



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

A Study On Employee Skill Gap And Its Impact On Job Satisfaction

ASMI NIZAR

MBA – HR & Business Analytics

Abstract

In today's dynamic business environment, organizations are facing increasing challenges due to the gap between employee skills and job requirements. This skill gap directly affects employee performance, productivity, and overall job satisfaction. The present study aims to analyze the relationship between employee skill gap and job satisfaction.

The research adopts a descriptive research design using both primary and secondary data. Primary data were collected through a structured questionnaire distributed among employees from different departments. The study focuses on identifying the extent of skill mismatch, its causes, and its impact on employee satisfaction levels.

The findings indicate that a significant number of employees experience a mismatch between their skills and job requirements, leading to reduced confidence, increased stress, and lower job satisfaction. However, the study also highlights that training programs, skill development initiatives, and proper job-role alignment can significantly improve employee satisfaction.

The study concludes that addressing the skill gap is essential for enhancing employee performance, reducing turnover, and improving organizational effectiveness.

Keywords: Skill Gap, Job Satisfaction, Employee Performance, Training, HR Development

1. Introduction

Employees are the backbone of any organization, and their skills play a crucial role in determining organizational success. However, in many organizations, there exists a gap between the skills possessed by employees and the skills required for their job roles. This gap, commonly referred to as the “skill gap,” has become a major concern in modern workplaces.

A skill gap can arise due to rapid technological advancements, lack of proper training, ineffective recruitment processes, or mismatch between employee qualifications and job requirements. When employees feel that they lack the necessary skills to perform their tasks effectively, it can lead to frustration, reduced confidence, and ultimately lower job satisfaction.

Job satisfaction is an important factor that influences employee motivation, productivity, and retention. Employees who are satisfied with their jobs are more likely to perform better and contribute positively to organizational goals. On the other hand, dissatisfaction can lead to absenteeism, low performance, and high turnover rates.

This study focuses on analyzing the extent of skill gap among employees and its impact on their job satisfaction levels.

2. Objectives of the Study Primary

Objective

To study the impact of employee skill gap on job satisfaction.

Secondary Objectives

- To identify the existence of skill gaps among employees
- To analyze factors causing skill gaps
- To evaluate the effect of skill gaps on employee performance and satisfaction
- To assess the effectiveness of training and development programs
- To suggest measures to reduce skill gaps

3. Literature Review

Previous studies have highlighted that skill gaps significantly affect employee performance and organizational productivity. Researchers have found that employees who lack required skills often experience stress, reduced efficiency, and low job satisfaction.

Studies also emphasize the importance of continuous training and development programs in bridging the skill gap. Organizations that invest in employee learning and development tend to have higher levels of job satisfaction and employee retention.

Moreover, proper job-role alignment and effective recruitment strategies are essential in minimizing skill mismatches. Despite these findings, many organizations still struggle to effectively identify and address skill gaps.

4. Research Methodology Research

Design Descriptive research design

Collection

Primary Data:

Collected through structured questionnaires from employees across various departments.

Secondary Data:

Collected from journals, articles, and online sources.

Sampling Method Convenience sampling

Sample Size

50 respondents

Tools Used

- Percentage analysis
- Bar charts and pie charts
- Tabulation

5. Findings and Analysis

The study reveals the following key findings:

- Majority of employees belong to the **21–30 age group**, indicating a young workforce
- A significant number of employees have **1–3 years of experience**, suggesting early career stage challenges
- Many respondents agree that:
 - There is a noticeable gap between their skills and job requirements
 - Lack of training contributes to skill deficiencies
 - Skill gaps affect their confidence and performance
- Employees experiencing skill gaps reported:
 - Increased stress levels
 - Difficulty in completing tasks efficiently
 - Lower job satisfaction
- Positive responses indicate that:
 - Training programs improve employee skills
 - Mentorship and guidance help in reducing skill gaps
 - Continuous learning opportunities increase job satisfaction

6. Discussion

The findings clearly show that skill gaps have a direct negative impact on job satisfaction. Employees who lack the required skills struggle to meet job expectations, leading to frustration and reduced motivation.

The study also highlights that organizations often fail to provide adequate training and development opportunities, which further widens the skill gap. However, employees show a positive attitude towards learning and development initiatives.

Bridging the skill gap requires a combination of effective recruitment, continuous training, and proper job-role alignment.

7. Suggestions

- Conduct regular skill gap analysis
- Provide continuous training and development programs
- Implement mentorship and coaching systems
- Align job roles with employee skills and qualifications
- Use performance feedback to identify skill deficiencies
- Encourage a culture of continuous learning
- Introduce skill-based assessments during recruitment

8. Limitations

- Limited sample size
- Time constraints
- Possible bias in responses
- Limited access to organizational data

9. Conclusion

The study concludes that employee skill gap is a critical issue that significantly affects job satisfaction. Employees who lack the necessary skills experience lower confidence, higher stress, and reduced performance.

Organizations must take proactive measures to identify and address skill gaps through training, development, and effective HR practices. By doing so, they can enhance employee satisfaction, improve productivity, and achieve long-term organizational success.