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A STUDY ON EMPLOYEE JOB SATISFACTION IN 'ANALYTICS STEPS' COMPANY

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PART – 01

GENERAL INFORMATION

INTRODUCTION ABOUT JOB SATISFACTION

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What Is Job Satisfaction? Definition, Factors, Importance, and Examples.

Job satisfaction is defined as the level of contentment employees feel with their job. This goes beyond their daily duties to cover satisfaction with team members/managers, satisfaction with organizational policies, and the impact of their job on employees' personal lives.

- What Is Job Satisfaction Job satisfaction is a term we hear often, but do you know its exact definition, and how its absence could be bringing down your company's productivity? Read our definitive guide on job satisfaction, its drivers, and its benefits for 2020, and how your organization can benefit from increased satisfaction in the workplace. These are exciting times for workplaces, with business demands growing steadily and employers working hard to keep their workforce satisfied. A 2019 survey by The Conference Board (U.S.) found that job satisfaction is now at its highest in 20 years. So, how does this impact your company? First, you need to know precisely what job satisfaction is and how you can measure it accurately for 2020 and beyond.

What Is Job Satisfaction?

Job satisfaction, an unquantifiable metric, is defined as a positive emotional response you experience when doing your job or when you are present at work. Leading organizations are now trying to measure this feeling, with job satisfaction surveys becoming a staple at most workplaces. It's important to remember that job satisfaction varies from employee to employee. In the same workplace under the same conditions, the factors that help one employee feel good about their job may not apply to another employee. For this reason, it is essential to have a multidimensional approach to employee satisfaction, covering the following areas:

- The challenging nature of work, pushing employees to new heights
- A level of convenience (short commutes, access to the right digital tools, and flexible hours)
- Regular appreciation by the immediate management and the organization as a whole
- Competitive pay, which employees maintain a good quality of life
- The promise of career progression in sync with employees' personal growth targets

10 Factors That Determine Your Employees' Satisfaction Levels There's no one definition of job satisfaction, and factors contributing to it will depend on the nature of your workplace. For example, a satisfied employee in the manufacturing sector looks different from a satisfied software developer. However, there are ten traits that every workplace geared toward employee well-being and satisfaction will have in common

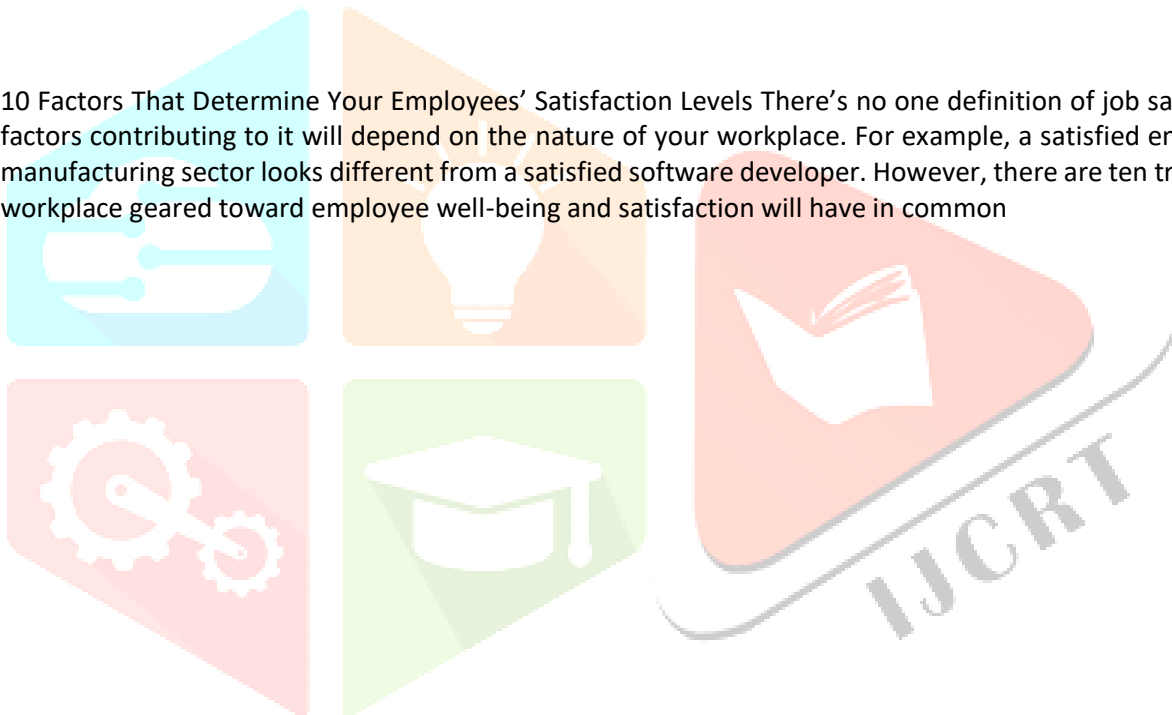


Fig 1. The 10 drivers of job satisfaction

1. Does your company care about its employees?

Remember, it's not enough to only care – communicate this care regularly to employees through newsletters, rewards, informal recognition, paid incentives, and other forms of communication. Companies with a high job satisfaction level, such as Google and Starbucks, also feature employee happiness and satisfaction stories as part of their communication strategy

