

PalArch's Journal of Archaeology of Egypt / Egyptology

THE FACTORS THAT AFFECTING JOB SATISFACTION OF EMPLOYEES IN PRIVATE SECTOR

Shroug Basahal¹, Noshaba Batool²

^{1,2} College of Business, Effat University, Qasr Khuzam St., Kilo 2, Old Mecca Road.

P.O.BOX 34689, Jeddah 21478, Saudi Arabia

Email: shbasahal@effatuniversity.edu.sa, nobatool@effatuniversity.edu.sa

Shroug Basahal, And Noshaba Batool. The Factors That Affecting Job Satisfaction of Employees in Private Sector-- Palarch's Journal Of Archaeology Of Egypt/Egyptology 18(14), 325-333. ISSN 1567-214x

Keywords: Employees, job, non – profit organization, performance, private, satisfaction, and workplace

ABSTRACT

A lot of employees have problem in their workplace, and then face issues in the performance of their job. Most human resource management analysts link it with the feeling of job satisfaction. They believe that there is a positive relationship between the performance and the job satisfaction. The purpose of this study is to identify the impact of job satisfaction on employees' performance in the private sector of the non – profit organization in Jeddah, KSA and find the relevant factors. The methodology of this research is quantitative as it carries out survey analysis of the data collected to present in the research. The findings reveal a positive relationship between the two terms and confirm it through the data gathered and the main factor was the importance of salary and benefits. This research highlights the importance of impact of job satisfaction on the performance of the employees.

INTRODUCTION

People usually work in an environment where they adjust easily and are sure of the job security. The main job of any organization is to satisfy their employees as they only benefit if the employees are happy and content with the job and its requirements. Over the years, the issue of job satisfaction has become a serious concern as this was ignored previously. Many researchers are coming forward to study the psychological aspect of the work done by most of the employees as they are big time support to the functioning and structuring of the organization. The behaviour of the employees while working in the organization is the main factor that influences job performance.

Pushpakumari (2008) highlighted that employee attitudes are important because they reflect the working behaviour in the organization. This means that the attitude the employees show while in a job shows their behaviour towards the work. Employees who are happy usually are more productive than that of the employees who are not satisfied with the work they are actually doing and the job they are performing. Many companies have helped in building careers of many people and increased their links with other companies as well. Being satisfied with a job has helped in bringing about the environment of productivity and improving the efficiency and effectiveness of the organization. The level of attainment of job satisfaction depends and varies from one person to the other. The organization plays a big role in satisfying their employees and should do a routine check up to look out for the work of the employees and motivate them every now and then to maintain their productivity which can be utilized to bring about the best results in the functioning of the organization.

Nguyen et al. (2003) outlined that the level of job satisfaction rewarded as pay and promotion opportunities in the organization. This shows that the job satisfaction through pay and promotion result in the good performance delivery by the employees thereby bringing in more opportunities to the organization. Teseema and Soeters (2006) claims there is positive relationship between promotion practices and perceived performance of employee. This explain the more an employee is satisfied with their level of work, the more they is willing to give best results to their work. Other factor like work environment was reported to be one of the important determinants to check job satisfaction and performance of the work together as described by Carlan (2007). On the other hand, Lambert et al. (2001) elucidates the colleagues and their influence matters a lot along with the other factors or determinants to the relationship between job satisfaction and employee performance. Brown and McIntosh (2003) however claim that the factor of supervising the employees did very little benefit and added less to their satisfaction and performance. In contrast, Aleem et al. (2011) clarified that lack of productivity and absenteeism affects the performance of the employee and show they are not happy with the current job situation. There are many reasons that affect the moods, behaviours and attitudes of a person while performing job. It can be lack of interest and motivation, monetary and benefit issues, promotion, working conditions in the work environment, work force and other factors. Therefore, this study identifies the factors that affecting job satisfaction of employees in private sector non-profit organizations and also investigate how job satisfaction affects employees' performance in the academic field in Saudi Arabia.

