

IMPACT OF WORK ENVIRONMENT ON EMPLOYEE SATISFACTION

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ABSTRACT

In this paper we discuss the impact of work environment affect any employee in many factors, like pollutants, physical like lighting, noise, temperature, outdoor views and activities, biological like infectious agents, psychological like effort-reward balance, cohesiveness, support and leadership styles component should meet minimal standards, and may improve with striving towards the optimum. The research design undertaken for the study is descriptive research. Descriptive research is to determine the work environment in the organization. Survey method is used for the study. The researcher used census sampling method for the study. The population size is 156. Data was collected through a self-administered survey questionnaire. Primary data for this project was collected through questionnaire. Secondary data like theory about the topic Work Environment was collected through websites, articles, journals and books. Weighted Average methods, Chi-square, Mann-Whitney U Test, and Karl-Pearson Correlation are some of the tools which is used for this study. The suggestion given for the organization are to relieve from stress the organization can provide few more provision like Yoga, meditation, recreation facility to the employees. the Superior maintain a cordial relationship with their subordinates. The work manuals should be placed near the machinery and it makes the employee to access easily and thereby improves their efficiency towards their work.

INTRODUCTION

Work Environment plays a very important role in business and organizational communication. Most of the problems faced by the employees are related to working environment. A properly designed work environment supports positive communication and therefore relationship among a company's constituencies and contributes to a satisfied work force and customers. Work environment will ultimately affect the bottom line of the company through its impact on the constituencies. The working environment consists of two broader dimensions such as work and context. Work includes all the different characteristics of the tasks like activities training, control on one's own job related activities, a sense of achievement from work, variety in tasks and the intrinsic value for a task. Many research papers have focused on the intrinsic aspect of the job satisfaction. Results have shown that there is a positive link between work environment and intrinsic aspect of the job satisfaction. Further they described the second dimension of job satisfaction known as context comprises of the physical

working conditions and the social working conditions (Sousa-Poza & Sousa-Poza, 2000; Gazioglu & Tanselb, 2006; Skalli, Theodossiou, & Vasileiou, 2008).

Work has an economic aspects as well as mechanical aspects and it has also psychological aspect. Effective work environment encourage the happier employee with their job that ultimately influence the growth of an organization as well as growth of an economic.

1. REVIEW OF LITERATURE

Christabella P. Bushiri found out that Organization must step outside their traditional roles and comfort zones to look at new ways of working. They have to create a work environment where people enjoy what they do, feel like they have a purpose, have pride in what they do, and can reach their potential. The study aimed to assess the impact of working environment on employees performance. The study also revealed that employees will improve their performance if the problems identified during the research are tackled by the management.

Shruti Sehgal in her study on relationship between work Environment and productivity discussed the quality of the

employees workplace environment that most impacts on the level of employees performance. The main objective of this paper is to find out the relationship between office design and productivity. Since people are the most important resource and greatest expense of any organization, the long-term cost benefits of a properly designed, user-friendly work environment should be factored into any initial cost consideration.

Dr. Serhan, A. Al-Shammari provided an indication of current situation and deviations occurring in the work environment and its impact on employee's achievement. The explanatory hints on borderline issues such as measurement of positive and negative changes in work environment employee satisfaction continuously influencing employee productivity.

Asingale Oswald found out that the problems of inadequate working environment coupled with low performance of health workers in the health sector in low and middle-income countries like Tanzania, is receiving increased global attention. Some of the reviewed studies done in the country have looked at health worker performance and working environment factors with limited information on the role of working environment and performance of health

workers especially focusing on how working environment affect the availability, competency, productivity and responsiveness combined as they affect elements of performance of health workers in reproductive and child healthcare.

Abdul Raziq, Raheela Maulabakhsh found out that organizations are facing several challenges due to the dynamic nature of the environment. One of the many challenges for a business is to satisfy its employees in order to cope up with the ever changing and evolving environment and to achieve success and remain in competition. In order to increase efficiency, effectiveness, productivity and job commitment of employees, the business must satisfy the needs of its employees by providing good working condition.

2. OBJECTIVES OF THE STUDY

- To study the work environment
- To find out the organizational factors that influence work environment.
- To identify the satisfaction level of employees towards the working condition
- To analyze the stress among the employees.
- To suggest suitable measures to improve the work environment.

