

Job satisfaction as a tool to engage Employees at workplace

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Abstract: In today's competitive environment, one way to retain people is to have fully engaged employees. A empirical study was done to examine the relationship between job satisfaction and employee engagement among 197 employees of Service sector companies. A questionnaire consisting of Job satisfaction subscale and Employee engagement was used to collect data. Correlation results showed that Job satisfaction and Employee engagement were positively related.

Keywords: Job satisfaction, Employee engagement

I. INTRODUCTION

Employee engagement is a property of the relationship between an organization and its employees. An "engaged employee" is one who is fully absorbed by and enthusiastic about their work and so takes positive action to further the organization's reputation and interests. In contrast, **job satisfaction**—a term sometimes used inter-changeably with employee engagement—is defined as how an employee feels about his or her job, work environment, pay, benefits, etc. The happier people are with-in their job, the more satisfied they are said to be.

II. LITERATURE REVIEW

The relationship between Job satisfaction and employee engagement have been studied and reported by many researchers. An attempt is made here to highlight a few of the studies to support the present study

Sobia Ali & Yasir Aftab Farooqi (2014) performed a study to gauge the influence of labor Overload on Job Satisfaction, result of Job Satisfaction on worker Engagement and Performance'. the aim of this study was to spot the result of labor overload in job satisfaction and result of job satisfaction on worker engagement and worker performance. information was collected with the assistance of form and therefore the sample of 207 staff of Public Sector University of Gujranwala Division was selected and information was analyzed using SPSS software system. This study unconcealed that the work overload is that the major concern for the organisation and it conjointly affects job satisfaction, worker engagement and worker performance. The study's findings imply that to reduce the matter of labor overload and stress numerous ways can be adopted like coaching, job rotation and reward system. This study has conjointly counseled measures so as to address the work overload like exaggerated use of advanced technology, which might reduce the work at individual staff and therefore the organisation ought to perceive the necessity of its staff and supply what's best for them.

Fachrunnisa Olivia et al (2014) studied the Role of work Spirituality and worker Engagement to reinforce Job Satisfaction and Performance. The study explored the importance of artistic method engagement among leader-fieldworkers-community to extend job satisfaction and performance of field staff and conjointly the role of work spirituality and inventive method engagement to reinforce job satisfaction and performance. This study was conducted in Indonesian business office and information was analyzed using correlation analysis and t-test. The results unconcealed that work spirituality and inventive method engagement was found to essential to develop job satisfaction in turns to worker performance. The study's findings showed that the artistic method engagement was completely associated with worker performance.

Deepa & Kuppusamy (2014) conducted a research to explore the Impact of Performance Appraisal System on Job Satisfaction, worker Engagement, Organisational Citizenship Behaviour and Productivity. The paper summarized the abstract foundation of performance appraisal system and its relationship between Job Satisfaction, Organisation Culture, Organisation Citizenship Behaviour, worker Engagement and so with Productivity. The results showed that performance appraisal system helps each {the staff|the workers|the staff} and therefore the organisation in increasing their productivity and it'd mechanically increase the Organisational Commitment and Organisational Citizenship Behaviour within the employees. Once the staff found that they're happy with their job, then they have interaction themselves towards the work that ends up in increase in their productivity. The study conjointly all over that Performance Appraisal System can be wont to encourage the staff to own an excellent Organisational Commitment that successively would build them work with efficiency for the organisation therefore on have a larger organisational commitment. Performance Appraisal System conjointly helped the staff to encourage themselves in 2 ways; either financially or non-financially. Financially, by providing further incentives, it helped the staff to encourage themselves and makes them to own a additional commitment within the organisation. Schreurs. et al (2013) conducted a study to explore the relation between Pay-Level Satisfaction and worker Outcomes: The moderate result of Employee-Involvement Climate. This study examined the worker-involvement climate (such as data sharing and deciding climate) as a moderator of relationship between pay-level satisfaction and employee outcomes (such as job satisfaction, emotive commitment and turnover intentions).The data was collected from twenty two,662 Belgian staff from 134 organisations employing a standardized form. The

results showed that increase in pay-level satisfaction strengthens job satisfaction and emotive commitment and reduces turnover intention. The study conjointly unconcealed that the worker-involvement climate had differential result on the connection between pay-level satisfaction and employee outcomes. Multi level associatealyses unconcealed that the choice creating climate buffered the negative effects of low pay level satisfaction which an data sharing climate exacerbated the negative effects of low pay level satisfaction.