2. Does the workplace have room for employees to engage in their hobbies?

Today, most of us spend a significant part of the week at work, but this doesn't mean we want to ignore our hobbies or personal interests. A workplace where employees have enough free time to read a book, catch up on the news, have a pleasant meal, for example – and where such behaviors are not considered slacking off – will better enable job satisfaction.

3. What is the average interval between promotions?

The current business environment is fast-paced, and employees will switch to greener pastures if promotions aren't forthcoming. A good rule of thumb is to keep the interval between employee promotions below the average employee tenure. For example, if employees stay with your company for five years and two months on average, promotions should be scheduled at least at two-year intervals. If such transitions aren't possible, provide cross-training programs to give every employee a chance to explore new roles in the organization. More importantly, inform your employees about the promotion policies in your organization so they know what to expect and when to expect it.

4. Do employees feel respected by their peers?

A workplace where employees feel regularly criticized or under some type of scrutiny is ripe for dissatisfaction. You can detect their dissatisfaction via one-on-one conversations with employees, or through anonymized data collected via employee satisfaction surveys and then take appropriate measures to improve their experience in this area.

5. Is there a culture of two-way feedback?

Employees need regular feedback (both positive and constructive) to know that they are on the right track. Also, they want to share their opinions with managers/HR/senior management to guide the future of the company. This culture of two-way feedback is essential to maintaining employee satisfaction. It is doubly necessary for you to act on the feedback you receive.

6. Where do you stand on the issue of work-life balance?

Companies must try to build a non-toxic culture of high performance, where productivity isn't prioritized over well-being. Positive work-life balance is integral to this. As per the 2019 Workplace Happiness Report by Udemy, work-life balance adds meaning to the job for 37% of professionals. Mandatory work-from-home days, paid time off, and flexible working benefits are great ways to help employees achieve this.

7. How do employees rate their relationships with their reporting heads?

We have all heard the axiom that employees don't quit jobs, they quit bosses. And this is confirmed by studies – a poll by Gallup found that 75% of voluntary attrition can be attributed to the behavior of immediate supervisors and not the job itself. Again, targeted job satisfaction surveys (implemented on a team-by-team basis) can help root this out.

8. Does your organization follow fair and inclusive policies?

Diversity and inclusion in the workplace have a positive impact on the business bottom line, while also improving a company's culture and work environment. By ensuring fairness toward all your employees, regardless of age, gender, or disability, you can increase the average level of satisfaction across the company. In other words, job satisfaction shouldn't be limited to a select few – everyone, across the company, should experience the same level of well-being.

9. Can employees nurture their creative instincts in their jobs?

While this depends on your specific industry of operation, employees mustn't be stifled when showing a spirit of creativity in their jobs. In fact, learning and development programs can be deployed to strengthen creative skills, making your company more innovation-friendly. Otherwise, you risk having a workforce that feels unheard, with the same rules imposed upon them over and over again.

10. Do employees feel secure about their role?

Job security is now a major concern as technology upends existing processes, and automation threatens legacy models of working. As a future-focused employer, you must clearly explain how an employee's role will transform over the years and equip them for this change. Employees shouldn't feel insecure about their jobs – you can ensure this by maintaining a consistent line of communication between frontline employees and senior leadership. Apart from basics such as compensation, employee benefits, and workplace amenities, these ten factors go a long way in either improving or negatively impacting employee satisfaction. And here's why you can't afford to have dissatisfied employees .

Fig 2. Why measuring job satisfaction is essential

1. Satisfied employees translate into satisfied customers If employees are unhappy at work, the chances are that this will reflect in their interactions with the customer. Contact centers, specifically, cannot afford to have dissatisfied employees – this is sure to show in every word they say and every campaign they work on. Even in non-customer-facing jobs, low satisfaction can cause errors in the workflow – for example, a higher defect rate in manufacturing and bad code in software development. This is why employee satisfaction is vital for customer-centric companies.

2. Voluntary turnover will come down Sometimes, turnover can be good for business, as it brings fresh talent into the organization. But voluntary turnover looks different – you risk losing top talent you have carefully trained over the years. Also, this talent takes with it tribal knowledge once it leaves the company, which could toughen up the competition for your products and service offerings. On the other hand, a satisfied workforce is less likely to quit.

3. You increase the chances of referrals Employee referrals are the most effective method of recruitment, bar none. A report by Jobvite found that referrals make up 7% of all applications but an overwhelming 40% of all hires. An employee satisfied with the work conditions and the pay scale is far more likely to recommend their friends than a dissatisfied employee. Non-compensation related factors make up a big part of this benefit, as employees will assess multiple factors before recommending someone else.

