

Influencing Factors of Employee Job Satisfaction: a conceptual Framework

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ABSTRACT:

Human resources are the big assets of every organization and nowadays they are getting more important due to their knowledge, skills, and abilities to achieve more productivity in the organization. The major aspect of organization is to measure the employee job satisfaction to create motivation among them. Therefore, Job satisfaction is consider as the positive feelings of an individual about his/her job in the working place. The aim of this study is to determine influencing factors of employee job satisfaction. In this recent study, the variables of job satisfaction have been adopted based on the previous published articles. The study also proposed a conceptual framework. The major contribution of the study will be helpful for the management of the organization to determine the factors of employee job satisfaction for achieving goals.

Keywords: Job satisfaction, training and development, work-life balance, employee empowerment, conceptual framework .

I. INTRODUCTION

In the era of globalization, competition is increasing in the business market where employee satisfaction is the major concern of every organization. The employees are the lifeblood as the capital of the organization that assist carry the organizational growth and prosperity with a good reputation in the market. Job satisfaction is the mental satisfaction of every employee in the organization and the customer's services depend on employee job satisfaction. Actually, organizational growth depends on customer satisfaction and customer satisfaction depends on employee job satisfaction in an organization. Work-life balance is the crucial fact that maintains the quality work with quality life for the employees. Therefore work-life balance is one kind of motivational factor that always create an intention to work enthusiastically and willingly. Every employee wants to get a

standard living as per their working life with family members. Henceforth is an elements to produce more productivity and contribution in the work. Job satisfaction is the process to maintain to all requirements of the employees where the employees are become satisfy in their jobs after getting the necessary demands from the owner of the organization (Dawis and Lofquist, 1984)

Objectives of the Study

The main objective of this study is to study the different essential factors of employee's job satisfaction in the organization. Also, the study tries to build a conceptual model of job satisfaction.

Methodology of the Study

In this study purpose data have been collected from various sources including google scholar, research gate, emerald database, Scopus data base etc.

II. LITERATURE REVIEW

Job satisfaction is considered as the positive feelings of an individual about his/her job which creates motivation to do the work effectively and efficiently to achieve the commitment of the organization. Itis also defined as the incentives of jobholdersthat helps to establish the relationship between performance and productivity (Rahayu et al.2018). Therefore, more job satisfaction is related to more productivity and higher involvement in the job (Zelege and Obang, 2021). Some significant factors of employee job satisfaction are employee empowerment, work-life balance, employee training, working conditions, etc. which directly impact job satisfaction among the employees in their working places.

Employee empowerment is regarded as one kind of motivation which gives power to the employee in an organization (Hasan & Kashif, 2020). Besides, empowerment basically encourages the employees in their working place to create new

thinking or new ideas for the growth of the company (Akhter. 2021). On the other hand, empowerment is an essential factor for mental satisfaction which is considered the intrinsic motivational factor of the employees (Marta et al., 2021). However, employee empowerment is one mind motivational factor that leads to giving power, authority, liberty, obligation, and resources for solving problems in the organization (Abuhashesh et al., 2019 & Selvi et al., 2020). Therefore, EE also provides control to employees at every level of the organization which impacts job satisfaction among the employees (AlKahtani et al., 2021). Henceforth employee empowerment is the management technique that gives opportunities to the workers to think or take any decision to achieve the goal of the organization (Saban et al., 2020). Previous studies also recommend that empowerment assists to enhance commitment and trust in the organization which has a significant and positive impact on job satisfaction (Kariuki & Kiambati, 2017; Zaraket et al., 2018; Tahir, 2016). Additionally, Sadati (2012) also described that there is a positive and significant relationship between empowerment and job satisfaction.

Work-life balance is defined as the flexibility between the quality of working life and standard living which is the crucial factor to create motivation among the employees (Karim, 2018). However, work-life is considered the major indicator of job satisfaction among the employees in the workplace (Rahman, 2019). Besides, basically, work-life balance is related to the quality of working life and quality of life (Guest, 2002). Therefore, work-life balance is defined as the extrinsic factor of motivation that is abstracted from the job satisfaction level of employees and its aim is to provide quality life with quality work for the employee in their working environment (Karim, 2019)

The prior study also assumed that the work-life balance significant variable to create job satisfaction levels among the workers which has a positive impact on job satisfaction (Rehman and Roomi, 2012). Work-life balance is the financial program that the employer makes for the employees for creating satisfaction levels in the organization that maintain the standard of living of the family members (Narayan and Neelima, 2017). Training is defined as the learning process of employees by a skilled trainer which helps develop knowledge, skills, and abilities. Besides, training is the learning process of acquiring new knowledge of working styles, performance, changing attitudes, etc. in the working environment. Training also indicates the knowledge gap where we are and

what we have to develop for further activities. Training is a positive and significant factor of job satisfaction that creates motivation among the employees and every reputed organization has its own training plan..... On the other hand, retaining qualified employees' training is the crucial factor that impacts satisfaction (Anis 2011).

III. CONCEPTUAL MODEL

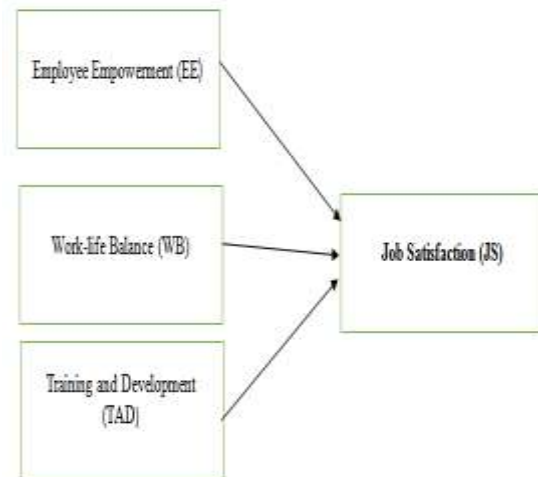


Figure: Conceptual Framework of Job Satisfaction

IV. CONTRIBUTION OF JOB SATISFACTION

Employees are the heart of an organization beside the capital investment. Therefore, every organization should retain the employees for better services to the customers where customers are the key concern of achieving and staying profit of the organization. Actually, the employee's satisfaction brings the customers satisfaction and the customer's satisfaction depends on the employee's job satisfaction and vice versa. Henceforth job satisfaction plays an important role to maintain positive behavior in the working place. Therefore, the positive job satisfaction increases the productivity, motivation, commitment, eagerness, morale, and reduce turnover and administrative problems in the working place of employees (Diala & Nemani, 2011; Heneman et al., 1986; Rego & Cunha, 2008; Spector, 1997).

V. CONCLUSION

Job satisfaction brings happiness among the employees which generates targeted customer satisfaction in that organization. Based on the above studies employee empowerment, work-life balance, training and development, and motivation obviously create attraction job satisfaction among the employees. This study also shows that higher

job satisfaction produces higher productivity for achieving the goal of the organization. Various studies have been carried out in order to find out the factors of job satisfaction (Petty et al., 1984; Loher et al., 1985). Also, this study identifies the major job satisfaction factors like employee empowerment, work-life balance, and training and development which promote growth opportunities for employees and organizations. Further study might identify some factors including organizational climate change, politics, leadership, etc.

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