Biswas Soumendu & Bhatnagar Jyotsna (2013) conducted a study on go-between Analysis of worker Engagement: Role of Perceived Organisational Support, P-O Fit, Organisational Commitment and Job Satisfaction. This paper had assessed the mediating role of worker engagement between perceived organisational support (POS) and person –organisational work (P-O fit) because the antecedents and organisational commitment and job satisfaction because the consequences. The paper conjointly tried to determine discriminant validity between worker engagement and organisational commitment. The info was collected from six Indian organisations and a sample of 246 Indian managers was selected . The result showed that once people understand positive levels of organisational commitment it'd result in higher levels of efforts that more ends up in higher level of worker engagement. a better level of worker engagement mirrored the larger trust and dependable relationship between the people and therefore the organisation. This study conjointly examined however worker engagement triggered innovation at the firm level. Further, besides mediator analysis, a moderating analysis could have given richer insights, which future studies can look into.

III. OBJECTIVES OF THE STUDY

- [1] To restandardize measures for evaluating Job satisfaction and Employee engagement.
- [2] To measure the relationship between job satisfaction and employee engagement in Service sector.

IV. METHODOLOGY

The present study was conducted to measure the relationship between job satisfaction and employee engagement in service sector companies in Gwalior region. Primary as well as secondary data were used. The population for the study was 197 employees. A questionnaire was prepared with 45 statements for job satisfaction and Gallup 12 statements for employee engagement. The reliability (Alpha score) of job satisfaction scale (.864) and the employee engagement scale was found to be (.901). This questionnaire was used to collect primary data from 197 respondents through a survey. Karl pearson correlation coefficient was applied to measure the relationship between Job satisfaction and employee engagement.

Hypothesis

H01: There is no significant relationship between job satisfaction and employee engagement.

V. RESULTS AND ANALYSIS

Reliability Measure: The reliability of all measures was computed by using SPSS software. Cronbach's alpha reliability coefficient was computed to calculate reliability of all items in the questionnaire.

Measures	Cronbach's Alpha value
Job satisfaction	.864
Employee Engagement	.901

It is visible that all reliability values are greater than the standard value that is **0.7**. It is considered that reliability of all measure is adequate. So that the statements in questionnaire where treated as reliable statements

Correlation between Job satisfaction and Employee engagement

		Job satisfaction	Employee Engagement
Job satisfaction	Pearson Correlation	1	.600**
	Sig. (2-tailed)		.000
	N	197	197
Employee Engagement	Pearson Correlation	.600**	1
	Sig. (2-tailed)	.000	
	N	197	197

** . Correlation is significant at the 0.01 level (2-tailed).

As per above mentioned table showing that there is a strong relationship between Job satisfaction and Employee engagement. The r value of Job satisfaction towards Employee engagement is .600 (60%) which means that changes in Job satisfaction will positively related to Employee engagement significant at 1% level of significance. So, H01 stating that "There is no significant

relationship between Job satisfaction and Employee engagement” was rejected that’s why there exists a positive relationship between Job satisfaction and Employee engagement.

VI. CONCLUSION

The present study was an effort to assess the link between job satisfaction and engagement among service sector employees of Gwalior region, for that correlation analysis was applied and the results revealed a significant and positive association between the two variables. So it can be concluded that if the organizations want to engage their workforce then they should take care of their satisfaction also as it was said that the more employees are happy and satisfied , the more they would be engaged and productive.

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