

New Dimension of Employee Satisfaction

***Dr Manoj Sain**
***Diksha Vijayvergiya**

Introduction

Employee satisfaction is a broad term used by the HR industry to describe how satisfied or content employees are with elements like their jobs, their employee experience, and the organizations they work for. Employee satisfaction is one key metric that can help determine the overall health of an organization, which is why many organizations employ regular surveys to measure employee satisfaction and track satisfaction trends over time. A high satisfaction level indicates that employees are happy with how their employer treats them

Often, employee satisfaction is used interchangeably with employee engagement; however, while engagement is one factor influencing overall satisfaction (and it may be said the reverse is also somewhat true), the two are not the same. Satisfaction, while important for retention, is not necessarily a predictor of performance, while engagement—which indicates an employee’s passion for their work, among other things—is directly tied to output. Ideally, satisfaction occurs as a result of both material factors like compensation and benefits as well as less-tangible elements like engagement, recognition, and strong leadership. If an organization fails to address both sides of the equation, they may find they have a complacent team made up of materially satisfied employees who are content to do only what’s required to remain employed, or a staff of highly engaged employees who are performing well while they look for new opportunities at companies more willing or able to fill their material needs.

The importance of employee satisfaction in the workplace cannot be underestimated. Why? Employee satisfaction in the workplace generally translates to loyalty, higher productivity and better overall job performance. That’s a win-win for employee and employer.

Some of the important facts cited by employees include the following:

- **Respect:** This was rated the most important. Employees want to be treated courteously. They want to know that the employer will listen to them. They want to know that new ideas and suggestions will be considered and that any problems will be addressed.
- **Healthy Environment:** In addition to physical safety, employees seek a workplace where they can be free of stress, harassment, discrimination and morale issues.
- **Trust:** Employees expect their employers to be fair and honest with them.
- **Security:** Employees don't want to worry about the longevity of their employment. Employers must be open and truthful about the state of a business and its long-term viability.
- **Career opportunities:** No one wants to be stuck in a dead-end job. Employees are more likely to work hard if they see opportunities for increased responsibility and more pay.

New Dimension of Employee Satisfaction

Dr Manoj Sain & Diksha Vijayvergiya

- Competitive pay and benefits: These may not be the first consideration when taking or keeping a job, but pay and benefits are the most tangible evidence of employee worth. If employees don't feel valued, they're going to seek better compensation elsewhere.

Improving Employee Satisfaction

- Employee satisfaction in the workplace takes effort on the part of an employer. Here are some steps any employer can take:
- Facilitate communication: Let employees know what you expect. Encourage open dialogue, so employees feel they will be heard.
- Recognize good work: People appreciate praise for a job well done.
- Demonstrate care about employees' well-being: A workplace can be stressful, both mentally and physically. To the best degree possible, foster a calm, stress-free environment where employees can do their best work without unnecessary drama. Take care of employees' physical well-being by encouraging exercise at break times, subsidizing gym memberships or installing a vending machine with healthy snack options.
- Offer learning opportunities: Make sure employees stay invested with new challenges. That could mean increased responsibilities, training in new tasks or financial support for off-site learning.
- Focus on the long-term: Short-term goals are important, but setting and communicating long-range strategic goals help employees stay motivated.

Factors Affecting Job Satisfaction

An employee's overall satisfaction with his job is the result of a combination of factors – and financial compensation is only one of them. Management's role in enhancing employees' job satisfaction is to make sure the work environment is positive, morale is high and employees have the resources they need to accomplish the tasks they have been assigned.

Optimal Working Conditions

Because employees spend so much time in their work environment each week, it's important for companies to try to optimize working conditions. Such things as providing spacious work areas rather than cramped ones, adequate lighting and comfortable work stations contribute to favorable work conditions. Providing productivity tools such as upgraded information technology to help employees accomplish tasks more efficiently contributes to job satisfaction as well.

Opportunity for Advancement

Employees are more satisfied with their current job if they see a path available to move up the ranks in the company and be given more responsibility and along with it higher compensation. Many companies encourage employees to acquire more advanced skills that will lead to the chance of promotion. Companies often pay the cost of tuition for employees taking university courses, for example. During an employee's annual performance review, a supervisor should map out a path showing her what she needs to accomplish and what new skills she needs to develop in order to be on a track to advancement within the organization.

New Dimension of Employee Satisfaction

Dr Manoj Sain & Diksha Vijayvergiya

Workload and Stress Level

Dealing with a workload that is far too heavy and deadlines that are impossible to reach can cause job satisfaction to erode for even the most dedicated employee. Falling short of deadlines results in conflict between employees and supervisors and raises the stress level of the workplace. Many times, this environment is caused by ineffective management and poor planning. The office operates in a crisis mode because supervisors don't allow enough time for employees to perform their assigned tasks effectively or because staff levels are inadequate.

Respect from Co-Workers

Employees seek to be treated with respect by those they work with. A hostile work environment – with rude or unpleasant coworkers – is one that usually has lower job satisfaction. Managers need to step in and mediate conflicts before they escalate into more serious problems requiring disciplinary action. Employees may need to be reminded what behaviors are considered inappropriate when interacting with coworkers.

Relationship with Supervisors

Effective managers know their employees need recognition and praise for their efforts and accomplishments. Employees also need to know their supervisor's door is always open for them to discuss any concerns they have that are affecting their ability to do their jobs effectively and impeding their satisfaction at the office.

Financial Rewards

Job satisfaction is impacted by an employee's views about the fairness of the company wage scale as well as the current compensation she may be receiving. Companies need to have a mechanism in place to evaluate employee performance and provide salary increases to top performers. Opportunities to earn special incentives, such as bonuses, extra paid time off or vacations, also bring excitement and higher job satisfaction to the workplace.

**Principal,
Tilak P.G. College,
Bassi, Jaipur (Raj.)
Research Scholar,
Singhania University,
Jhunjhunu (Raj.)**

References

1. Cooper W.W. and Yoji Ijiri, "Kohler's Dictionary for Accounts, New Delhi, Prentice Hall of India Pvt. Ltd. 1984, p.463.
2. Wangwe S.M., "Accounting: Principles and Applications", Dar es Salaam University Press, 1983, pp.25-27.