4. Satisfaction is directly linked to your productivity In a positive work environment, employees are more likely to bring their best to work every day. For example, research by the Social Market Foundation and the University of Warwick's Centre for Competitive Advantage in the Global Economy (CAGE) found that happy employees are 20% more productive than unhappy employees on average! There's also a secondary reason for this – high-

satisfaction workplaces prioritize employee wellness. Therefore, they are more likely to look after themselves, and address stress/burnout/health issues, before it impacts work.

5. In the long term, you can dramatically reduce HR costs Typically, you need to plan for both fixed and variable costs as part of your HR budget. Low satisfaction could significantly dent the variable aspect of this equation – dissatisfied employees require targeted surveys, specialized learning and development, additional career assistance, and ultimately may lead to rehiring and retraining costs in the case of turnover. All of this needs you to invest more than you had expected. By making job satisfaction a priority at your company, you can stay ahead of the curve and ensure that there are no unprecedented issues arising due to low satisfaction. Driven by these benefits, more and more organizations are investing in job satisfaction initiatives. And this has had a marked impact on job satisfaction, as seen in the following statistics.



The Next Step? Learn From These Two Exemplary Companies Remember .

1. There's no one-size-fits-all model when it comes to ensuring job satisfaction for your entire workforce. In addition to the factors we listed, you can gain inspiration from companies that made this metric a priority:
1. Amazon is known as a dynamic company that demands high productivity from its workers. The company has focused on employee job satisfaction as a critical lever for providing customer-centric services. A two-year study of 1,045 U.S. Amazon employees found that Amazon exceeds the roviding customer-centric services. A two-year study of 1,045 U.S. Amazon employees found that Amazon exceeds the national average for 12 parameters of job satisfaction, in gender equality, diversity, and workplace safety. The data was analyzed by Austria-based employer rating company, Kununu, and reported by Observer.
2. Like Amazon, Apple also prioritizes employee job satisfaction as a key component for success. Indeed studied thousands of job reviews across U.K.'s tech companies to analyze the state of employee satisfaction. Apple emerged as the leader in terms of employee satisfaction, followed by the GDS Group, Cisco, and Microsoft, as reported by CNBC. Good pay, discounted products, health and wellness benefits, and the company culture were the primary reasons for Apple's high satisfaction scores. While providing employees privileges as Amazon and Apple do may not be possible for every company, examples like these can lead you in a direction that allows you to first focus on the importance of job satisfaction and then use the necessary measures to improve it at work. Equipped with the definition of job satisfaction, key factors influencing it, and statistics to benchmark your company's performance, you can now kickstart the crucial initiatives to improve satisfaction in the new year. Make sure that you do your research, measure against the ten factors we mentioned, and take employees' individual goals into account.



Introduction about company



analyticSteps

- Analytics Steps is one of India's leading analytical content writing company that focuses on solitary growth with the vision to empower users with the necessary information in technical and non-technical business issues.
- Founded in 2020 by IIT Roorkee alumnus Dinesh Chandra Kumawat and Delhi University graduate Diwakar Bhandari, Analytics Steps consists of a highly focused, skilled, and experienced team.
- We write on a various range of topics including – Artificial Intelligence, Big Data, Business Analytics, Deep Learning, Financial Analytics, General Analytics, Information Technology, IoT, JavaScript, Machine Learning, Start-up Stories, etc. We are putting our best efforts to provide all the latest analytics blogs, start-up stories straightforwardly which can be understood easily by one and all.
- At Analytics Steps we give our Content the utmost importance. Our proficient technical writers are trusted with the task of penning down the analytical piece which is then polished and refined through multiple rounds of revision.
- We can be geographically cited and navigated at Noida Sector-63 (Uttar Pradesh), India.

FOUNDER AND CO- FOUNDER

Founder & CEO of Analytics Steps, an alumnus of IIT Roorkee, graduated in B.Tech and MBA, started his journey with determination and ambition in the analytical industry. His vision works with curiosity, creativity, and communication. With splendid personality and positive zeal, he stipulates his prescience with proper planning and propagation.

DINESH CHANDRA KUMAWAT

Founder & CEO

Co-founder in Analytics steps, graduated in Economics (Hons) from the University of Delhi and has diversified experience with several multinational organizations on high-impact business problems. He is a systematic, organized and dedicated entrepreneur. His goal is to optimize and synthesize resources and capital for the advancement of Analytics Steps along with the refreshed peak and unparalleled approach that sees the future beyond imagination.

