

Employee working
hours (pierce and
newstrom 1980;
ronan



**ASSIGN
BUSTER**

Employee Satisfaction:- The employee satisfaction is the most interesting and studies subjects as far as management studies are concerned. Higher the job satisfaction, higher will be the employee satisfaction at the same time, lower the job satisfaction, lower will be the employee satisfaction (Reichheld and Sasser, 1990). Employee satisfaction or job satisfaction is directly related to financial gain or profit. Job satisfaction can be seen in terms of individual's experience of work or the quality of work life in a broader picture.

Job satisfaction or employee satisfaction has been defined in many various ways. Some believe it is simply how content or satisfied or related an individual is with his or her job, in other words, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Others believe it is not as simplistic as this definition suggests and instead that multidimensional psychological responses to one's job are involved. Hence, the employee satisfaction with context to job satisfaction is important. Job satisfaction has a significant impact as far as the quality of service delivered by employees (Zeithamal 1990) is concerned. Also, the potential to improve the performance of the employee uplifts. (Judge 2001).

For Aubert et al. (2001), job satisfaction is defined by the achievement of conscious or unconscious expectations. According to many researchers (Weiss 2002, Greenberg and Baron 2008, Wollack et al 1971), the positive or negative attitudes of a person towards a job is known as job satisfaction. Majority of the people do not differentiate between the job satisfaction and employee satisfaction. But, there is a significant difference between the job satisfaction and employee satisfaction. The job satisfaction is a subset of employee satisfaction.

The employeesatisfaction includes various elements in the same which can be described asfollows. Elements of Employee Satisfaction

- Ø General Satisfaction:- This elementsinclude the satisfaction related to the work and working conditions (Mozina1991, Miskell and Miskell 1994), working hours (Pierce and Newstrom1980; Ronan 1981, Christensen and Staines 1990) and image of theorganization (Mulej 1986).
- Ø The relationship between employees:- The anotherimportant aspect of the employee satisfaction includes the kind of relationshipthe employees share with each other (Mayer 1991; Miskell and Miskell 1994; Welsby 2003).
- Ø Rewards & Recognition:- These elements canbe well associated with the salary, associated benefits, culture of theorganization (Hanneman and Schwab 1985; Brecko 2005), benefits relatedto promotion , rewards and recognition (Rosenbloom and Hallman1991), Job security (Maslow 1997, Mcgregor 2002) and organizational culture (Pinchot 1985, Fiedler 1993, Hisrich and Peters 1995)
- Ø Employee Loyalty:- The degree to whichthe employee is loyal towards the organization also plays a major role intoemployee satisfaction.

(Meyer and Allen 1997, Tsui et al 1997, Varona 2002)

- Ø Professional & Personal Growth:- It is veryimportant for an ambitious employee to develop new skills, abilities andcapabilities. If the employees are engaged in such activities like seminars, workshops or training which are relative to the same then their personal growthand professional growth can be increased. The same can be helpful to enhancethe satisfaction level of the employee and hence the productivity can beincreased. The career succession planning is a good example for the same, asthe HR Managers are practicing the same now a days.
- Ø Organization Culture:- The organizationculture should be

transparent and friendly. A positive corporate culture results in happy employees who want to come to work every morning. The same can result in to decrease the absenteeism and of course the morale of the employees can be improved.

Ø Vision and Values:- The employees should be communicated clearly about the vision and values of the organization. By doing so, the employee also feels a part of the organization and also they like to go ahead and would want to contribute for the greater purpose of the organization. Ø Employee Welfare:- Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Also, the medical claim and insurance facilities etc. are a part of employee welfare. Such measures are helpful to increase the satisfaction of the employee.