in their job.

In general, employees prefer to find a job that

they can occupy in the long term, which

works to the benefit of the company. Some

companies offer lengthy contracts which

protect employees from job termination.

According to Shi (2017), job security is

positively related to social safety. Employees

with vulnerable position will increase their

performance in order to maintain their high

social status. Other studies have shown that

job insecurity reduces employee

commitment, satisfaction and performance

(Ashford et al. 1989). Rosow & Zager (1985),

however, found no relationship between job

insecurity and job performance.

According to Iverson (1996), job security

leads to increased employee commitment,

with long-term employees showing a

stronger sense of loyalty. Lifetime

employment and seniority changes employee

performance and creates a sense of

leadership. Personal factors, such as the age

of the employee, level of education, number

of children, position level, and income

combine to encourage employees to remain

in the job. As an employee gets older and has

greater personal responsibilities, the need

for job security increases. A long-term

employee often has greater skill levels, which

means they perform tasks to a higher

standard and are more productive. In

contrast, a company that cannot ensure job

security will find that its employees quickly

seek more stable employment with less risk,

causing that company to suffer from high

turnover rate which will affect it negatively.

Low productivity and increased outlay in

training new staff can result in higher prices

passed on to customers and can provoke

customer dissatisfaction. When a company

loses its customers trust, it will inevitably

lose business and revenue

• HEALTHY WORK ENVIRONMENT:  
A healthy work environment is free of tension, hostility, and discriminatory behaviors.  
Such workplaces may foster a harmonious and happy atmosphere for everybody

Stress

Employees who find themselves subject to

greater demands and responsibilities than

they are capable of handling suffer from

raised stress levels which can be detrimental

to an employee’s emotional and physical

responses, thus, causing challenges for both

the employee and the organization (Leong,

Furnham, & Cooper, 1996). Research has

linked work stress to role ambiguity and role

conflict (Chang, 2008) and indicated that

certain factors, such as work overload and

poor working conditions often result in

negative mental and physical health

consequences for employees (Murphy,

Cooper, & Payne, 1988).

• SALARY AND BENEFITS:  
Salaries aren’t the only reason employees are satisfied with their work. However, they  
are usually at the top of the wishlist of every employee.  
Competitive salary and benefits can help in making employees feel appreciated and  
satisfied. They will also have less motivation to look for another job that pays them well.

• THE CLARITY IN JOB ROLES AND OPPORTUNITIES FOR  
CAREER ADVANCEMENT:  
Organizations have to communicate their expectations clearly to the employees. Only  
through understanding what is expected of them can employees add value and make the mostimpact in their job. Invest time to understand what their career goals and aspirations are. Then, work together to set milestones to help them progress towards their goals.

• RELATIONSHIP WITH THE CO-WORKERS:  
Within the organizational structure, it is vital for the employees to develop appropriate  
terms and conditions with the co-workers. It is vital to create an atmosphere within the  
workplace, where co-workers are able to interact with each other in a pleasant and an informal  
manner. Amiable and friendly relationships with the co-workers enable the individuals to  
perform their assignments, jobs and work duties in an adequate manner. If the supervisor has  
provided to the employees some kind of explanation regarding the performance of the job  
duties, and some of the employees may not have understood clearly, then they can always  
consult their co-workers and seek support and assistance from them.

• JOB DUTIES:  
In jobs, there are various kinds of job duties, some job duties are not considered to be  
very difficult and employees are able to manage them in an effective manner, whereas in other  
jobs, there are job duties that are quite demanding and challenging. Therefore, job duties  
contribute to a major extent in developing the attitude of job satisfaction amongst the  
employees. For instance, when the job duties are manageable and employees possess accurate and appropriate knowledge about how to perform their jobs lead to job satisfaction.

CONCLUSION:  
Job satisfaction is regarded to be a significant factor, especially concerning the  
employees within the working environment. Employees who possess higher levels of job satisfaction are less likely to be absent from work, they are less likely to leave their jobs, are more productive, resourceful and diligent, more likely to display organizational commitment and they are more likely to be satisfied with their lives. The theories of job satisfaction are, content theories and process theories.

RECOMMENDATIONS:  
1. Motivate Your Troops  
2. Encourage Communication  
3. Involve Your People  
4. Care About Their Wellbeing  
5. Provides Training Opportunities & Feedback

REFERENCES:  
1. https://r.search.yahoo.com/\_ylt=AwrPql1rFwFjYpsXEju7HAx.;\_ylu=Y29sbwNzZz  
MEcG9zAzYEdnRpZAMEc2VjA3Ny/RV=2/RE=1661044716/RO=10/RU=https%3  
a%2f%2fedubirdie.com%2fexamples%2fjob-satisfaction-and-motivation-factors-  
and-effects%2f/RK=2/RS=Ij0S\_xrDjCnZRZgjMEZEe3gG1Eo-  
2. https://high5test.com/job-satisfaction/  
3. https://www.yourarticlelibrary.com/hrm/jobs/factors-influencing-job-satisfaction-  
with-diagram/53312  
4. https://www.spiceworks.com/hr/engagement-retention/articles/what-is-job-  
satisfaction/