



# WORK ENVIRONMENTAL FACTOR INFLUENCING JOB SATISFACTION AND EMPLOYEE PERFORMANCE IN THE SECURITY SERVICE INDUSTRY.

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**Abstract:** This paper study the key environmental factors in the workplace influencing job satisfaction and employee performance in the security industry. This paper examine is for both security and backend employee's. The research is carried out in a descriptive research design. Primary data is collected via questionnaire in online form and Manual survey form. A total respondent is 470, The sample size for the study is 330. Tools which used through SPSS software. The paper reviews current literature on the topic and proposes a model for enhancing job satisfaction and performance through improved work environment factors in the security services sectors.

**Key Words** - Employee, performance, Job satisfaction, Work environmental factor.

## I. INTRODUCTION

In India, the security services industry includes both government and private sectors. In the private sector, companies like **G4S**, **SIS India**, and **TOPSGRUP** provide manned guarding, electronic surveillance, and facility management services across industries. These services are vital for safeguarding infrastructure, institutions, and individuals. Training and skill development are key focus areas, with many agencies providing certified programs to ensure guards meet industry standards and client expectations. The security services industry is essential for maintaining safety and protecting assets, but the demanding nature of the job, including irregular hours and stress both security guards and backend employees. A positive work environment plays a crucial role in enhancing job satisfaction, productivity, and retention in this sector. This paper explores how physical, social, and psychological environmental factors influence job satisfaction and employee performance within the security services industry. By understanding these factors, security firms can improve both employee well-being and operational effectiveness, ultimately leading to increase employee engagement and reduced turnover.

## II. NEED FOR THE STUDY

The security services industry, including security guards and backend staff, faces challenges like high stress and demanding work conditions. A positive work environment improves job satisfaction, motivation, and overall performance. Factors such as workplace safety, fair compensation, leadership support, and work-life balance play a crucial role. This study aims to identify these factors to enhance employee well-being and organizational effectiveness.

## III. OBJECTIVES

- To assess the influence of Organizational policies and HR practices on Employee motivation and retention.
- To examine the impact of Workplace relationship on job satisfaction.
- To investigate the role of Financial and Non – Financial incentives in enhancing employee performance.
- To purpose strategies for improving the Work Environmental to enhancing job satisfaction and overall performance.

## IV. REVIEW OF LITERATURE

- Martini et al. (2023) examined the effects of job environment, workload, compensation, and job satisfaction on turnover intentions. The study found that job satisfaction fully mediates the relationship between these factors and turnover, emphasizing the importance of improving workplace conditions to retain employees.
- Muchtar (2017) analysed the impact of motivation and work environment on employee performance. The study concluded that a supportive work environment and strong motivation positively influence employee engagement and organizational success.
- Faisal (2023) investigated human relations and physical workplace conditions as determinants of employee performance. The research highlighted that human relations significantly impact job performance, while work ethic did not show a strong mediating effect.
- Sopiah et al. (2024) explored the role of organizational culture, HR quality, and motivation in influencing employee performance. The study confirmed that these factors positively contribute to productivity, service quality, and overall job satisfaction.
- Permadi et al. (2019) assessed the role of compensation and work environment in shaping job satisfaction and employee performance. The study found that a positive work environment and fair compensation significantly enhance job satisfaction, which in turn boosts performance.

## V. RESEARCH METHODOLOGY:

This research was conducted using a **descriptive design** and a **quantitative method** to provide a clear understanding of the variables involved. Data were collected through a structured data. They are two types of data collection are Primary data collection techniques used in the study is Questionnaire method and Secondary data is collected by journal, reports, books, websites, magazines etc... The sampling design chosen for the study is using **probability sampling**, specifically the **simple random sampling** technique, which gave each member of the population an equal chance of selection. The sample size consisted of 330 respondents. Collected data were analysed using appropriate statistical tools to identify patterns and relationships.