4. RESEARCH METHODOLOGY

The research design undertaken for the study is descriptive research. Descriptive research is to determine the work environment in the organization. Survey method is used for the study. The researcher used census sampling method for the study. The population size is 156. Primary data for this project was collected through questionnaire. Secondary data like theory about the topic Work Environment was collected through websites, articles, journals and

books. Weighted Average methods, Chi-square, Mann-Whitney U Test, and Karl-Pearson Correlation are some of the tools which is used for this study.

5. ANALYSIS

5.1. Weighted Average for Organizational factors

Table Showing the Weighted Average for Organizational factors

Organizational Factors	SA	A	N	DA	SDA	Total	Wg. Avg
Job security	160	292	135	12	0	599	3.84
Flexibility in the job	145	280	144	18	0	587	3.76
Adequate information regarding compensation and benefit	155	256	153	20	0	584	3.74
Training on machines	200	232	153	14	0	599	3.83
Training on technology change	215	252	135	10	0	612	3.92
Grievance handling procedure	150	284	144	12	1	591	3.79
Developing new skill and knowledge	175	292	129	10	0	606	3.85

5.2 Table showing the relationship between satisfaction level of lighting and healthy environment

	Value	df	Asymp.sig (2-sided)
Pearson Chi-square	4.762	6	0.575
Likelihood Ratio	4.844	6	0.564
Linear by Linear Association	1.607	1	0.205
N of Valid Cases	156		

5.3 Relationship between satisfaction level of employees work and healthy environment

H₁: There is a significant relationship between satisfaction level of spittoons and healthy environment

H₀: There is no significant relationship between satisfaction level of spittoons and healthy environment

Table showing the relationship between satisfaction level of spittoons and healthy environment

	Value	Df	Asymp.sig (2-sided)
Pearson Chi-square	7.048	12	0.854
Likelihood Ratio	6.830	12	0.869
Linear by Linear Association	1.250	1	0.264
N of Valid Cases	156		

5.4. Mann Whitney U Test

H₀: There is a significant difference in gender and stress in the job

H₁: There is no significant difference in gender and stress in the job

Table showing the difference in gender and stress in the job

	Stress in the job
Mann-Whitney U Test	2320.500
Wilcoxon W	3973.500
Z	-2.072
Asymp.sig (2-tailed)	0.038

5.5 Karl-Pearson correlation:

H₀: There is no significant relationship between gender and cordial relationship with superiors

H₁: There is a significant relationship between gender and cordial relationship with superiors

Table showing the relationship between genders and maintaining a cordial relationship with superiors

		Maintaining a cordial relationship	Gender
Maintaining a cordial Relationship	Pearson correlation	1	0.105
	Sig (2-tailed)		0.191
	N	156	156

Gender	Pearson correlation	0.105	1
	Sig (2-tailed)	0.191	
	N	156	156

6. FINDINGS

- 35.9% of the respondents feeling their work nature as Routine, 23.1% of the respondents feeling as Boring, 18.6% of the respondents feeling as Interesting and 10.9% of the respondents feeling as monotonous.
- 39.7% of the respondents having job rotation sometimes, 33.3% of the respondents having job rotation often and 0.6% of the respondents never had the job rotation.
- 46.8% of the respondents agree that there exists job security in the organization, 28.8% of the respondents stated neutrally have job security in the organization and 3.8% of the respondents disagree that there exists job security of the organization.
- 44.9% of the respondents agree that their job is flexible, 30.8% of the respondents stated neutral that their job is flexible and, 5.8% of the respondents disagree that their job is flexible.
- 41% of the respondents agree that the organization provides information regarding compensation and benefit, 32.7% of the respondents stated neutral for providing information regarding compensation and benefit and 6.4% of the respondents disagree for providing information regarding compensation and benefits.
- 37.2% of the respondents agree that the organization provides training on machines, 32.7% of the respondents stated neutral in providing adequate training on machines and 4.5% of the respondents disagree that the organization provides training on machines.