DIWAKAR BHANDARI

Co-Founder & Chief Business Officer

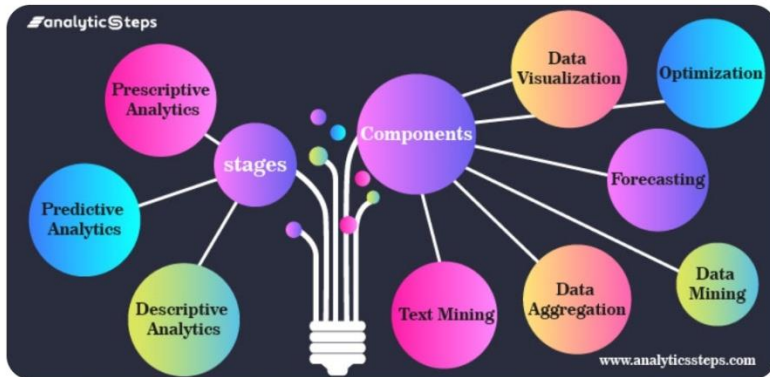


What is business analytics?

Business analytics is the process of inspecting the gigantic and motley data sets, commonly known as “Big Data”, to divulge the varied connections, correlations, trends, partnerships, customer behavior, statistical patterns, and other meaningful interferences that aid organizations to make better business decisions.

These insights basically prompt novel possibilities for augmentation, formulate businesses to modify in market dynamics and locate organizations to resist troublesome new aspirants in the respective industries.

Stages and Components of Business Analytics



Stages and Components of Business

Analytics

The image is presenting the stages and components of business analytics where 3-stages are Descriptive Analytics, Predictive Analytics, Prescriptive Analytics, and 6-components are Data Aggregation, Data Mining, Text Mining, Forecasting, Optimization, Data Visualization.

Components of Business Analytics

The components of business analytics involve;

1. **Data Aggregation:** Before analysis, data must be accumulated, streamlined and cleaned up to escape replication, and filtered to eliminate incomplete data. Data can be aggregated from transactional data and volunteer data.
2. **Data Mining:** In order to recognize and acknowledge prior unidentified data trends and patterns, models are designed through massive data. Data mining exploits various statistical techniques to obtain interpretation such as classification, regression technique, and clustering.
3. **Text Mining:** Data is also assembled in the form of textual information from social media websites, call center scripts, blog comments, etc, to drive powerful connections indexes that are used to develop new items most in-demand, promote user services and experiences, and analyze opponent performance.
4. **Forecasting:** Future events or behaviors based on previous data can be forecasted by scrutinizing processes that take place during a particular season or period. For example, retail sales for the holiday, and energy consumption for a city in summer.

5. Optimization: Organizations are continuously revealing the best possible opportunities and promising actions via designing interesting simulation techniques like to identify peak sales price and spike in-demand to scale production, major opportunities slots for sales, promotions, and new items.
6. Data Visualization: Knowledge and observation extracted from data can be conferred with extremely interactive graphs to outline exploratory data analysis, modeling results, and numerical forecasting. (read more about data visualization here)

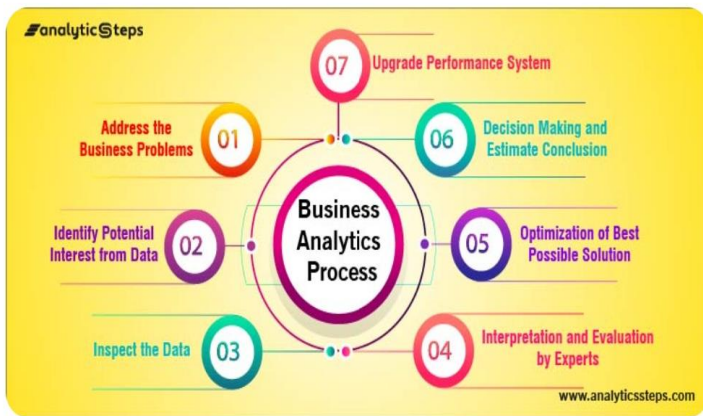
Business Analytics always remains a buzz in almost every industry, an individual equipped with business analytics skills results in a sharp business decision, huge profit limits, adequate operations, and amused customers.

The person once knows how and when to play with data, he can apply suitable analytical tools to extract influential insights from data and make imperative advantages.

Here are the three stages of business analytics:

1. Descriptive Analytics: An application of a prime statistical technique that explains what a dataset contains, the main two techniques used are data aggregation and data mining that signify this method is used for understanding the elemental behavior and not to make predictions.
2. Predictive Analytics: An advanced statistical application or a research method to figure out predictive variables and make predictive models determining patterns and relationships among variables.
3. Prescriptive Analytics: An application of decision system, management science and operation research methodologies to conduct appropriate use of admissible resources.

Business Analytics in Action: 7-steps Process outlined below.



Step 1: Address the Business Problems

Initially, business problems need to be addressed, the purpose of applying analytics is sometimes designated categorically or broken into parts. So, relevant data is selected to address these business problems by business users or business analysts equipped with domain knowledge.