**TOOLS USED:** A **survey questionnaire** was used as the main tool for data collection, consisting of closed-ended questions aligned with the research objectives. The data were analysed using **SPSS** to ensure accurate and systematic interpretation. Correlations, U-test, H-test, chi-square, weighted average and interval estimation are all these analytical tools used in this study were executed through SPSS software.

## RESEARCH HYPOTHESIS:

Hypothesis item no	Hypothesis	Tools used
H <sub>1</sub>	There is no significant relationship between employee perception towards HR policies and their satisfaction level influencing by HR department's support	Spearman's rank - correlation
H <sub>2</sub>	There is no significant difference between the mean rank of male and female employees towards the various type of recognition that motivates people at work	Mann – whitney (U-test)
H <sub>3</sub>	Employees satisfaction towards their remuneration is independent of the year of experience in current organization	Chi square test for independence of attributes
H <sub>4</sub>	Work environmental factors do not have significance different in their impact on employee performance	Chi square test for goodness of fit
H <sub>5</sub>	There is no significant difference in the mean rank of perception of open communication and collaboration among employees across difference age group	Kruskal wallis test (H-test)

## VI. ANALYSIS AND INTERPRETATION:

### DEMOGRAPHIC VARIENCE

Demographic variance		No.of.Respondents	Percentage
Age	<22	14	9
	22 to 28	59	39
	29 to 38	33	21
	39 to 48	24	16
	49 to 58	18	12
	58 above	4	3
Gender	Male	114	75
	Female	38	25
Educational Qualification	UG degree	80	53
	PG degree	55	36
	Others	17	11

<b>Years of Experience</b>	below one year	23	15
	1 to 3 years	62	41
	3 to 5 years	50	33
	Above 5 years	17	11
<b>Department</b>	HR	24	16
	Payroll	13	9
	Stores	8	5
	Finance	26	17
	IT	9	6
	Planning&costing	7	4
	Admin	8	5
	Credit control	4	3
	Operations	40	26
	Invoicing	13	9

**INTERPRETATION:** The table shows that most respondents are young (22–28 years), male (75%), and undergraduates (53%) with 1–3 years of experience, primarily from Operations.

### Spearman's Rank Correlation

**Null Hypothesis:** There is no significant relationship between employee perception towards HR policies and their satisfaction level influenced by HR department's support.

**Alternative Hypothesis:** There is significant relationship between employee perception towards HR policies and their satisfaction level influenced by HR department's support.

### Correlations

		HR policies positively impacts employees to perform better	HR policies and practices in supporting your motivation and long term commitment
Spearman's HR policies positively impacts employees to perform better rho	Correlation Coefficient Sig. (2-tailed) N	1.000 . . 152	.252 .002 152
HR policies and practices in supporting your motivation and long term commitment	Correlation Coefficient Sig. (2-tailed) N	.252 .002 152	1.000 . . 152

**INTERPRETATION:** It is inferred that there is a positive correlation and is not found be strong relationship between belief in HR policies and Satisfaction with HR support for motivation and commitment based on p value less than 0.05 Reject Null Hypothesis  $H_0$ .

### CHI-SQUARE TEST FOR GOODNESS OF FIT

**Null Hypothesis  $H_0$ :** Work Environmental factors do not have significance different in their impact on Employee performance.

**Alternative Hypothesis  $H_1$ :** Work Environmental factors have significance different in their impact on

Employee performance.

Work environment factors	Observed	Expected	Residual
	N	N	
Infrastructure	14	30.4	-16.4
Workplace relationships and team culture	57	30.4	26.6
Support from leadership and management	42	30.4	11.6
Workload and stress management	17	30.4	-13.4
Opportunities for career growth and training	22	30.4	-8.4
Total	152		

### Test Statistics

	which work environment factor do you believe has the greatest impact on overall employee performance
Chi-Square	44.776 <sup>a</sup>
df	4
Asymp. Sig.	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 30.4.

**INTERPRETATION:** Therefore, the Null Hypothesis is rejected and concluded that there is significant difference in the various work Environmental factors in their impacts on employee overall performance. Most of respondents choosing workplace relationships and team culture impact on performance.