- 40.4% of the respondents agree that the organization provides training on technology change, 28.8% of the respondents stated neutral for providing training on technology change and 3.2% of the respondents disagree for the training provided due to technology change.
- 46.8% of the respondents agree for grievance handling is there in the organization, , 27.6% of the respondents stated neutral for grievance handling is there in the organization 3.2% of the respondents disagree for grievance handling is there in the organization.
- 45.5% of the respondents agree that the organization develop new skill and knowledge, 30.8% of the respondents stated neutral that the organization develop new skill and knowledge and 0.6% of the respondents disagree that the organization develop new skill and knowledge.
- 50.6% of the respondents agree about the awareness of the operating procedure, 17.9% of the respondents stated neutral about the awareness of the operating procedure and 0.6% of the respondents disagree about the awareness of the operating procedure.
- 73.7% of the respondents stated neutral with their working hours in the organization, 19.2% of the respondents comfortable with their working hour in the organization, 7.1% of the respondents not comfortable with their working hour in the organization.
- 61.5% of the respondents satisfied with their working shift, 17.9% of the respondents stated neutral with their working shift and 0.6% of the respondents highly dissatisfied with their working shift.
- 63.5% of the respondents agree with the adequate resources provided in the organization, 19.9% of the respondents strongly agree with the adequate resources provided in the organization and 1.9% of the respondents disagree with the adequate resources provided in the organization.
- 55.8% of the respondents have heavy workload assigned by the organization, 32.7% of the respondents stated normal workload

assigned by the organization and 0.6% of the respondents have very low workload assigned by the organization.

- 48% of the respondents have stress due to change in shift, 28.8% of the respondents have stress in assigning heavy workload and 3.2% of the respondents have stress due to some of the other reasons. 33.3% of the respondents stated as holiday to relieve from stress, 29.5% of the respondents stated as counseling to relieve from stress and 9% of the respondents stated as tour to relieve from stress.
- 42.3% of the respondents stated their superior as a motivator and 25% of the respondents stated their superior as a good leader.
- 50.6% of the respondents stated that when doing a mistake their superior would help to rectify their mistakes and 36.5% of the respondents stated when doing a mistake their superior would treat harshly.
- 44.9% of the respondent agrees that they maintain a regular communication with their superior, 29.5% of the respondent stated

neutral in maintain a regular communication with their superior and 3.2% of the respondent disagree that they maintain a regular communication with their superior.

- 48.1% of the respondent stated that their superior would consider their feedback sometimes and 6.4% of the respondent stated that their superior would never their feedback.
- 100% of the respondents stated that their organization recognize the employees effort.
- The employee were highly satisfied with the first aid facility, satisfied with the gloves and coat and stated neutral for shoes and helmet
- There is no significant relationship between satisfaction level of lighting and healthy environment noise and healthy environment.
- There is no significant relationship between satisfaction level of food and healthy environment
- There is no significant relationship between gender and workload assigned.
- From Mann-Whitney U Test it is found out that there is no significant

difference in gender and stress in the job.

- Karl-Pearson Correlation states that there is no significant relationship between gender and maintaining a cordial relationship with superiors

7. SUGGESTIONS

- ❖ The organization can also start up a canteen facility for the employees; through this the employees can make use when it is needed.
- ❖ The employees were not fully satisfied in their intra-mural like lighting, noise, temperature and humidity, ventilation, layout, spittoons, urinals, restroom and food. So the organization should concentrate more by providing clean urinals, restroom and spittoons, hygienic food and appropriate temperature and humidity, lighting, ventilation, layout and also should have control in noise.
- ❖ To relieve from stress the organization can provide few more provision like Yoga, meditation, recreation facility to the employees.

- ❖ The superior should maintain a cordial relationship with their subordinates.
- ❖ The work manuals should be placed near the machinery and it makes the employee to access easily and thereby improves their efficiency towards their work.

8. CONCLUSION

Work environment plays an important role in the life of people who are engaged in productivity pursuits. This organization motivated their employees in developing new skills and knowledge. It also provides training regarding the machines and technology change. The organization collects the feedback and opinion from the employees. The organization recognizes the effort of the employees and the organizational process is working effectively. The organization provides excellent safety measures to the employees and the machineries were imported to reduce the industrial accidents. The equipment's were well structured for the sake of the employees. The organization should concentrate few areas like canteen, intra-mural facilities, stress relieving measures and maintain better

relationship. This will motivate the employees to produce more. Negative feedback from the organization decreased self-esteem, and reduced salary may follow and add on the stress level of depressed workers. If these impacts persist or get worse, more serious mental health outcomes, such as chronic disability and suicide attempt, as well as vocational consequences including repeated job loss can happen.

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