



A study of Job Profile and Employee Attitudes: Job Satisfaction and Job Commitment

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Abstract-

Organizational policies and tactics have changed dramatically since the introduction of LPG policy in the 1990s, leading to increased competitiveness and technical advancement. Advancement in technology is a key component of this strategy; mergers, product quality, growth of existing companies and employee happiness are all included. In today's extremely competitive business world, a company's employees are its most valuable asset. High levels of staff dedication are required to accomplish this. But most businesses are having difficulty retaining employees, making it more important than before to choose people with the right skills and dedication. Because of this, it is important to identify the link between workers' real workplace conduct and their change in various behavioural components such as personality, perception and attitude. As a result, the goal of this research is to determine whether or not workers' work attitudes have an impact on their level of loyalty to the company.

Keywords: Organizational commitment, Job satisfaction, Public administration sector employees,

Introduction

Organizational behaviour research has uncovered crucial characteristics that either help or hurt workers' productivity. This remains true when concentrating on the quality of human resources, which is a crucial contributor to the success of a firm. Employee performance is preceded by elements like organizational commitment and job happiness, which have been extensively researched in management literature.

Another attempt was made in the Municipality of Shkoder to investigate the connection between “organizational commitment and work satisfaction among public sector personnel and their levels. Employees in local governments often have a strong feeling of purpose and ownership in their job. It's possible that rising demands from civic affairs work and the profession's influence on work/non-work relationships are affecting people's dedication to their careers. Keeping knowledge in the company is essential in a period of fast change, so that it



may stay productive and responsive to the requirements of its customers and stakeholders. According to the literature, people join organizations for a number of reasons, including an emotional commitment to the principles of the organization, an awareness of the costs associated with quitting the group, and a feeling of duty to the organization. Understanding how public sector personnel become pleased and dedicated to their job, and to what extent certain elements contribute to their level of dedication, is critical to enhancing their performance”. In the public sector, organizational commitment has also been quantified. Few studies, however, have examined the impact of various work aspects on employee commitment to organizations, notably in the public sector in Albania, to the best of the researchers' knowledge. As a result, the present research sought to find out how devoted and pleased these workers are with various aspects of their employment. There has been significant progress made in the corpus of knowledge on developing nation municipality employee commitment and work satisfaction in this context. For the company, achieving high levels of production and efficiency has always been a major emphasis. Job Performance is crucial to the success of any firm, and a happy employee is more likely to put in extra effort to do so. Job satisfaction is defined as "the pleasant emotional state" that results from the assessment of one's employment as aiding the attainment of one's job values, and the degree to which individuals enjoy (satisfaction) or detest (dissatisfaction) their jobs is also discussed. Affect, cognition, and action all play a role in its evaluation. Job satisfaction ratings differ in how much they evaluate emotions about the job or thoughts about the job, according to researchers (cognitive job satisfaction). Job Satisfaction theories and ideas about human motivation have a lot in common. Hierarchy of Needs Theory, Herzberg's Motivator-Hygiene Theory, Job Characteristic Model, and Dispositional Approach are among the most widely used theories in this field. There are eleven things that have been shown to impact job satisfaction in “prior studies. These are the names of them:

- (a) Working Conditions: Optimizing favorable workplace conditions to synthesize productivity and efforts that help employees accomplish tasks more efficiently and lead to Job Satisfaction.
- (b) Opportunity for Advancement: If the growth of the organization encompasses the growth of the employee’s career, there is a deep commitment and satisfaction related to job.
- (c) Workload and Stress Level: Creating heavy deadlines can erode the level of Job Satisfaction as employee feels de-motivated.
- (d) Respect from Co-workers: A hostile environment at work can be unpleasant, and can lead to reduce Job Satisfaction.



(e) Relationship with Supervisor: The higher is the level of facilitation by manager, more is the positive perception about Job Satisfaction.

(f) Financial Rewards: Pay parity and appropriate reward and compensation to top performers brings excitement and higher Job Satisfaction to the workplace.

(g) Culture : Overall Job Satisfaction correlates with how well employees get along with their direct supervisors.

(h) Interesting Work: Bringing about some autonomy and challenge in the work as per the employee is known to bring greater Job Satisfaction.

(i) Rewards: Any kind of reward motivates the employee leading to higher Job Satisfaction.

(j) Low Stress: Employees who feel pressurized to perform at work would not be able to enhance their creative abilities and lead to further dissatisfaction”.

A person's work performance is simply measured by how successfully they do their job. Performance is a key factor in determining an organization's long-term success or failure. individual-level variable, or that that is done by a single person. Because it is more specific, it is distinct from higher-level conceptions such as organizational or national performance. Job Performance may be attributed to a person's capacity to acquire technical and particular information in order to be able to traverse the company efficiently. Hard effort, paying attention to details, and planning and arranging their duties are all examples of conscientiousness. The ability to collaborate effectively with others in a team and across divisions requires interpersonal skills. An individual's capacity to adapt to changes in procedures, the market, and so forth may have a significant effect on an organization's ultimate objectives. In a market where competition is fierce, an organization's ability to thrive relies heavily on its workforce. Other advantages include enhanced efficiency and productivity as well as lower staff turnover and absenteeism if employee commitment is appropriately handled in the workplace. Workplace satisfaction leads to better performance and a greater sense of loyalty from employees, who in turn are more likely to remain loyal to their employer. The success of a business is directly impacted by employee job satisfaction, hence it is critical for employers to be aware of these influences.