METHODOLOGY

The study tests the relationship of factors affecting job satisfaction in Saudi Arabia by carrying out statistical analysis of the information through the survey, questionnaire and graphs for data analysis. The data is collected by survey investigation that carried out among the employees in the private sector in Jeddah. The study comprises of two important concepts which is job

satisfaction and performance. The questionnaire begins with demographics of the participants such as the gender, age and their highest educational degree. The second parts of questions are about build up a questionnaire based on the model of agreement and disagreement. It contains 12 questions about factors of job satisfaction of the employees from the salary, employee motivation, quality of work, working condition, organization ethics and opportunity for advancement.

Ethical Consideration

The participation of this project is entirely voluntarily and they can withdraw themselves at any time. The data is collected in this study is through survey method and the provided information from the participants will kept strictly confidential and responses will be treated as anonymous.

Data collection method

Quantitative method is used in this study because of the nature data which is numerical and statistical. This helps analyse the data for the relation between job satisfactions of the employees and understanding the factors of job satisfaction of employees in the private sector. The primary data is collected from the information through survey. The secondary data is based on the previous work to help design the questionnaire questions.

Sampling

There are 95 employees from different organization in private sector, Jeddah are participated in the questionnaire study.

Data Assessment

The obtained survey data is tabulated in table and graphs accordingly.

RESULT AND DISCUSSION

Table 1 represents the demographics of the respondents of this study which includes gender, age group and educational qualifications. The data collected revealed that 55% are males and 45 % are females. Most of them are in the age between 30 to 49 years old. This means most of them are middle aged and are in the mid-level of their career. About 35 % of the participants are both in college of diploma and bachelor's degree. There are 30% of the participants are with master degree.

Table1. Demographics of study participants

Demographics	Description	Percentage
Gender	Male	55%

	Female	45%
Age group	20-29 Years	0%
	30-39 Years	40%
	40-49 Years	37%
	50-59 Years	23%
	60 and above	0%
Qualifications	College of Diploma	35%
	Bachelor's degree	35%
	Master degree	30%
	PhD	0%
	Others	0%

Fig. 1 shows about 62% of the participants are agreed that their organization does cover all aspects of employee motivation. There are 26% of the participants disagree with the statement. About 12% of the participants are neutral with the statement. Fig. 2 indicates that majority of the participants, about 48% are strongly agreed and 24% are agreed that their organization looks after monetary values. There are also 14% and 5% of the participants are disagree and strongly disagree respectively. About 9% of the participants are neutral with this statement.

Fig. 3 shows about 63% of the participants disagreed that their organisation looks after their emotional needs. There are only 20% and 10% of the participants strongly agree and agreed that their organization looks after their emotional needs respectively. Fig. 4 shows that about 66% of the participants agreed that their organization looks after their work environment and space and 34% of the participants disagreed. So, maintaining the peaceful environment in company, workplace values are needed.

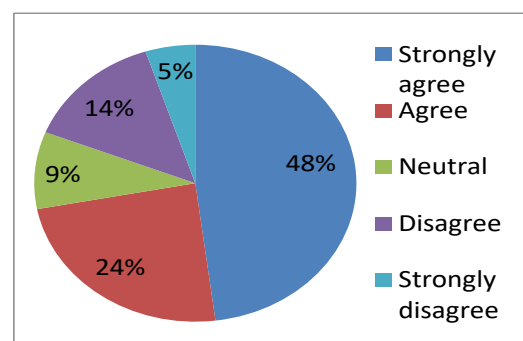
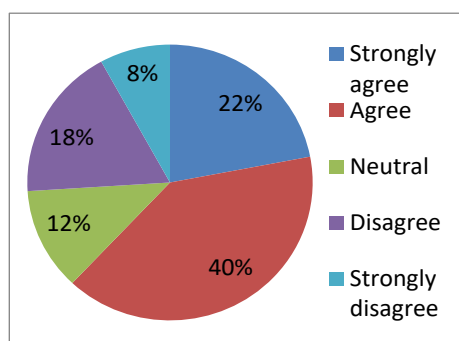


Fig. 1. Response on “My organization covers all aspects of employee motivation”

