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Impact on employee satisfaction level towards performance of the job

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Abstract

With a focus on discipline, recognition, autonomy, and communication in the workplace, the study explores the relationship between employee satisfaction and job performance. The results indicate that a motivated and disciplined workforce supported by structured appraisal systems and feedback mechanisms considerably increases organizational productivity, employee satisfaction is a critical component, as 60% of respondents say they are satisfied with work breaks and 50% report receiving feedback occasionally autonomy in completing tasks and good communication with supervisors were found to improve job performance; and the study emphasizes the need for tailored motivational strategies, fostering a collaborative work culture to drive organizational growth and innovation.

Keywords: Job performance, employee happiness, and workplace discipline

Introduction

Performance is the actual output that is offered to the organization within a specific time frame after being assigned specific roles and duties. Evaluation of an employee's performance over a certain time period is called a performance appraisal. Performance measurement and Performance Indicators (PIs) are now hot subjects in management literature. Nevertheless, the implications of the links that frequently exist between the many performance indicators for creating efficient, reliable performance for businesses as a whole are rarely considered. Workplace discipline is defined as an attitude of respect, adherence to applicable written and unwritten regulations, and the ability to carry them out without avoiding consequences if they conflict with the responsibilities and authority assigned to him. Good work discipline is the degree to which an individual feels accountable for the responsibilities that are given to him. A discipline that does not stem from human conscience will be feeble and short-lived. The purpose of enforcing work discipline among employees is to motivate them to adhere to the rules and regulations that are in place within the organization in order to prevent workplace abuses. The outcomes of human consciousness will fundamentally be the source of good discipline. A person's level of discipline shows how much he or she takes responsibility for the tasks that are given to him; this promotes work enthusiasm, morale, and the achievement of organizational objectives. Employee discipline demonstrates the organization's ability to sustain itself.

Review of literature

Hilmi MF, Ahli M and Abudaqa A, (2024) ^[4]. Experiential marketing's mediating effect and employee service quality's moderating effect in the UAE entrepreneurial sector. a favorable relationship between job performance and employee satisfaction, stressing the value of praising and rewarding staff members' contributions Acknowledged online recruitment techniques from important research and explain how their advantages can affect hiring performance. According to the study's conclusions, information technology is becoming more and more important for hiring procedures.

Mohamoud YA and AOS Bolatito (2024) ^[22]. This study examines the relationship between employee performance and reward management in Somalia. How hiring and selection practices affect staff performance in Kenyan research institutes. A sample size of was used to gather the data, and SPSS was used for analysis. 256 employees was used in the study, which used a stratified sampling technique. The questionnaire approach.

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The findings indicated an extremely substantial correlation between recruiting and selection and employee performance.

Wahyunanti T, Ridwan MS & Ardiana IDKR, (2023) ^[23]. Employee commitment, job stress, and personal traits' effects on job satisfaction and performance. The study advised research institutes to fill open posts by closely following job specifications. Systems, procedures, activities, norms, rules, accepted or anticipated habits, or just ways of doing things can all be considered forms of practices. A human resource practice is what creates the foundation for the culture of business management; it makes employees aware of the need of achieving company objectives in the most efficient and moral way possible.

Fitridiani M, Hartika A and Asbari M (2023) ^[24]. The impact of job satisfaction and loyalty on worker performance examined Ghanaian public sector hiring and selection procedures. Regression and correlation analysis were used to examine the data that was gathered via a self-administered questionnaire. The findings indicated that the public sector, selection decisions, and the construct of recruiting and selection processes were highly correlated. declared that hiring excellent talent can be greatly aided by HRM strategies. In particular, recruitment and selection have been identified as key HRM practices that will impact employee performance levels inside the company. The impact on the level of employee performance inside the company was ascertained by this investigation.

Andreas (2022) ^[25]. The Effect of Job Satisfaction and Motivation studied the various effects of labor relations, hiring, and employee retention on worker performance. T-statistics and partial least square analysis were used to examine data gathered from 712 individuals. As per the study, a well-designed recruitment program can positively impact employee dedication, productivity, and, consequently, labor quality, including performance. According to this study, hiring, retention, and labor relations all have a significant impact on worker performance.

Setyo Riyanto, Novita Herlisha, and Endri Endri (2021) ^[26]. Using a descriptive survey research design, the effect of job satisfaction and work motivation on employee performance assessed how hiring and selection practices affected worker performance in the actual industry. Data from 150 employees were gathered, and a one sample T-test was used for analysis. According to the study's findings, an organization's strength and weakness are determined by the quality of its workforce. An company can improve performance by hiring qualified and appropriate workers through an honest recruitment process. The internal employee endorsement of the recruiting firm throughout the recruitment/selection process permits the organization to hire dedicated and effective workers, according to this study

Objectives

The majority of staff members are aware of the company's policies and procedures. They keep in close contact with their supervisors and collaborate effectively with their peers. Still, the vast majority of employees do not participate in projects that benefit the company or in resolving issues within the company. Because every employee is different, it was suggested that management figure out a strategy to inspire them all. The employees should participate in the decision-making process with the management. This shortcoming could potentially hinder the organization's

ability to develop and innovate. Management must use a multipronged strategy to tackle this issue. To start, it's important to understand that every employee is different and can need different kinds of encouragement. Significantly raising motivation levels can be achieved by putting in place a system of rewards and recognition for proactive participation, offering chances for independence and decision-making, and funding professional growth. Additionally, encouraging a diverse decision-making process through employee input and criticism fosters a feeling of belonging and responsibility. Management may successfully encourage staff members to work on projects and solve problems by putting these customized tactics into practice. This will propel the company's success and promote an innovative and continuous improvement culture.