### INTERVAL ESTIMATION:

$$\text{Confidence interval} = p \pm Z_{a/2} \sqrt{pq / N}$$

**Calculate Showing Positive Workplace Culture** Where, p = No. of Success = 0.78, q = No. of Failure = 0.22, n = No. of Respondents = 152,  $Z_{a/2}$  = Confidence level = 1.96

$$\text{Confidence interval} = 0.78 \pm 1.96 \sqrt{(0.78 \times 0.22) / 152} = 0.77 \pm 0.00534 \quad (0.7853, 0.7746)$$

At 95% of Confidence interval, the respondents said they have a positive workplace culture helps retain employees in the range 0.7853 and 0.7746 and therefore population parameter found to be 78% and 77%.

**Calculate Showing Relationship with Co-workers toward Job Satisfaction** Where, p = No. of Success = 0.77, q = No. of Failure = 0.23, n = No. of Respondents = 152,  $Z_{a/2}$  = Confidence level = 1.96

Confidence interval =  $0.77 \pm 1.96 \sqrt{(0.77 \times 0.23) / 152} = 0.77 \pm 0.00542$  (**0.7754, 0.7645**)

At 95% of Confidence interval, the respondents said they believe a good relationship with co-workers to improve job satisfaction in the range 0.7754 and 0.7645 and therefore population parameter found to be 77.54% and 76.45%.

**Calculate Showing Resource Provided by the Company** Where,  $p$  = No. of Success = 0.82,  $q$  = No. of Failure = 0.18,  $n$  = No. of Respondents = 152,  $Z_{a/2}$  = Confidence level = 1.96

Confidence interval =  $0.82 \pm 1.96 \sqrt{(0.82 \times 0.18) / 152} = 0.77 \pm 0.00495$  (**0.8249, 0.8150**)

At 95% of Confidence interval, the respondents said they are satisfied with the resources provided by the company in the range 0.8249 and 0.8150 and therefore population parameter found to be 82% and 81%.

**Calculate Showing Optimum Utilization of the Resources** Where,  $p$  = No. of Success = 0.83,  $q$  = No. of Failure = 0.17,  $n$  = No. of Respondents = 152,  $Z_{a/2}$  = Confidence level = 1.96

Confidence interval =  $0.83 \pm 1.96 \sqrt{(0.83 \times 0.17) / 152} = 0.83 \pm 0.00534$  (**0.8348, 0.8251**)

At 95% of Confidence interval, the respondents said they are utilizing of the resources provided in the range 0.8348 and 0.8251 and therefore population parameter found to be 83% and 82%.

## VII. SCOPE OF THE STUDY

- ❖ Since the study is done only with the security services industry future research can be done with small and mid-size national, local security service industry
- ❖ Job satisfaction of employee performance in similar line of content, context, organizational profile and personality profile from other industries can be done
- ❖ Further research can be conducted to study the work environmental factors and employee retention

## VIII. SUGGESTION:

- ❖ Some employees feel that certain recognition types don't boost motivation so offering additional compensation and benefits can help career development opportunities can be enhancing job satisfaction and encourage better performance.
- ❖ Open communication should be encouraged through regular feedback sessions and transparent interactions between staff and management.
- ❖ Lack of work life balance can lead to stress and lower employee performance to improve it organizations should offer manageable workloads, and employees to take regular breaks and time off. Promoting a healthy work culture helps employee feel more satisfied and productive.
- ❖ Promotions, compensations, monetary rewards are significantly correlated with employee performance. Positive ways to employees are more productive, happier at work, more committed, better collaborators and more likely to stay with the organization.

## IX.CONCLUSION:

A positive work environment significantly boosts job satisfaction and employee performance. Factors such as supportive leadership, open communication, teamwork, and recognition play a key role in motivating employees. Both financial and non-financial incentives contribute to overall engagement. Organizations that invest in a healthy and collaborative workplace culture see improved productivity and retention.

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