Fig. 2. Response on “My organization looks after monetary values”

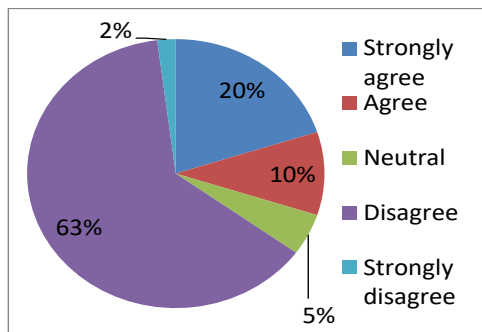


Fig. 3. Response on “My organization looks after emotional needs”

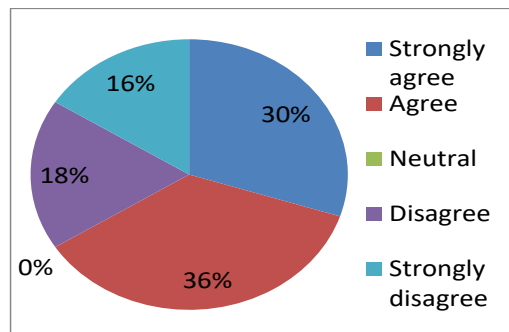


Fig. 4. Response on “My organization looks after the work environment and space”

Fig. 5 illustrates that 71% of the participants are strongly agree that their organization looks after their organizational ethics. There are minority about 13% thinks their organization does not look after their organization ethics. Fig. 6 outlines that 73% of the participants strongly agree that their job performance depends on working conditions. There are 10% each for agree and neutral. About 7% of the participants disagree with the statement.

Fig. 7 shows about 32% and 47% of the participants strongly agree and agree that their working quality may affect their job performance. There are 10% of the participants think that their job performance definitely will not influence by the job quality. About 11% of the participants are neutral with this statement. The response regarding the job performance with salary and benefits are strikingly shocking as the result is entirely positive. Based on Fig. 8, about 81 % of the participants are strongly agreed while 19 % are agreed and none of them disagreed. This showed that employee’s job performance could be retained by the salary and the benefits.

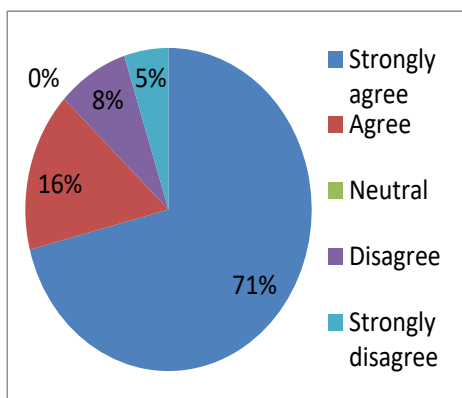


Fig. 5. Response on “My organization looks after the organizational ethics”

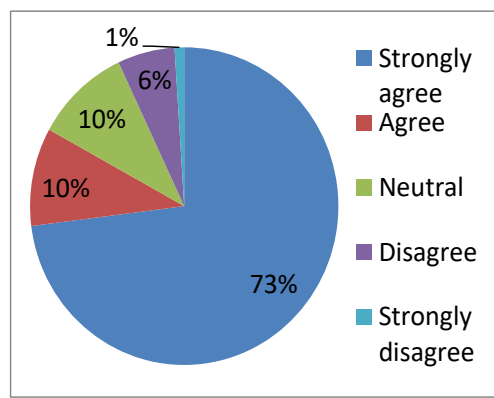


Fig. 6. Response on “My job performance depends on working conditions”

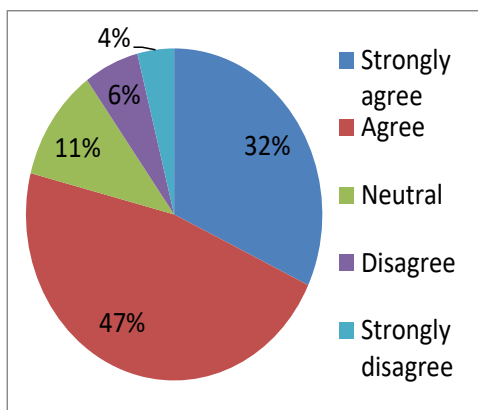


Fig. 7. Response on “My job performance depends on the quality of work”