Review of literature

(Markovits, Davis, and Dick 2005) studied “Organizational commitment profiles and job satisfaction among Greek private and public sector employees” discovered this and An strategy based on profiles has been supported in recent research on organizational commitment (OC). Published results are, however, restricted to North American samples. Organizational



commitment profiles and work satisfaction in Greece are examined in this article. For the first time, a comprehensive research of Greek firms has been conducted to establish a baseline of organizational commitment and work satisfaction. Employees from both the private (N = 1119) and public (N = 476) sectors in Greece were asked to participate in the study since the two sectors are often linked with diverse views about work. The differences between Greek and Anglo-American ideals provide a fresh problem for the profiles method. In the examination of organizational commitment, the profiles technique was shown to be useful. Affective organizational commitment was revealed to be the most important factor in determining both intrinsic and extrinsic work satisfaction levels. Research on the behavioral consequences of commitment is in agreement with the findings of this study.

(Das and Lalpur 2020) studied “A study on Employee Attitude at the workplace and its relationship with Organizational outcome with special reference to the Iron and steel industries” discovered this and Organizational policies and tactics have changed dramatically since the introduction of LPG policy in the 1990s, leading to increased competitiveness and technical advancement. Advancement in technology is a key component of this strategy; mergers, product quality, growth of existing companies and employee happiness are all included. In today's extremely competitive business world, a company's employees are its most valuable asset. High levels of staff dedication are required to accomplish this. But most businesses are having difficulty retaining employees, making it more important than before to choose people with the right skills and dedication. Because of this, it is important to identify the link between workers' real workplace conduct and their change in various behavioral components such as personality, perception and attitude. As a result, the goal of this research is to determine whether or not workers' work attitudes have an impact on their level of loyalty to the company.

(Saimir and Jonida 2013) studied “job satisfaction and organizational commitment” discovered this and It was the goal of this study to find out how satisfied public sector workers were with their jobs and how committed they thought they were to their employer. In addition, the research sought to find out how devoted these individuals are to their work and how pleased they are with various aspects of their work. The study used a survey-based descriptive research strategy. Public administration in Shkoder was the focus of the investigation. About 160 surveys were sent in August 2012 using a variety of methods, such as email, in person, and postal. More than a dozen follow-ups provided 56 surveys that were statistically valid. The study issues were addressed using descriptive and inferential statistical methods. There is a



strong correlation between employee happiness with their job and organizational commitment to the municipality, according to the results of the research. Organizational commitment and happiness with job, supervisors, pay, coworkers and advancement possibilities were high among the participants. Employees in Shkoder's public sector were the subject of the research. Job satisfaction and organizational commitment were assessed with the use of the Job Descriptive Index (JDI) and the Organizational Commitment Questionnaire.

(Perera, M. D. S. H. and Weerakkody 2016) studied “impact of job satisfaction on job performance of employees in it sector in delhi ncr” discovered that management places a high value on employee job satisfaction since it has a direct impact on the behavior of employees in a business. It also contributes “to the development of a favorable environment for others. The study's goal is to examine the relationship between job satisfaction and job performance among IT workers in Delhi and the National Capital Region. One hundred IT professionals were surveyed using a self-administered questionnaire derived from earlier research. When analyzing the data, correlation and regression analysis were used to show that job satisfaction is a strong predictor of job performance. One of the most important findings from this research is that people who are satisfied with their jobs are more likely to perform well at work. Participants in the research have to be based in the Delhi NCR region.

(Nath Gangai and Agrawal 2015) studied Job Satisfaction and Organizational Commitment: Is It important for Employee Performance discovered this and En Reality Solution Pvt. Ltd. employees in Lucknow, UP, India are the subjects for this research, which aims to evaluate the link between organizational commitment and work satisfaction. As a result, this research might make a significant addition to the current literature on management and organizational behavior. This investigation will focus on the following areas of inquiry: To examine the effect of work satisfaction on employee loyalty to the company.... (2) To examine the relationship between gender and work satisfaction and organizational commitment. Convenience sampling was used to acquire 50 data points, and the data were analyzed using a correlation matrix statistical program. The association between determinants of organizational commitment, including both gender, has been shown to be extremely significant, according to the findings. However, there is no significant association between work satisfaction and organizational commitment, and among the three characteristics, only continuation commitment and normative commitment have significant correlations with job satisfaction at 0.05 level. No association between organizational commitment components and work satisfaction has been found in the case of either gender (male or female).



(Pincus 1985) studied The Impact of Organizational Commitment on Job Satisfaction and Job Performance discovered this and The goal of the study was to examine the probable link between organizational commitment and work satisfaction and performance, and to apply the results to a wider range of businesses. A total of 133 questionnaires were collected from Multan-based commercial bank workers, each of whom was randomly chosen for the study. The findings were obtained by regression analysis. The findings show that there is a strong link between Organizational Commitment, Job Satisfaction, and Job performance. A favorable correlation between job happiness and job performance was shown to be a result of organizational commitment”.

Conclusion

The association between Job Satisfaction and Job Performance was discovered to have a substantial influence in the IT industry after learning about it. Managers and other professionals who are happy in their professions are more likely to put out extra effort. This is understandable, given the fact that job success is something that most employees have the chance to see or experience for themselves. All aspects of organizational commitment are obviously unrelated to work happiness, according to correlation matrix analysis. This suggests that individuals who are emotionally connected to their company are more likely to stay with it beyond the age at which they would be best off retiring. When it comes to a feeling of belonging, it seems to be a factor for certain workers. A similar conclusion was made in a research by, who discovered that work satisfaction is the most closely linked to commitment. Those that remain do so out of need rather than pleasure. In addition, the findings of this research may assist the company plan and implement ways to increase employee commitment to the organization, which has a direct impact on organizational performance, effectiveness, and productivity. It might be used as a tool and guide for future management decisions. To ensure the long-term viability of the company, it is essential to make workers feel obligated and more devoted to the organization and their work environment. So, new tactics must be devised and implemented from time to time based on the findings of this sort of research.

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