



IMPACT OF WORKING ENVIRONMENT ON THE JOB SATISFACTION OF EMPLOYEES: A CASE STUDY OF SELECTED EDUCATIONAL INSTITUTORS IN BIHAR

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Abstract: In the modern era, organizations are facing several challenges due to the dynamic nature of the environment. In order to increase efficiency, effectiveness, productivity and job devotion of employees, the organization must satisfy the needs of its employees by providing good working conditions. The objective of this paper is to analyse the impact of working environment on employee job satisfaction. The questionnaire is adopted from a previous validated assessment. The target population consists of educational institutes operating in the city of Bihar. Simple random sampling is used for collection of data from 80 employees. The results indicate a positive relationship between working environment and employee job satisfaction. The study concludes with some brief prospects that the organization needs to realize the importance of good working environment for maximizing the level of job satisfaction. Hence, it is vital for an organization to motivate their employees to work hard for achieving the organizational goals and objectives.

Keywords: - Organization, Environment, Productivity, Employees.

I. INTRODUCTION

Many businesses fail to understand the importance of working environment for employee job satisfaction and thus face a lot of difficulties during their work. Such organizations are internally weak therefore unable to introduce innovative products into the market to outshine their competitors. Employee is an essential component in the process of achieving the mission and vision of a business. Employees should meet the performance criteria set by the organization to ensure the quality of their work. To meet the standards of organization, employees need a working environment that allows them to work freely without problems that may restrain them from performing upto the level of their full potential. The objective of this research paper is to analyse the impact of working environment on employee job satisfaction.

1.1 Job Satisfaction

Job satisfaction is an orientation of emotions that employees possess towards role they are performing at the work place. Job Satisfaction is the essential component for employee motivation and encouragement towards better performance. Many people have defined job satisfaction over the years. Job satisfaction is the integrated set of psychological, physiological and environmental conditions that encourage employees to admit that they are satisfied or happy with their jobs. Further, the role of employees at workplace is emphasized as there is an influence of various elements on an employee within the organization.

If employees are not satisfied with the task assigned to them, they are not certain about factors such as their rights, working conditions are unsafe, co-workers are not cooperative, supervisor is not giving them respect and they are not considered in the decision making process; resulting them to feel separate from the organization. Furthermore, he highlighted that in current times, firms cannot afford dissatisfied employees as they will not perform up to the standards or the expectations of their supervisor, they will be fired, resulting firms to bear additional costs for recruiting new staff. So, it is beneficial for firms to provide flexible working environment to employees where they feel their opinions are valued and they are a part of the organization. Employee morale should be high as it will be reflected in their performance because with low morale, they will make lesser efforts to improve.

1.2 Working Environment

The working environment consists of two broader dimensions such as work and context. Work includes all the different characteristics of the job like the way job is carried out and completed, involving the tasks like task activities training, control on one's own job related activities, a sense of achievement from work, variety in tasks and the intrinsic value for a task. Many research papers have focused on the intrinsic aspect of the job satisfaction. Results have shown that there is a positive link between work environment and intrinsic aspect of the job satisfaction. Further they described the second dimension of job satisfaction known as context comprises of the physical working conditions and the social working conditions.

II. Literature Review

Broad (2007) described that to achieve the organizational quantitative and qualitative goals and enhancing employee's performance effective intrinsic and extrinsic incentives must be given to employees. Monetary, non-monetary benefits, recognizing their work and developing good and healthy employee and employer's relationship is a key factor in motivating employees to work hard. Intrinsic motivation is achieved by accomplishing personal goals and objectives, which motivate employees and enhance job satisfaction.

Gomez-Mejia and Balkin (1992) Employee Reward System must be integrated and supportive with the corporate strategic objective; further reward system must be unbiased and discourage interdepartmental and organizational differences.

Spector (1997) observed that most businesses ignore the working environment within their organization resulting in an adverse effect on the performance of their employees. According to him, working environment consists of safety to employees, job security, good relations with co-workers, recognition for good performance, motivation for performing well and participation in the decision making process of the firm.

Lane, Esser, Holte, & Anne (2010), Different factors within the working environment such as wages, working hours, autonomy given to employees, organizational structure and communication between employees & management may affect job satisfaction.

Arnetz (1999) argue that in organizations; can be observed that mostly employees have problems with their supervisor who is not giving them the respect they deserve. Supervisors also show harsh behaviours to employees due to which they are not comfortable to share good and innovative ideas with their supervisors.

Cameron and Pierce (1977), Furthermore, he describes that top management limits employees to their tasks rather than creating a sense of responsibility in employees by making them work in teams to attain high performance.

Petterson (1998) argues that the interaction between employees within a business is crucial for accomplishing the organizational goals. Further he describes that the communication of information must be properly done in a timely manner so that the operations of the business are running smoothly.