Some examples are: keeping modeling for a postpaid subscription, fraud detection for credit cards, or customer analysis of a mortgage portfolio. Business experts define perimeters for the analytical process which is crucial for assuring general understanding of the goal.

Step 2: Identify Potential Interest from Data

All sources of data having potential interest are required to identify. The key asset in this step is the more the data, the better it is. All the data will then be accumulated and consolidated in a data warehouse or data mart or at a spreadsheet file. Some exploratory data analysis is executed to do the computation for missing data, removing outliers, and transforming variables.

For example, time-series analysis graphs are plotted to figure out some patterns or outliers, scatter plots are used to find correlation or non-linearity, OLAP system for multidimensional analysis.

Step 3: Inspect the data

Once moving to the analytics step, an analytical model will be predicted on the prepared and

transformed data using statistical analysis techniques like correlation analysis and hypothesis testing. The analyst figures out all parameters in connection with the target variable. The business expert also performs regression analysis to make simple predictions depending upon the business objective. In this step, data is also often reduced, divided, crumbled and compared with various groups to derive powerful insights from data.

Highlighting a systematic representation of the 7-step Business Analytics Process including the steps as Step 1: Address the Business Problems Step 2: Identify Potential Interest from Data Step 3: Inspect the data Step 4: Interpretation and Evaluation by Experts Step 5: Optimization of Best Possible Solution Step 6: Decision Making and Estimate conclusions Step 7: Upgrade performance system

Step 4: Interpretation and Evaluation by Experts

Finally, after obtaining model results, business experts interpret and evaluate them. Results may be clusters, rules, relations, or trends known as analytical models derived from applying analytics. Experts use predictive techniques like decision trees, neural networks, logistics regression to reveal the patterns and insights that show the relationship and invisible indication of the most persuasive variables.

Several prediction models are executed to select the best performing model on the basis of model accuracy and consequences. But yet, to explore unknown though engaging and tribal patterns are challenging that can add value to data and convert into new turnout opportunities.

Step 5: Optimization of Best Possible Solution

Once the analytical model has been validated and approved, the analyst will apply predictive model coefficients and conclusions to drive “what-if” conditions, using the defined to optimize the best solution within the given limitations and constraints.

Necessary considerations are how to serve model output in a user-friendly way, how to integrate it, how to confirm the monitoring of the analytical model accurately. An optimal solution is chosen based on the lowest error, management objectives, and identification of model coefficients that are associated with the company’s goals.

Step 6: Decision Making and Estimate conclusions

Analysts then would make decisions and endure action based on the conclusions derived from the model in accordance with the predefined business problems. Spam of period is accounted for the estimation of conclusion, all the favorable and opponent consequences are measured in

this duration to satisfy the business needs.

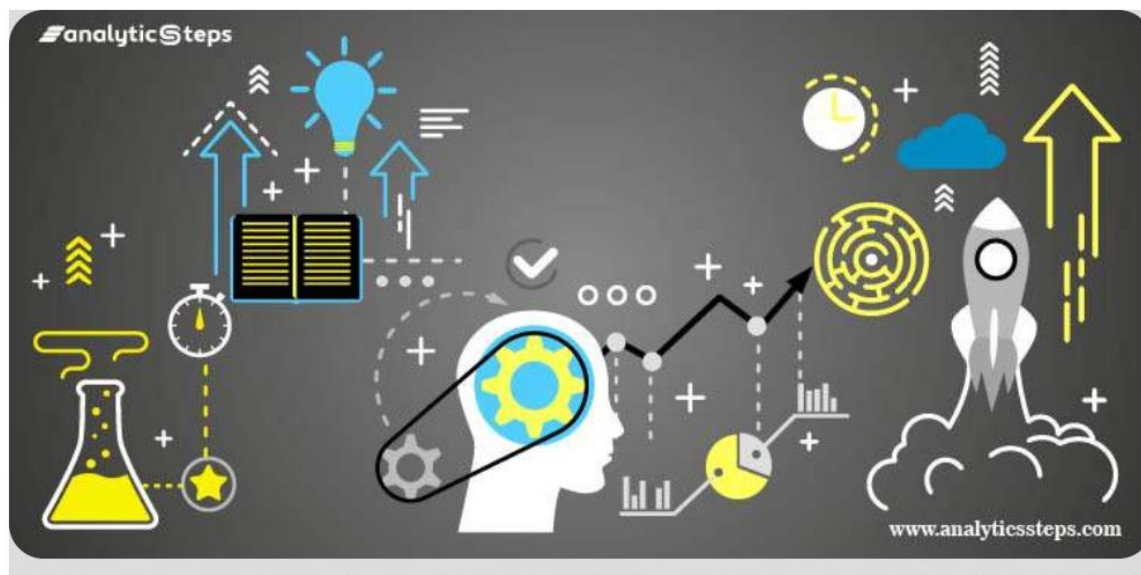
Step 7: Upgrade performance system

At last, the outcome of decision, action and the conclusion conducted from the model are documented and updated into the database. This helps in changing and upgrading the performance of the existing system.

