



The Impact of Job Satisfaction on Job Performance

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ABSTRACT

Employees attitudes and behavior are important because they determine the behavior of workers in the organization. No doubt to say that, "A satisfied work force always is a productive worker". A satisfied work force always creates a healthy atmosphere within the organization to perform well. Job Satisfaction is an extremely complex concept that is influenced by different factors, or more accurately by a group of factors that often have interwoven impact. Employee satisfaction needs to be treated with both short and long term visions. Job satisfaction is a very important part of an employee's lifecycle and motivation to remain loyal to and employed with an organization. Job satisfaction has been linked to many factors, including productivity, absenteeism, turnover etc. If employee feels that their jobs are fun and interesting, they will be more willing to give extra efforts to work. Job satisfaction is also influenced by job expectations. Organizations have to ensure suitable assessment and determination of job worth for the purpose of compensation through a comprehensive job evaluation system. Job security is pre-requisite to having a motivated, satisfied, committed and productive workforce. Although in today's business and employment scenario, job security is fast disappearing. We realize that job satisfaction is the most significant issue to continue for a long time in any organization. Job Satisfaction is a factor that would induce the employee to work in the long-term position. Regardless of job satisfaction the organization would confront with the costs of recruitment caused by turnover. Human resources are the total knowledge, skill, talents and creative abilities. There are to be developed. The people at work are not men and women but they are now considered as resources i.e. the assets to be drawn upon. Employee commitment is enhanced when an employee feels motivated and satisfied at his job.

A natural link exists between optimism, employee motivation and job satisfaction. Employees will be more satisfied if they get what they expected to inner feelings of workers. Every organization, whether a profit or non-profit intuitions, needs money, material, machinery and men for its growth and upliftment. No doubt to say that survival of an enterprise depends upon the effective and proper combination of all these factors. Among all 'men' is very important and challenging element. It is right to say that in this modern era organization needs to be more flexible. Organization must understand the importance of human factor. Right to say that if we want to get maximum benefit from human element, he/ she must be provided such an environment where he/ she will have a strong desire and commitment to complete their task. The satisfied, happy, honest and hard working manpower is the biggest and strong assets of any organization. A safe and healthy work culture provides the basis for a person (manpower) to enjoy working. With the above background the present paper will focus on the impact of job satisfaction on job performance in Varanasi.

KEY WORDS

Visions, Turnover, Committed, Productive Workforce, Job Evaluation.

INTRODUCTION

Human Resource Management places great emphasis on developing and maintain a workforce highly committed to the organization. Organizational commitment is a state in which a worker identifies with a selected enterprise and its dreams, and needs to maintain membership inside the organization. Human Resource Management concentrates not only organizational interest but also focuses on employees satisfaction and self – actualization. It increases job satisfaction by providing adequate remuneration, adequate wages and salary, job security, health security and healthy working environment. Every organization largely depends on its pool of able and willing human resource for its effective function. Any organization depends not only its material and financial resources but on its human resources mostly. Any organization will do well if it pays best attention to its human resource. Any type of co-operative endeavor needs human factor. The overwhelming importance of human factor is due to its unique factor of production. Human Resource Management makes an immense contribution in the overall development of organization. Human Resource Management has a crucial role in every organization. People are major assets and that an organization can make full utilization of individual potential by providing a developmental environment and opportunities by encouraging and rewarding innovations and creativity. Such people who are unable to contribute to the organization fully due to reasons beyond their control can also give their best if they are taken care of and proper environment and conditions are provided. If an employee perceives a nurturing environment, automatically there would be a positive response to match individual aspirations with organization's needs.

Employees usually start their careers with a desire and aspiration to rise to the top of the organization of their choice. Among Employees, mostly seek career development and indulge them steadily attaining greater responsibility, value, importance and compensation.

Failure to offer employees with a clear set of objectives, vision and direction on what is expected of them in the workplace is one of the most serious issues in most of the organization can make. While the majority of employees aspire to do their jobs to the best of their abilities, ambiguity about expectations and methods of measuring success can contribute to low morale and, as a result, poor performance. We typically use the word "objective" when discussing employee performance, thus well-defined and properly articulated objectives can assist organizations evaluate and valued the accuracy of their workers both individually and as a team, as well as allow individuals improve their work performance.

Objectives of the Study

1. To examine the relationship between the performance appraisal system and process facets and members perception of the effectiveness for the organization's performance system.

2. Finally, to analyze the relationship between the demographic qualities of workers, their perception of the effectiveness of the appraisal system, and their commitment.