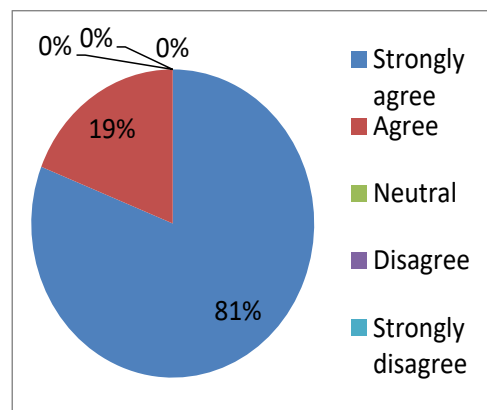


Fig. 8. Response on “My job performance depends on the salary and the benefits”

Fig. 9 shows that about 59% of the participants satisfied with their current job while, 48% dissatisfied with their current job. The sample distributed over agreeableness and disagreeableness of being satisfied with their job. Fig. 10 highlights that majority of the participants about 65% agreed to being satisfied with their job said motivation played a big role in the performance and job satisfaction. There are also 33% disagree with the statement.

Fig. 11 outlines that about 75% of the participants are agreed that their job has met their expectations. There are also quarter about 25% of the participants disagreed. Fig. 12 shows that about half of the participants strongly agree that they are pleased with their work and willing to work in the future as well. There are about 17% feel not being pleased with their current work.

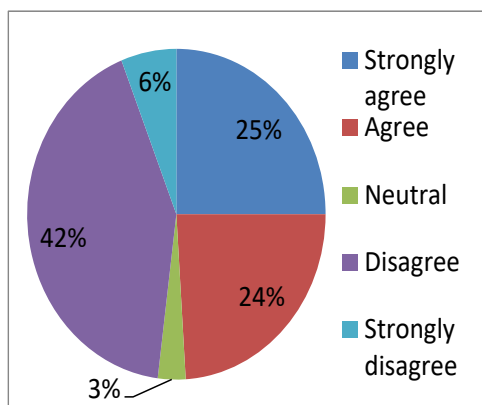


Fig. 9. Response on “I am satisfied with my job”

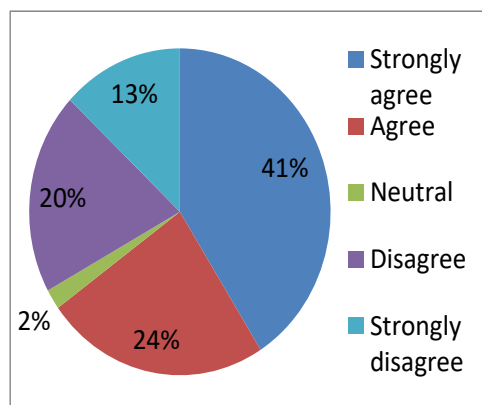


Fig. 10. Response on “I am highly motivated because of the job satisfaction”

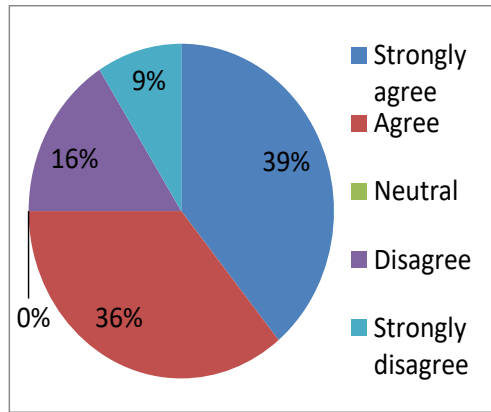


Fig. 11. Response on “My job has met my expectations by looking after my needs”