Some queries are updated in the database such as “ were the decision and action impactful?” “ what was the return or investment ?”, “how was the analysis group compared with the regulating class?”. The performance-based database is continuously updated once the new insight or knowledge is extracted.

Conclusion

Business analytics can result in powerful and valuable visions that would not be feasible in the truanacy of data. With implementing analytics, one can increase the operational efficiencies of any business over a range of functions. In essence, to assure the adaptation of the recommendations that are brought out from data, one can interpret organizational behavior shifts in a way that provides the forecasted benefit.



Litreture review

LR.1

Author: Ann M Kerschen , Edward P Armstrong, Tara N Hillman

Published year:2006

Title: Job satisfaction among staff, clinical, and integrated hospital pharmacists

Objective: To determine whether staff, clinical, or integrated hospital pharmacists have greater job satisfaction and if sex, years worked as a pharmacist, or having children changes job satisfaction.

Research methodology:A prospective study was performed by distributing a 63-item questionnaire to inpatient pharmacists working at 2 hospitals. Respondents mailed the completed questionnaires to the investigators.

Findings:All pharmacists reported mean satisfaction scores above 2.5, indicating that all were satisfied in their jobs. Differences were noted in the amount of satisfaction. For work environment and professional interaction, integrated pharmacists were more satisfied than staff.

Conclusion:The quantity of clinical activity was directly connected to job satisfaction. Staff pharmacists were less content than integrated and clinical pharmacists.

LR.2

Author: Jose varela Gon zalez, Teresa Garcia Garazo

Published year: 2006

Title: Structural relationship between organizational services orientation contact employee job satisfaction and citizenship behavior

Objective: The purpose of this paper is to contribute to the Knowledge of has organization service orientation (OSO) influences job satisfaction and organisational citizenship behaviour (OCB) of coustomer contact employee.

Research methodology: Questionnaire were carried out in 149 hotel firm one coustomer contact employee and the manager provide the data in each hotel. The constructs were measured using existing seules. Structural equation models were measured to examine the effects

Findings: The empirical result enable one to identify the dimensions of OSO on which the manager of hotel firms should place greater emphasis in order to stimulate employee job satisfaction and OCB.

Conclusion: The study offers empirical data on the impact of organisational service orientation on worker job satisfaction and civic behaviour in the hospitality sector.

LR. 3

Author: Rachid Zeffane , Mohamed E Ibrahim, Rashid Al Mehairi

Published year: 2008

Title: Exploring the differential impact of job satisfaction on employee attendance and conduct.

Objective:The purpose of this paper is to explore the impact of job satisfaction on employee attendance and conduct

Research methodology: The approach was to use data from a study on job satisfaction and performance conducted in a utility company operating in the United Arab Emirates. Job satisfaction was measured using the 20-item MSQ (Minnesota Satisfaction Questionnaire) short form. Performance measures were based on the utility company employee performance rating system.

Findings:j

LR .4

Author:Han_Jan niu

Published year: 2014

Title: Is innovation behaviour congenital? Enhancing job satisfaction as a moderator.

Objective: The purpose of this paper is to explore the moderating effect of job satisfaction on the relationship between personality and employees' individual innovative behaviour in the service industry.

Research methodology: The object of this research is the employee in the service industry in Taiwan. A total sample of 626 employees in five service industry categories was taken in Taiwan's service industry. Descriptive statistical analysis and hierarchical regression were adopted.

Findings: The results show that job satisfaction positively affects individual innovative behaviour and also has a moderating effect on personality traits and innovative behaviour.

Conclusion: Job satisfaction can encourage innovative behaviour in addition to being an innate trait.

LR .5

Author: Chenedzai Mafini, Nabukhosi dlodla.

Published year: 2014

Title: The relationship between extrinsic motivation, job satisfaction and life satisfaction amongst employees in a public organisation.

Objective: To examine the relationships between extrinsic motivation job satisfaction and life satisfaction amongst employees in a public organisation.

Research methodology: The study used the quantitative research survey approach a questionnaire was administered to 246 employees in a South African public organisation. The conceptual framework was tested using spearman's rank correlation analysis and linear regression analysis.

Findings: Statistically significant relationships were observed between job satisfaction four extrinsic motivation factors remuneration, quality of work life, Supervision and teamwork.

Conclusion: For public officials in underdeveloped nations, the study provides evidence of the interaction between extrinsic motivation, job satisfaction, and life satisfaction.

LR.6

Author: Fatemeh Sadat Ghoreishi, Ali Reza Zahirrodine, Fatemeh Assarian, Seyed Gholam Abbas Moosavi, Maryam Zare Zadeh Mehrizi

Published year: 2014

Title: Evaluation of emotional intelligence and job satisfaction in employees of kashan hospitals

Objective:The present study was conducted in order to determine the job satisfaction and emotional intelligence of employees of Kashan hospitals in 2011.