Observation

A signal to the employees that management believes they are important and should motivate them to acquire new skills and consequent rewards. There are many ways of Human Resource Development which include training and development of employees and executives, career planning and development and conducting workshops for that, development of technology, job enrichment, various job experiences, team building, leadership development and building up of better subordinate- supervisor relationship. Changes occur everywhere, in the past decades rapid and turbulent changes have occurred in Human Resource Management. These changes have been in employer and employees relationships, human management practices, medical leaves, child care, education benefit cost sharing, union – management negotiations, testing and so on. It is the task of human resource department to have a flexible approach to face these trends and changes. It is the task of human resource management to show by example that each employee is given equal importance and will be treated ethically and equally. There should be no bias in his opinion and ideas. Besides these Human Resource Management should establish higher morale in the employees so that they may be loyal to the organization. In their working life an employee occasionally becomes dissatisfied, uncomfortable, disappointed or aggrieved about some managerial practices, decisions, service conditions or other matters. These types of feeling cause employee grievances. The cause of grievance may differ company to company but major issues are promotions, amenities, complaints about working schedule, complaints about job classifications, medical benefits, wage and salary increments, safety appliances, etc. In the present democratic systems employees are able to express their dissatisfaction whether it may be minor or major problem. Grievances are found in every organization and they must be solved as soon as possible otherwise they will lead to loss of business of the organization.

All employers must understand employee loyalty and satisfaction in order to determine how dedicated their staff is to the organization and whether they are satisfied with the way things are done in order to predict their likelihood of staying with the company. Employees happiness is one of the most important aspects of Human Resource Management. Organizations must ensure that their employees are happy.

In the age of extreme competition and globalization, every organization count on its employees to have a competitive advantage over its rivals. Nowadays, it is easy for any organization to obtain the newest technology, access the finest information about the machinery and product via readily available financial resources. Human Resource remains the only asset that primarily becomes one of the major distinguishers between different organizations. Therefore, retaining talented employees becomes really important for any organization. Because of the globalization and integrated economies, employee migration has become easy. Due to this purpose, employees look for more challenging jobs and roles. They favor organizations that make them multi-skilled and provide job enrichment. Repetitive job makes the employees bore and deny them to give their best for the organization.

Job satisfaction is the result of the various attitudes possessed by an employee. In a narrow sense, these attitudes are related to the job and are concerned with such specific factors as wages, supervision, steadiness of employment, conditions of work, advancement of opportunities, recognition of abilities, social relations on the job and other similar items. Since it is a highly complex attitude, the techniques for attitude measurement are the appropriate tools to use to study job satisfaction. By seeking information about job satisfaction and discovering attitudes on factors related to the job, organization could correct certain bad situations and thereby improve the job satisfaction of its staff. However an international organization can benefit materially if it knows how individual attitudes contribute to job satisfaction. A person who has ever held a job knows that if he does not get along with his coworkers the job is unsatisfactory. The most rugged, aggressive and independent individual will not be satisfied with the work if he/ she cannot get along with the working group. Furthermore, adjustment to people on the outside affects a person's adjustment to his job. On the other hand, job

dissatisfaction may be the result of a lack of vocational guidance. A person who is too good or not good enough for a job, in terms of his abilities and interests, is not likely to be satisfied with his job.

$$\text{Human Capital} = \text{Knowledge and Experience} + \text{Personal Productivity} + \text{Personal Creativity} + \text{Emotional Intelligence}$$

Intangible
Fully Owned By the Employee

CONCLUSION

Our organizations need vision of the future so attractive and motivating that employee will focus on anticipating the future position of the organization. Therefore an organizational environment is necessary wherein people come first and everything comes next. Development of human resources has become a global issue and a new concept named Human Resource Development has occurred in the business world. It is based on the philosophy that human resources are the best assets in the organization therefore their care and development must be the prime concern of the organization. Satisfied employees have positive attitudes regarding their jobs. Satisfied workers are tend to attend to work on time, more concern about the given targets, work speedily, work free of errors and omissions, loyalty and commitment to the job, less dependability, suggest new ideas, tend to improve knowledge, willing to accept more responsibility, obedience of rules and regulations, less absenteeism and effort to retain in the present job. The positive attitudes will increase the quality and quantity of employees' performance. Hence such a situation is good for an organization.

Managerial Application

This study makes a step towards giving insight facts of the evaluation system in the organization which may lead to an increase in perceived effectiveness and efficiency of the performance system in the organization climate.

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