



Research Article

JOB PERFORMANCE AND JOB SATISFACTION IN AN ORGANISATION

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ABSTRACT

The employee attitude is very important in an organisation because they determine the behaviour of the workers in an organisation. A most common saying is “a satisfied worker is a productive worker”. Hence the job performance and job satisfaction becomes the most important topic in the research field. This research summarises the job performance and job satisfaction in an organisation. Employee job satisfaction and job performance is essential to face the dynamic and ever increasing challenges by maintaining productivity in an organisation by keeping their workforce constantly engaged and motivated. More over environmental pressures, increased cost of living and various needs of work force also put pressure on the organisation as well as it’s employees also. This could be overcome by creating a good environment that maintains employees work satisfaction and also motivating people towards the excellent performance at their organisation. When performance is substandard, regardless of other job succession efforts, even modest career goals are usually unattainable. Performance is an important criterion for organisational outcomes. When the employee or the workers are satisfied the organisation will have excellent outcome. Apart from that the workers performance and satisfaction will reflect on the organisation. According to the organisation the workers satisfaction and dissatisfaction also affects their performance. The main objective of this research is to evaluate employees way of thinking and to explain job satisfaction and performance and about the main factors affecting the job satisfaction and job performance of an individual in an organisation. Recommendations are given and suggestions on the topic are also given below.

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INTRODUCTION

The concept of job performance and job satisfaction has been developed in lots of ways by many scholars and philosophers. Job satisfaction is defined as the pleasurable or positive emotional state resulting from ones job or job experiences. The employee behaviour clearly contributes to an organisational performance and satisfaction. Employee commitment refers to the psychological attachment of the workers to their work places. And that worker becomes committed to his workplace only when he faces satisfaction in his job. It important to discuss about the job performance and job satisfaction in an organisation by the HR. The employees productivity is mostly dependent on their job satisfaction and the motivation given by their team leaders. The job performance of most of the workers are also based on the knowledge of the employees. Apart from the knowledge the behaviour of the management towards the employees also reflect on the workers. If the employees choose their jobs according to their capacity their performance and satisfaction in that particular work given will be done excellently. The employee must get used to the environmental conditions of his working place. And moreover the job performance is

divided into various categories like task performance, contextual performance, adaptive performance etc. Further the employees family status, age, talent also determines the performance and satisfaction of the worker in the organisation.

Objectives

1. To know about job performance and satisfaction
2. To analyse the factors influencing job performance and job satisfaction

Hypothesis

Alternate hypothesis

The alternate hypothesis explains the contradiction of topic. The basic contradiction in this topic is the employee or worker cannot be satisfied always with his job in any of the ways he will face dissatisfaction and the performance will go down. Hence it is not easy for an employee to be satisfied always.

Null Hypothesis

The employees performance and satisfaction in the job reflects on the organisation also. The more an employee is satisfied the more he performs well. Hence the organisation must concentrate on job satisfaction also.

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RESEARCH METHODOLOGY

Primary Data Source

A visit to any three private organisations will be made by the researcher and the employees satisfaction and the performance will be enquired and the details will be collected from the managers or higher officials of the organisations. The findings will be summarised in a systematic manner.

Secondary Data Source

Secondary information for the present research is collected from online articles, research papers, journals, government records, newspapers, from authors and websites based on the topic.

Chapterization

Chapter 1

What is job performance?

Job performance evaluates whether the person performs his job well. Job performance is basically studied academically as a part of organisational and industrial psychology. Job performance is also a part of Human Resource Management. Job performance is an important criterion for an organisations outcomes and success.

What is job satisfaction?

Job satisfaction or employee satisfaction is defined in many ways by various philosophers and researchers. Some believe it is simply how an individual is contended with his or her job, such as nature of work, supervision, etc. Job satisfaction refers to how well a job provides fulfilment of need or want or how well it serves as a source or means of enjoyment in other words job satisfaction is a degree to which individuals feel positively or negatively about their job.

Chapter 2

Factors influencing job performance and job satisfaction According to many researchers and philosophers there are certain factors which affect the job performance of certain employees in positive or negative ways. Some of the factors are leadership, training, age, empowerment, organisational culture, motivation, gender and working environment.

Leadership

Leadership is an process where an individual influences group of people to achieve common goals. The role of a leader is very important in an organisation. When the leader motivates the employees working under him automatically the employees will face satisfaction and the performance will be higher.

Training

Training has become an important technique to improve an employees performance. The improvement in the performance of the employees or workers depends on the leader with whom they are working with. The trainers communication and interaction with the employees as well as the freshers improves their performance. The duration of the training also determines the persons behaviour towards the organisation and the performance and satisfaction level of the employees. Hence if the person is trained in an effective way he will have a satisfaction towards his job.

Empowerment

The accomplishment and achievement of empowerment are as follows as per as the organisation, individual success in the form of employee performance, organisational success achieved as members of organisation to achieve goals and objectives, empowerment is strongly correlated with the in-role performance and satisfaction of the leader.

Organisational Culture

Organisational culture is common ethics and behaviour followed by the people in the organisation. The culture of the organisation reflects on the employees or workers performance and their satisfaction with the job. A strong organisational culture supports adaptation and develops an organisation employee performance by motivating an employee towards the goal or target and finally giving the employees what they wanted. The organisational culture is the mindset of the employees which is fixed in them as tradition in all the employees.

Age

Age is one of the factors affecting job satisfaction. Various studies carried out in this field have shown that job satisfaction tends to increase with age. That is older employees tend to report higher satisfaction and performance and younger employees report the lowest job satisfaction and performance rates.

Gender

Many researchers have studied on the relationship between job performance and job satisfaction in the gender aspect. It is said that men work more than women in an organisation and are ready to work overtime than the women. On one hand people tell that men are more satisfied and perform well than women. But in most of research it is said that women work intellectually than men in an organisation.

Working Environment

It is essential to provide employees with a work environment which is conducive to their overall development. They need an environment which is healthy and safe and which caters for both personal comfort and facilitates doing a good job. As mentioned earlier, people spend a high percentage of their lifetime at work. So we can say that employees expect more than money for the work they do. Hence, it can be said that having a friendly and supportive environment can lead to increased job satisfaction and job satisfaction.

Limitations

1. Due to time constriction the research is not upto the mark.
2. Insufficient data sources was also a drawback.
3. Since certain websites have only authorised entry enough information were not available.

CONCLUSION

Hence the job satisfaction and job performance are important in an organisation. Both the job performance and job satisfaction are interrelated in many aspects and without these two it's difficult to survive in an organisation. The rate of job performance and job satisfaction depends on the employees and the work they do. From the above research I would like to

conclude that job performance and job satisfaction is important for an employee and there will be very good improvement in the organisation. From the research it is shown that there are many factors related to job performance and job satisfaction which satisfy the employees. The job performance and job satisfaction among the employees are reflected on their behaviour also. The job performance and job satisfaction determines the nature of the employees also.

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