

TALENT MANAGEMENT: IMPORTANCE OF EMPLOYEE JOB SATISFACTION**D.B. Bagul**

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ABSTRACT

Employee satisfaction is the degree of happiness or contentment an employee feels for his/her job. When employees are cheerful and happy with the management and work culture, they put their best effort to make the organization successful. The key reasons for employee dis-satisfaction are: low compensation, absence of career growth, poor management, poor relation with co-workers and managers, absence of appreciation and recognition, and poor work-life balance. Employee satisfaction can lead to lower turnover, higher productivity, satisfied customers, lower absenteeism and higher revenues. All in all, talent management needs to focus on keeping the staff satisfied and motivated so that they perform their very best and the organization will grow fast.

Keywords: *employee satisfaction, productivity, work life balance, recognition, absenteeism*

Introduction

Employee satisfaction is the degree of happiness or contentment an employee feels for his/her job. Employee satisfaction is a fundamental part of any business or organization. When employees are cheerful and happy with the management and work culture, they put their best effort to make the organization successful. In the event that the employees in an organization are troubled and not content, it straightforwardly impacts the bottom line. At the point when employees' requirements are met, they foster a positive viewpoint towards the organization and its goals. When employees are disappointed and discontent with their jobs, they lose their motivation and will in general underperform (vantagecircle.com, 2021).

Key explanations behind employee dissatisfaction:

1. Low compensation
2. Absence of Career growth
3. Poor Management
4. Poor Relation with Co-workers and Managers
5. Absence of Appreciation and Recognition
6. Poor Work-Life Balance

Literature Review

There is ample research on the topic of employee job satisfaction. Below are a few abstracts from the recent literature.

Inegbedion et al. (2020), have posited that, the study investigated the perception of workload balance and employee job satisfaction in work

organizations. It tried to discover the degree to which employee perception of workload balance impacts job satisfaction. 764 randomly selected employees from 8 multinational organizations and two private colleges in Nigeria participated in the study. Structural equation modeling was utilized. Results show that comparison of workload with those of partners and employees' job union with their skills altogether impact their perception of workload balance and job satisfaction, association's staff strength impacts perception of workload balance and employees' perception of workload balance fundamentally impacts job satisfaction.

Cherif (2020), has argued that, the reason for this study was to explore the job of human resource management and employee job satisfaction in anticipating organizational commitment in the Saudi Arabian banking sector. With this end goal of this study, quantitative survey research was employed. The independent factors are human resource management and employee job satisfaction, while the dependent variable is organizational commitment. Human resource management correlated positively with employee job satisfaction and organizational commitment. Then again, employee job satisfaction was observed to be positively correlated with organizational commitment. The two independent factors made critical individual commitments to the forecast of organizational commitment.

Haralayya (2021), has opined that, the theme selected for the study is "Employee Job

Satisfaction" in Big Bazaar. The perusing was conceded to find the intensity of the employees' job satisfaction level in the organization. The need of the study was to realize employee job satisfaction and employee coordination in the organization. The extent of the study was that the satisfaction of employees helps in the development of the organization and helps employees to create new and extraordinary thoughts which help to expand employee productivity. The undertaking entitled a study on Employee Job Satisfaction in Big Bazaar is fundamentally completed to perceive the job satisfaction of the workers.

According to Zardasht et al. (2020), employee performance is a critical factor in the organizations for productivity. Also, profoundly performing employees advance the quality of customer relationships. In view of its positive effect on the internal and external achievement of the organization, scholars and practitioners are researching its antecedents and consequences progressively in the recent times. Subsequently, the current paper affects employee job satisfaction in the Kurdistan Region of Iraq. The outcomes have uncovered that rewarding and motivation was the most important pointers of employees' job satisfaction. Besides, empowerment was a significant subject for the employees which makes them happy with their jobs. In conclusion, communication and motivation were the critical pointers which influenced the job satisfaction of employees.

According to Almohtaseb et al. (2021), the recent study expects to analyze the effect of transformational leadership on government employees' job satisfaction in Jordan. The researchers selected a sample of $n=52$ Human Resource employees from public sector organizations by utilizing a convenient sampling method. Structural equation modeling likewise assisted with approving the proposed relationship between study variables. Discoveries uncovered a solid positive relationship between transformational leadership and job satisfaction among HR employees. As found, regardless of Covid-19, transformational leaders helped employees work viably and increment employee's job satisfaction and organizational commitment. The consequences of the current examination

consider transformational leadership as an exceptionally fit means for managing organizational crisis and management.

Moreover, Badrianto and Ekhsan (2020), Barasa and Kariuki (2020) and Miao et al. (2020), have dealt with various aspects of employee job satisfaction.

Importance of employee job satisfaction

1) Lower Turnover:

Turnover can be probably the greatest expense attributed to the HR division. Retaining workers help to establish a superior climate, and makes it simpler to hire quality talent and save money. An individual is more liable to be effectively looking for another job in the event that they have low satisfaction; while, an individual who is happy with their job is less inclined to be job seeking.

2) Higher Productivity:

Regardless of job title and pay grade, employees who report high job satisfaction will in general accomplish higher productivity. At the point when somebody is content with their job, they concentrate well and they pay thoughtfulness regarding their tasks. They appear to be responsible and accountable for accomplishing the organizational objective that fulfills them. At the point when one individual from a group shows high productivity, it is normal for other individuals from the group to attempt to build productivity at the desired level.

3) Increased Customer Satisfaction:

Keeping employees safe and satisfied can prompt higher sales, lower costs and a more improved bottom line. Profit can be acquired by selling, the products or offering services to the customers. Assuming the employees are satisfied with their job, they can give better customer service and we realize that customer retention and loyalty are dependent on the given service by the employees.

4) Employee Absenteeism:

All things considered, a satisfied worker might miss work because of illness or personal matters, while an unsatisfied worker is more prone to take "mental health" days, for example days off not because of illness or personal reasons. At the point when individuals are satisfied with their job they might probably go

to work regardless of whether they have a cold; nonetheless, in case they are not satisfied with their job, they will probably call in sick in any event, when they are well enough, to work.

5) Helps to Earn Higher Revenues:

No measure of training or motivation would help, except if and until individuals foster a feeling of attachment and loyalty towards their organization. Satisfied employees are cheerful employees who willingly help their fellow workers and help out the organization in any event, during crises. For them, their organization comes first, everything else later. They don't go to the office only for money but since they feel for the organization and have confidence in its objectives and goals. They invest wholeheartedly in representing their organizations and work hard to guarantee higher revenues for the organization (iEduNote, 2021).

Conclusion

Employee satisfaction is the degree of happiness or contentment an employee feels

for his/her job. When employees are cheerful and happy with the management and work culture, they put their best effort to make the organization successful. The key reasons for employee dis-satisfaction are: low compensation, absence of career growth, poor management, poor relation with co-workers and managers, absence of appreciation and recognition, and poor work-life balance.

Employee job satisfaction is important for the following reasons – first, satisfied employee means lower labor turnover which saves money and time; second, satisfied workforce means higher productivity; third, satisfied employees translate into better customer service and satisfied and loyal customers; fourth, satisfied employee are less likely to take sick leaves; lastly, satisfied workers work hard which ensures higher revenues for the firm. All in all, talent management needs to focus on keeping the staff satisfied and motivated so that they perform their very best and the organization will grow fast.

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