Findings:This cross-sectional study was performed on 121 employees of Kashan hospitals who were selected using random stratified method. In this study, Bar-on emotional intelligence and job satisfaction questionnaires were used. The data were analyzed using statistical methods such as odds ratio, Chi-square and Fisher's exact test.

Conclusion:In order to prevent job burnout, depression, and the emergence of a sense of helplessness in the staff, it seems necessary for authorities to investigate the causes of job dissatisfaction. This is because the majority of the staff had average levels of job satisfaction and emotional intelligence, while others were lower than average. In order to foster the emotional intelligence of the personnel, educational programmes should be held, especially for those under 40.

LR. 7

Author: Elizabeth George , KA Zakkariya

Published year: 2015

Objective: The purpose of this paper is to examine whether job satisfaction and job related stress differ among employees of different banking sector .

Research methodology: Questionnaire were administered to 337 employees from various banks belonging to private sector public sector and new generation banks one way ANOVA was conducted to find out whether job satisfaction and job related stress.

Findings: Results indicated that employees of different sectors of bank has different level of job satisfaction and job related stress. Futher it was revealed stress when compared to private sector banks and new generation banks and higher job satisfaction when compared to new generation banks.

Conclusion: The research is unique and empirical in style. It demonstrates how employees of various groupings of banks in the banking industry experience varied levels of job satisfaction and stress related to their work. The findings of this study have larger implications for the service industry as a whole if the banking sector is taken into account as a true representative of the service sector.

LR. 8

Author: Sununta siengthai, Patarakhuan pila _nagarm

Published year: A global forum for empirical scholarship 2016

Title: The interaction effect of job redesign and job satisfaction on employee performance

Objective: The purpose of this paper is to examine the effect of job redesign as well as that the interaction effect of job redesign and job satisfaction on employee performance.

Research methodology: The qualitative research method is used i.e , in depth interviews, to validate the questionnaire which is modified based on the well established.

Findings : It is found that job redesign is significantly and inversely related to employee performance . Meanwhile job satisfaction is found to be positively and significantly related to employee performance. The findings suggest that implementing job redesign without concerned employees experiencing job satisfaction or merely implementing job redesign can result in a possible decreased employee performance.

Conclusion: While job satisfaction is always found to considerably and positively influence employee performance, job redesign alone is found to have a considerable negative impact on employee performance. This research determines the beneficial link between work redesign and job satisfaction for raising employee performance. These results indicate that the impact of work redesign on employee performance is positively moderated by job satisfaction.

LR.9

Author:Eva Chang, Julia Cohen, Benjamin Koethe, Kevin Smith, Anupa Bir

Published year:2017

Title:Measuring job satisfaction among healthcare staff in the United State.

Objective:To validate the Satisfaction of Employees in Health Care (SEHC) survey with multidisciplinary, healthcare staff in the United States (U.S.)

Research methodology:A cross-sectional psychometric study using confirmatory factor analysis. The original three-factor model was tested and modified using half-samples. Models were assessed using goodness-of-fit measures. Scale reliability and validity were tested with Cronbach's α coefficient and correlation of total SEHC score with two global satisfaction items, respectively.

Findings:The mean SEHC score was 77.6 (SD: 19.0). A one-factor model of job satisfaction had high loadings on all items, and demonstrated adequate model fit (second half-sample RMSEA: 0.069). The scale demonstrated high reliability (Cronbach's alpha = 0.942) and validity ($r = 0.77$ and 0.76 , both $P < 0.05$).

Conclusion:The SEHC appears to measure a single general job satisfaction construct. The scale has adequate reliability and validity to recommend its use to assess satisfaction among multidisciplinary, U.S. healthcare staff. Our findings suggest that this survey is a good candidate for reduction to a short-form, and future research should validate this survey in other healthcare populations.

LR .10

Author: Wesley R pieters

Published year: 2018

Title: Assessing organisational justice as a predictor of job satisfaction and employee engagement in Windhock.

Objective: The purpose of this study was to investigate the dimensions of organisational justure that behalf predict is and employee engagement among employees in Windhock,nombia.

Research methodology: A cross sectional survey design was used employing a questionnaire to collect data on the biographical details organizational justice job satisfaction and employee engagement at a bank and university in Windhock. The sample consisted of employees from a bank A (n=106) and administrative staff at University (n=97)

Findings: Significant predictors of employees engagement were interpersonal organisational justice and intrinsic job satisfaction.

Conclusion: The uniqueness of this research in Namibia will advance our understanding of organisational and industrial psychology. open the door for future study and direct the creation of solutions aimed at retaining workers' job satisfaction and engagement.

LR. 11

Author: Tae yoel kim, Sung nae lu

Published year: 2018

Title: The mediating effect of job satisfaction on the relationship between internal marketing and the customer orientation of employees in the beauty service industry.