Research methodology

Analytical tools

Statistical instrument for data analysis and study. The planning, designing, data collection, analysis, meaningful interpretation, and reporting of research findings are all statistical methods used in study execution.

Percentage analysis

The analysis and interpretation of primary data frequently use percentage analysis, one of the fundamental statistical procedures. The percentage of respondents who answered a certain question out of the entire population chosen for the study is what it deals with. % is equal to (number of responders ÷ total number of respondents) * 100.

Sources of data

The process of preparing and gathering data is referred to as data collection. Primary Data: 120 respondents completed a questionnaire. Online journals and websites are examples of secondary data. Published reports and literature reviews of published articles

Structure of questionnaire

The questionnaire has an easy-to-understand format. There is no delay or uncertainty in the employees' responses to the questionnaire. Based on broad inquiries about the primary subject, I have predetermined the questionnaire's question set and answer choices.

Data analysis and interpretation

Percentage Analysis

Table 1: Gender of the respondents

Gender	No of Respondents	Percentage
Male	92	76.7
Female	28	23.3
Total	120	100

Source: Primary data.

Interpretation

Approximately 76.70% of respondents were male, and 23.30% were female, according to the preceding table. Conclusion The majority of responders (76.7%) are men.

Interpretation

The age distribution of the respondents is inferred from the table above. The age range of 20-25 accounts for 60.8% of the responses, while the age group of 25-30 accounts for

15.8%. Conclusion: Most of the respondents (60.8%) are in the 20-25 age range.

Table 2: Age of the respondents

Age (in years)	No of respondents	% of respondents
20-25	73	60.8
25-30	19	15.8
30-35	16	13.3
Above 35	12	10
Total	120	100

Source: Primary data

Table 3: Monthly income

Income	No of respondents	% of respondents
Below 10000	41	34.2
10000-20000	37	30.8
20000-30000	23	19.2
Above 30000	19	15.8
Total	120	100

Source: Primary data.

Interpretation

It is possible to interpret the respondents' monthly income from the preceding table of the responders, 30.8% receive between 10,000 and 20,000, and 34.2% receive less than 10,000. The majority (34.2%) of the responders are receiving less than \$10,000.

Table 4: Working Experience

Work Experience	No of Respondents	% of Respondents
0-1 year	60	50
1-2 years	25	20.8
3-4 years	22	18.3
above 4 years	13	10.8
Total	120	100

Source: Primary data

Interpretation

It is possible to infer the respondents' employment experiences from the preceding data. Twenty-eight percent of respondents had worked for one to two years, while fifty percent had worked for zero to one year. Inference: The majority of respondents (50%) had zero to one year of work experience.

Table 5: Are they satisfied with regard to lunch breaks, rest breaks and leave provided?

Particular	No of respondents	% of respondents
Highly satisfied	8	6.7
Satisfied	72	60
Neutral	20	16.7
Dissatisfied	15	12.5
Highly dissatisfied	5	4.1
Total	120	100

Source: Primary data

Interpretation

The table above illustrates how satisfied employees are with their break scheduling. 16.7% of the staff are neutral, while 60% of them support it. Conclusion the majority (60%) of those surveyed concur that the timing of the breaks is satisfactory.

Interpretation

As can be seen from the above table, 27.5% of respondents

said they infrequently. According to 50% of respondents, occasionally. Many times, according to 22.5% of respondents. Always, no responder said. Conclusion: The majority of responders (50%) rarely receive feedback

Table 6: How often do you receive feedback on your job performance?

Particular	No of respondents	% of respondents
Rarely	33	27.5
Occasionally	60	50
Frequency	27	22.5
Always	-	-
Total	120	100

Source: Primary data

Table 7: Do you feel that you are given enough autonomy to perform your job effectively?

Particular	No of respondents	% of respondents
All of the time	58	48.3
Most of the time	35	29.2
Some of the time	25	20.8
None of the time	2	1.7
Total	120	100

Source: Primary data

Interpretation

Of those surveyed, 48.3% said they always have adequate autonomy to do their jobs well, and 29.2% said they can do their jobs well all the time. Conclusion The majority (48.9%) of respondents said they always had adequate autonomy to do their jobs well.

Table 8: How would you rate the quality of communication between you and your manager/supervisor?

Particulars	No of respondents	% of respondents
Excellent	27	22.5
Good	60	50
Fair	27	22.5
Poor	6	5
Very poor	-	0
Total	120	100

Source: primary data

Interpretation

In the table above, 22.5% of respondents select "Excellent." Good is said by 50% of respondents of those surveyed, 22.5% say "fair."

Conclusion

A research on employee performance found that our organization prioritizes fostering a positive work environment, supporting employee innovation, and providing chances for skill development. Performance, job happiness, and team spirit will all increase as a result. Companies also take the required actions to guarantee that their employees are performing at a high level since they are aware of the several aspects that affect employee performance. Employee skill shortages have proven to be a difficult problem for many firms. Organizations must be proactive in ensuring that workers possess the skills needed to fulfill the evolving demands of their positions in order to effectively address this issue. Employee skill sets must be evaluated, skill gaps must be found, and resources and training must be made available to help close those gaps.

Additionally, organizations must be well-aware of the abilities needed to do the jobs of the future and the jobs that are currently needed. In order to encourage staff members to gain new abilities and information, they should also cultivate a culture of ongoing learning and development. Access to mentorship programs, training courses, and other educational opportunities may fall under this category. Employers want to place a high priority on employee engagement and performance evaluations in order to guarantee that workers can adapt to the evolving demands of their positions.

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