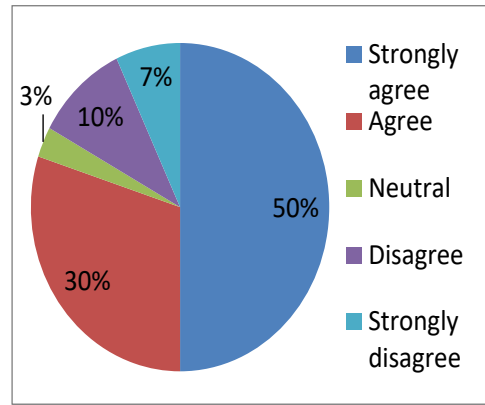


Fig. 12. Response on “I am pleased with my current work and looking to work in the future as well”

Fig. 13 shows the result of survey reveals that 87% are the most factors affecting job satisfaction is work ethics. A successful business depends on the trust between managers and employee organization need to periodically review their priorities and make necessary adjustments.

Fig. 14 shows the result of survey reveals that 100% are the most factors affecting job performance is salary and benefit. It is essential for the organisation to understand the vital of compensation and the hiring managers should be able to flexible design the compensation package that can retain and also attract more talent employee.

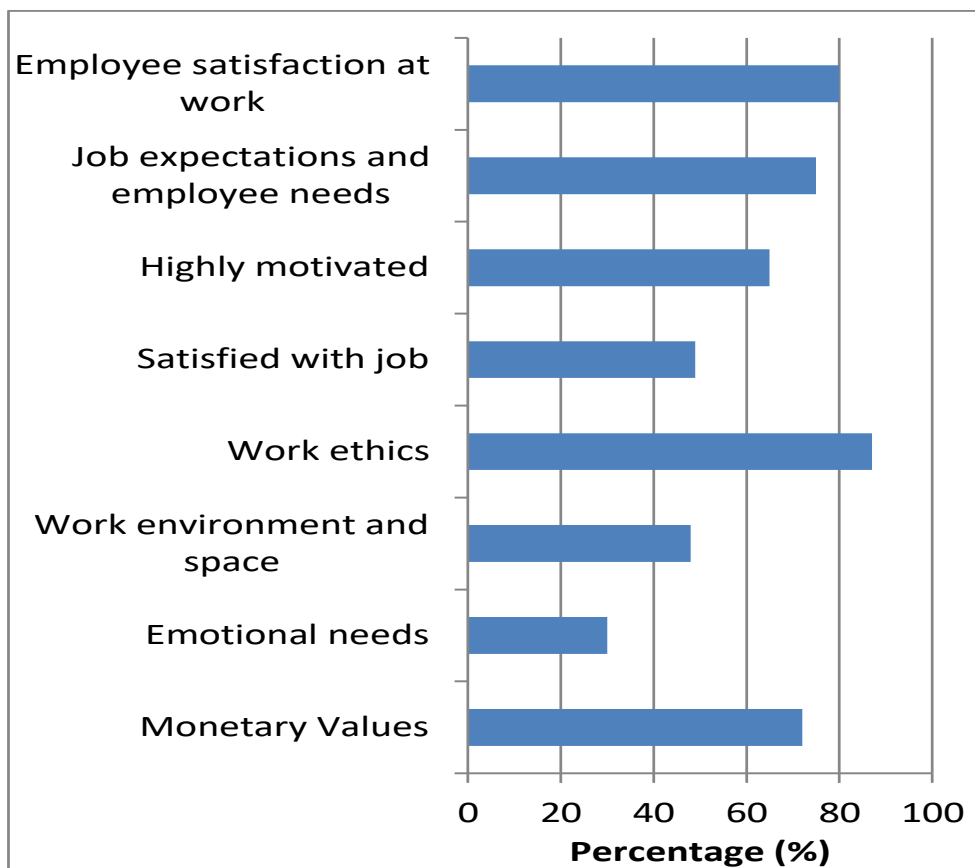


Fig. 13. The factors that affecting the job satisfaction

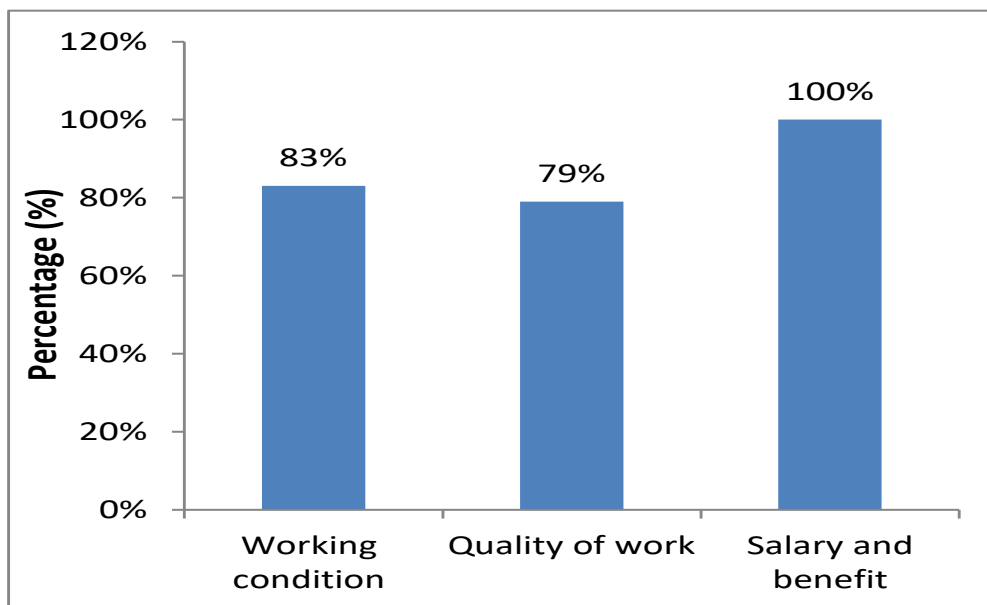


Fig. 14. The factors that affecting the job performance

CONCLUSION

Human resource management is very important for the companies to develop the performance and bring about efficiency and effectiveness. The impact of

job satisfaction was studied on the performance of the employees and the factors influencing or affecting it. The results confirmed the positive relationship between job satisfaction and employees' performance. The main factors were salary, benefits, working conditions, work space and place, etc. The most important one was the salary and benefits. The employees were quite content and pleased with their job and wanted to work in the present and the future as well.

