

REVIEW OF RESEARCH

STUDY ON WORKING ENVIRONMENT AND JOB SATISFACTION OF EMPLOYEES IN RESPECT TO SERVICE SECTOR: AN ANALYSIS



RAJU R. SHRAVASTI

Assistant Professor, Sinhgad college of Arts and Commerce,
Narhe.

ABSTRACT:-

Present study is directed to know the relevance of working environment in service sectors like banking sector, insurance sector, education sector, hotel industry, tourism industry, communication etc. these service sectors are pure customers oriented and the organizations have to design policies in respect to conducive environment at workplace. It finds that there is positive correlation between working environment of the organizations and job satisfaction, Job involvement, employee's productivity and efficiency of organization. etc. This research paper is based on secondary data in respect to conceptual as well as previous studies related to the significance of working environment in service sectors.

KEYWORDS: Working Environment, Job Satisfaction, Service Sector

1. INTRODUCTION:

Employees attitude towards their job determine the success and productivity of the organization. To remain competitive and healthy in cut-throat competition. Many organization has do huge investment in infrastructure as well as on research and development activities. Employees are different in skills, attitudes, interest, knowledge, beliefs as well as in social and cultural background. Main objectives of human factor engineering is to enhance the effectiveness and efficiency with which the work carried out and maintain or enhance certain desirable values such as health, safety and job satisfaction. (Gary.A.Yukl) Work environment refers to working conditions at the workplace, which may either encourage or discourage employees to work. This includes physical environment as well as the relationship among the superior and subordinates, peer groups etc. Favorable working environment at workplace enhances the productivity, efficiency. According to industrial psychologists, favorable working environment in organization helps in reducing the problems of annoyance, boredom, monotony, anxiety and fatigue.

2. Research Methodology:

This research paper's main objectives are to study conceptual framework of working environment and job satisfaction and second is to study relationship between Working environment and job satisfaction of employees in service sectors. For that purpose, secondary data has collected to justify objectives.

3. Conceptual Framework:

Work environment refers to working conditions at the workplace, which may either encourage or discourage employees to work. This includes physical environment as well as the relationship among the superior and subordinates, peer groups etc

Factors of Working Environment

Working environment has grouped into four categories given below.

1. Physical Environment:

It includes building, location, ventilation, lighting, restroom, toilets, furniture, temperature at work place, noise in the department, location of internal facilities, equipments, machines, color of the wall, height of roof etc. These things may look very ordinary, but these aspects of physical environment play an important role in keeping employees enthusiastic.

2. Social Environment: -

It consists of social environment within the organization, preservation of cultural values, and tradition, importance given to human values, management policies and practices, relation to identification of work, division of work, teamwork, social interaction among employees, humanistic management styles and informal communication with staff etc

3. Psychological Environment: -

It directly deals on employees values, attitude, aptitude, etc. psychological environment includes employees perception, personality, motivation, moral, group formation organizational climate , leadership styles etc. leadership plays a vital role

influencing psychology of the employees as well as in motivating the employee.

4. Job Related Issues

Employee are keen interested in job nature and core dimension of job such as skill variety, task identity, task significance, freedom and flexibility, autonomy and feedback etc. Core job dimensions enhance the enthusiasm of employees and result in job satisfaction and high performance and productivity. "It was found that job redesign positively affects motivation, performance and job satisfaction. (W.Porter, 1975)

4.1. Job Rotation:

Job rotation refers to the movement of an employee from one job to the another. Job contents are not changed; employees are moved among various jobs. This method relives employees from boredom and monotony.

4.2. Job Enlargement:

It is a process to add more and different tasks to a specialized job to provide greater variety. This is known as Horizontal job enlargement. It was found that job enlargement result into more employee satisfaction, customer services, less employee overload and less employee mistakes. (Luthans, 1995)

4.3. Job Enrichment:

It denotes vertical additions in the duties of a job i.e. adding duties and responsibility in job. It provides skills variety, task identity, task significance etc

Job Satisfaction:

Job satisfaction refers as a pleasurable or positive emotional state resulting from the appraisal of one's job or experience". (Locke) In other words it denotes the employee attitude toward his work or tasks. (S.V.Gankar, 21 st edition)

2 Factors Determining Job Satisfaction:

There are two types of variables, which directly affect job satisfaction. many author has highlighted the factors which affects job satisfaction.

2.1. Organizational variables

2.2. Individual variables

Organizational variables are related to the systems within an organization which have direct bearing on the level of job satisfaction. These include Compensation and Incentive system, Nature of Task and Responsibility, Leadership Styles, Working Conditions etc. Individual Variables These contain job position, job experience, age, opportunity, learning and challenges, work group, worthiness of work, future career growth, autonomy at work, respect and recognition, supportive manager style, marital status, leadership, personality, attitude towards work etc. Working Environment employees are different in skills, attitudes, interest, knowledge, beliefs as well as in social and cultural background. Main objectives of human factor engineering is to enhance the effectiveness and efficiency with which the work carried out and maintain or enhance certain desirable values such as health, safety and job satisfaction. (Gary.A.Yukl, 1988.)

4. Review of Literature:

The followings review is important to understand the relevance of working environment in service sector in respect to job satisfaction of employees and to delivery of qualitative services to customer's satisfaction, customer's retention and overall growth of organization.

It shows that success of the project depends on favorable work environment. It was found that work environment has direct bearing on the job satisfactions of the employees in the construction industries in respect to the managers. Most of the managers perceive remuneration, job security, working hours and information in time is important to get effective result. (S.Kavita, jan.2013)It was revealed that there is a strong relationship between job characteristic, working conditions with job satisfaction such as job grade, bad adores dirt and humidity, noise, lighting, sufficient space for work , cooperation with others to solve problems, observing rules and procedures as well as abiding with duties. These factors directly impact on organizational performance. (Kahya, 2007)Working environmental factors such as pay, decision-making authority, and promotional policies, enjoyable co-workers and advancement, job security, support from superior and reward system etc. are the main sources to enhance job satisfaction and morale of the employees. (Jamal Nazrul Islam, 2012)It was found that there is strong relationship between working environment and stress. Lack of team work, insufficient ventilation and lighting facilities, unhygienic conditions, ineffective communication system etc. increases employees stress. (Radha, Jan.-March 2012)A study has shown that there is strong relationship between working environment and job satisfaction of employees. It was found that there is positive relationship between working conditions and job satisfaction of employees. It was clear that if organization has favorable working conditions it results in job satisfaction of employee and ultimately high performance of the organization. (Alamdar Hussain Khan, 22 feb20 12) it was examined that if working environment is favorable it improves employee loyalty, as employees perceive that the respect and importance to them, job security, training and development, superior support, effective communication, teamwork etc. result into high employee satisfaction. (Jadhav, July-Sept. 2012)

Above review of literature shows that there is positive correlation between working environment and job satisfaction of employees. Similarly, it has brought in light that job satisfaction is dependent on favorable or conducive working environment of organization.



Working environment and job satisfaction model

Conclusions:

It was found that there is a positive relation between working environment and job satisfaction of employees. Working conditions has direct impact on job satisfaction of employees which is resulted into the job involvement, employees commitment towards achievement of organizational goal. Study shows that job satisfaction of employees

resulted into customer satisfaction, customer's retention which has direct relations with organizational performance.

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