Objective: The study investigated the impact of internal marketing of beauty shops on the customer orientation of employees through the mediating effect of job satisfaction.

Research methodology: A survey targetting employees working in the beauty industry was conducted in January 2018 in seaul and in the Gyeonggi province . The statistical package for the social sciences program was utilized for this study.

Findings: the author of this paper were able to determine that job satisfaction plays a significant mediating role in the relationship between internal marketing and customer orientation among beauty shop employees and this study has established that job satisfaction is a mediating variable that can increase customer orientation.

Conclusion: Employee positions are a mediating variable that affects consumer orientation in the beauty industry, and internal marketing elements affect this feeling of professional fulfilment. The findings of this analysis will help to clarify why internal marketing initiatives must be made first in order to improve workers' customer orientation.

LR.12

Author: Effat Jahanbani, Mostafa Mohammadi, Najmeh Noori Noruzi, Fatemeh Bahrami

Published year: 2018

Title: Quality of work life and job satisfaction among employees of health centers in Ahvaz, Iran.

Objective: The current study aimed at investigating the QWL and JS in the employees of health centers in Ahvaz, Iran.

Research methodology: In the current descriptive-analytical study, 143 technical staff of health centers in East of Ahvaz were selected by the multistage random sampling method in 2015. Data were collected using 2 questionnaires. Data were analyzed through descriptive statistics, the Pearson correlation coefficient and multiple linear regression with SPSS version 21.

Findings: Overall, the Walton QWL questionnaire scored 72.95 and the JS survey scored 126.08 were in the moderate level in the current study. There was a significant relationship between QWL and JS ($P = 0.00$). Moreover, there was a significant relationship between JS and all components of QWL ($P = 0.00$). The highest and lowest correlation was related to social cohesion (0.539) and safe environment (0.212), respectively

Conclusion: The superintendent of health facilities should try to improve JS through the promotion of cooperation, respect, and collective decision-making because there is a strong association between JS and social cohesiveness.

LR. 13

Author: Mitja Gorenak, Tomi spindlers, Bostjan Brumen

Published year: 2019

Title: The influence of competencies of manager on job satisfaction of employees in the hotel industry.

Objective: The importance of soft skills that managers can use to promote job satisfaction of employees is well known. How managers can influence job satisfaction of employees mostly in the form of external factors.

Research methodology: We have performed a pencil paper survey among employees in the hotel industry sector. The questionnaire asked respondents to evaluate the competencies of their supervisors. Later we asked respondents to evaluate what influence their job satisfaction and in the final part we collect some demographical data

Findings: We have not found any correlation between the competencies of managers and job satisfaction of employees with regard to working conditions or possibilities of career development.

Conclusion: Employee job satisfaction with reference to the task itself is influenced by managers' competence. Despite the little correlation that we have discovered. They do exist, and they must be considered. When it comes to talking about employee work satisfaction, managers that are aware of this core competency and spread the word to their staff will have an impact on employees' job satisfaction.

LR.14

Author: Mitja Gorenak, Johan R Edelheim, Boštjan Brumen

Published year: 2020

Title: The influence of organizational values on job satisfaction of employees.

Objective: The objective of this research was therefore to identify if there is a statistically significant influence on job satisfaction from organizational values.

Research methodology: The article is based on a quantitative approach where we have performed a survey among employees in a selected sector. In the questionnaire we asked respondents to evaluate what kind of organizational values the organization they work for does promote, later we asked respondents to evaluate what influences their job satisfaction, and in the final part we have collected demographical data.

Findings:The results show a weak, but still detectable, positive correlation between organizational values and job satisfaction of employees with regard to work itself. Additionally, we have found a positive correlation between organizational value innovation and satisfaction with working conditions.

Conclusion:Employee job satisfaction with relation to job satisfaction with the task itself is influenced by organisational ideals. This demonstrated that employees are affected by the organisational values that are promoted and that these values have an impact on their job happiness..

Research methodology:

This study deals with the general research strategy that outlines the way in which research is undertaken among other things identifies the methods used. These methods define the means or modes of data collection or sometimes how a specific result is obtained.

This study includes research design, research population, sample size, sample techniques, description of tools, data collection procedure and method of analysis.

Objective of the study:

Primary objective:

To study of job satisfaction among employees in Analytics steps pvt Ltd Company

Secondary objective:

To understand the various aspects related to employee satisfaction in the organisation.

To measure employees satisfaction on compensation and benefits.

Scope of the study:

The study covers over all levels of employees and various aspects of employees like

- Interpersonal Relations
- Opportunities for career growth
- Training and development
- Working conditions
- Communications

Research design:

A descriptive research design was carried out a study of job satisfaction among employees in Analytics steps pvt Ltd Company.

Sample design:

Sample design is imperative in every scientific study. Hence in this study simple random sampling methods have been used to collect data.