REFERENCES

- Pushpakumari, M. D. (2008). The Impact of Job Satisfaction on Employee Performance: An empirical analysis. Retrieved from: <https://www.scribd.com/document/324922669/08-PUSHPAKUMARI>
- Nguyen, A., Taylor, J., & Bradley S. (2003). Relative Pay and Job Satisfaction. Some New Evidence, MPRA Paper No 1382. Dawson P (1987). Computer Technology and the Job of the First-line Supervisor New Technology. *Work Empl.*, 2(1), 47-5
- Tessema, M., & Soeters, J. (2006). Challenges and prospects of HRM in developing countries. Testing the HRM-performance link in Eritrean civil service. *Int. J. Hum. Res. Manage.*, 17(1): 86-105
- Carlan, P. (2007), The search for job satisfaction. A survey of Alabama policing. *Am. J. Criminal Justice*, 32 (1-2): 74-86
- Lambert, E. G., Hogan, N. L., & Barton, S. M. (2001). The impact of job satisfaction on turnover intent: a test of structural measurement model using a national sample of workers. *Soc. Sci. J.*, 38: 233-51
- Brown D., & McIntosh S. (2003). Job satisfaction in the lower wage service sector. *Appl. Econ.*, 35: 1241-1254
- Aleem, M., Khan, A.H., Nawaz, M. M., & Hamed, W. (2011). Impact of job satisfaction on employee performance: An empirical study of autonomous Medical Institutions of Pakistan. *African Journal of Business Management* Vol. 6 (7), pp. 2697-2705. Retrieved from: http://www.academicjournals.org/article/article1380787049_Khan%20et%20al.pdf