III. Objectives

- To study the conceptual framework of Job Satisfaction
- To understand the significance of working environment in the institutions
- To analyze the impact of working environment on the level of job satisfaction.

IV. Scope

The scope of the study is that by analyzing the job satisfaction of the employees, then organisation further improve themselves with more benefits and facilities to overcome the drawback and improve the performance level of employees. The study covers the employee's level of satisfaction with respect to the concerned job. This study is helpful to that organisation for conducting further research. It is helpful to identify the employer's level of satisfaction towards welfare measure. This study is helpful to the organisation for identifying the area of dissatisfaction of job of the employees. This study helps to make a managerial decision to the company.

V. Research Methodology

The current research is descriptive in its nature. Descriptive research can be explained as describing something, some phenomenon or any particular situation. Descriptive researches are those researches that describe the existing situations instead of interpreting and making judgments. The main objectives of descriptive research is verification of the developed hypothesis that reflect the current situation this type of research provides information about the current scenario and focus on past or present for example quality of life in a community or customer attitudes towards any marketing activity. In this Study both Primary and secondary data were used. To collect the necessary data was used and Employees were interviewed with help of questionnaires.

VI. Data Analysis

The valuable opinion of employees is displayed below through various statistical tables and graphs that show their responses on the topic about importance of work environment for employee job satisfaction.

Table 6.1 Opinion regarding communication of goals and strategies with the employees

	Frequency	Percent	Valid percent	Cumulative %
Very dissatisfied	1	2.5	2.5	2.5
Not satisfied	3	7.5	7.5	10.0
Somewhat satisfied	19	47.5	47.5	57.5
Satisfied	17	42.5	100.0	100.0

Source: - Primary data

Table 6.2 Opinion regarding interpersonal relationship in the organization

	frequency	percent	Valid percent	Cumulative %
Not satisfied	8	20.0	20.0	20.0
Somewhat satisfied	23	57.5	57.5	77.5
Satisfied	9	22.5	22.5	100.0

Source: - Primary data

Table 6.3 Opinion regarding enough opportunities to develop your career

	frequency	percent	Valid percent	Cumulative %
Very disagree	1	2.5	2.5	2.5
Not agree	11	27.5	27.5	30.0
Somewhat agree	12	30.0	30.0	60.0
agree	16	40.0	40.0	100.0

Source: - Primary data

Table 6.4 Efforts in Achieving the Goals Valued

	frequency	Percentage
Yes	58	72.5
no	22	27.5

Source: - Primary data

Table 6.5 Efforts in Achieving the Goals Valued

	frequency	Valid percent	Cumulative %
Strongly disagree	5	12.5	12.5
Disagree	11	27.5	40.0
Somewhat agree	18	45.0	85.0
agree	6	15.0	100.0

Source: - Primary data

Table 6.6 Feel work loaded and pressurized in the Organization

	No of respondents	Percentage
Very often	35	43.75
Often	5	6.25
Neutral	25	31.25
Not at all	15	18.75

Source: - Primary data

VII. Key Findings

- Workplace environment found another factor which significant influence on employee job satisfaction.
- It is found that the way organisation communicates with employees about goals and objectives is somewhat satisfactory to the workers.
- It is found from the study that majority (53%) of the respondent revealed the reason for the happiness of the place of posting as the good interpersonal relationship with colleagues.
- It is observed from the analysis of the study that majority (70%) of the respondent revealed that they are satisfied and are valued for the work they have done.
- It is learned from the study that (85%) of the respondents are having satisfaction and the remaining are not having the fullest satisfaction in the degree of motivation obtained from their higher authorities.
- It is learned that most of the employees (60%) are satisfied in the job because of the career opportunities provided by the organisation.
- Organisations must give high preference to employees and should consider their health and safety, such a way that they should take measures in providing good environment to the employees.
- To heighten the initiation and a beneficial organization culture, organization may formulate a learning environment through training and education. By educate and train the employees.
- For the advance of employee participation and endure mutual work organizations must originate the stately reward and recognition systems. Department must honour as intend of accompaniment special functioning level on the recognition of employee's effort on excellence work.

VIII. Conclusion

Working environment has a positive impact on the Job satisfaction of employees. Bad working conditions restrict employees to portray their capabilities and attain full potential, so it is imperative that the businesses realize the importance of good working environment. The results create awareness about the importance of good working environment for employee job satisfaction.

The benefits of providing a good working environment to the employees are tremendous for both the organization and its employees. During the research certain limitations were there, such as the availability of time to conduct research for obtaining the required data. Another limitation was the access to data that was to be collected from various academic organizations. The employees more committed towards their institutions, more motivated to work hard and more inclined to get high productivity for their institution benefiting their respective organization in the long run.

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