

Effect of External Factors on Staff Job Satisfaction at Organization

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Abstract

The purpose of present literature review is to identify the essential role of external factors such as salary, work (itself), promotion, supervision, and co-worker on job satisfaction amongst staff at organizations. The results of this study demonstrate these external factors have a vital role on job satisfaction at organization because these factors can improve attitude and believe of staff toward their job. This study likewise focused on job satisfaction as a developer for the amount of performance and efficiency of staff at organization. Furthermore, lack of attention to this main organizational factor that impacted by external factors decreases staff efficiency and performance at organization. Consequently, the present paper supports staff's needs based on external factors to achieve job satisfaction at organization.

Key words: External factors, Job satisfaction, Staff, Organization

There are various factors that have great contribution on organization outcomes and improve staff performance at workplace. One of the critical factors that proposed in Herzberg Motivation-hygiene Theory is job satisfaction (Herzberg, 1964). This organizational factor defined in different types in various work environments and explained as basic factor at organization. In reality, this factor has great impact on health of organization, and guarantee well-being of staff at work. In fact, presence of job satisfaction should be supported by organization. The organization has principle role in appearing job satisfaction amongst staff; also, protects this organizational factor in accurate way (Dawal & Taha, 2006).

These factors included salary, work (itself), co-worker, promotion, and supervision which have considerable contribution on level of job satisfaction among staff at organization. There are lots of aspects toward effect of these kinds of factors (external factors) on job satisfaction at workplaces and each of these views emphasized on the effective role of external factors on the level of job satisfaction. In general, these external and imperative factors play great role on organizational environment (Parvin & Kabir, 2011). In continue, job satisfaction and external factors explain comprehensively and mention their relationship among various types of staff and workplaces.

Conceptual Framework

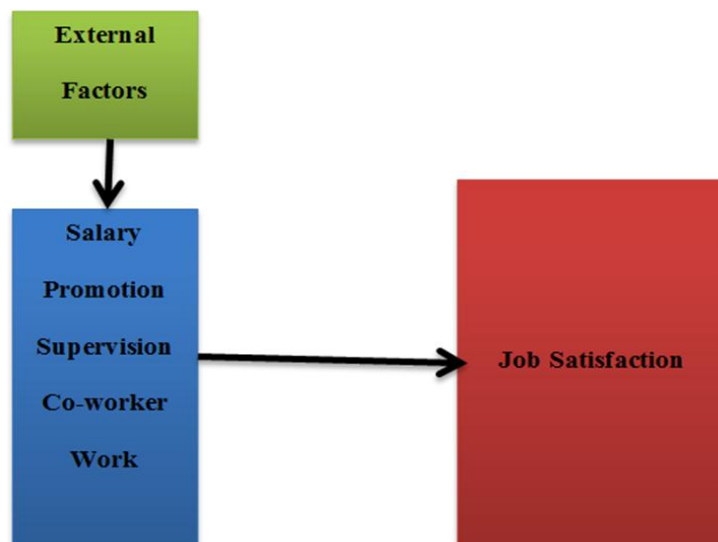


Figure1. *Conceptual Framework of the Study*

Job Satisfaction amongst Staff

Job satisfaction as a positive factor provides an acceptable condition for effectiveness and avoid to appearing some difficulties and failure feeling among staff at organization. In fact, this positive organizational factor offers suitable motivation for start and continues effective activities at workplace. As well, job satisfaction is one of the effective factors among staff that modifies their views toward the job and any items that depend on it. In other words, job satisfaction has a vital role in consequences of organization (Wan Ahmad & Abdurahman, 2015). Moreover, the main interesting point in job satisfaction is positive feeling and attitude toward job and work environment amongst staff (Santhapparaj & Alam, 2005). As point of fact, job satisfaction is a main organizational factor that has a crucial role at work (Ahsan, Abdullah, Gun Fie, & Alam, 2009). Moreover, focusing on job satisfaction assumed as one of the key projects in all organizations. In this regard, preparing suitable situation without any difficulties is imperative; also, impacts on staff's physical and mental health (Voon, Lo, Ngui, & Ayob, 2011).

Regarding the vital role of job satisfaction, the current study focused on impact of external factors on job satisfaction among staff at organization. Generally, positive effects of these factors create high level of job satisfaction, better performance, and a low level of inadequate organizational behavior and reaction. Lack of attention to value of these effective factors lead to negative results on organization; likewise, reduces the amount of staff proficiency (Čiarnienė, Kumpikaitė, & Vienažindienė, 2010). In this regard, Wadhwa, Verghese, and Wadhwa (2011) referred to the important role of various factors on job satisfaction and explained that these factors have a unique role in changing the level of job satisfaction amongst staff at the work.

Role of External Factors on Job Satisfaction

Salary, promotion, supervision, work, and co-worker assumed as main external factors that can change the level of job satisfaction among staff (Thompson & Phua, 2012). Lack of attention to job satisfaction emerged several difficulties in every organization; therefore, it is very important to recognizing impressive factors on job satisfaction and improve its levels (Noordin & Jusoff, 2009). Based on Tella, Ayeni and Popoola (2007) staff obtain new proficiency on the job by their work experience. If these new abilities are rewarded by organization they become satisfy about their job, otherwise they lose their motivation and appear some abnormalities such as low level of job satisfaction. Typically, these rewards

assumed as external factors and supported by organization (Khera & Gulati, 2012). Regards to Strydom (2011) job satisfaction is an instrumental feeling that improves organization. In fact full, job satisfaction appears a form of successful and positive attitudes among staff that created by various factors. Organization as big social system should support human resources and consider to their noticeable presence for achieve the organization's targets. In a study by Hayes, Bonner and Pryor (2010) explained that job satisfaction depends on various external factors in which they can increase or decrease the levels of job satisfaction among staff at workplace. These external factors have brilliant role in the amount of job satisfaction and each of them has separate effect on this inner feeling (Maharjan, 2012).

Salary

Salary is one of the external effective factor in job satisfaction that plays key role in presence of job satisfaction among staff (Ayodele & Olorunsola, 2012). Based on Worrell (2004), salary is a basic factor in the study of job satisfaction and there are close relationship between salary and job satisfaction at workplace. Low level of salary leads to low level of job satisfaction at work environment. In fact, salary is not a predictor of job satisfaction but it can be appropriate motivator among staff. In 2005, Luddy studied on 203 staff in South Africa. The researcher reported salary is one of the external factors that increases the amount of job satisfaction and motivates employees toward their job. Similarly, Ahmed et al. (2010) emphasized that salary leads to high level of job satisfaction and influences on staff attitudes toward job. In a study by Maharjan (2012) that examined on 112 academic staff of university in Kathmandu Valley, the researcher pointed out salary has necessary role at workplace and changes condition of work for staff. In reality, this external factor assumed as powerful motivator that improves working activities and responsibilities among staff and there is positive relationship between salary and job satisfaction among academic staff at university.

Promotion

Job satisfaction generates by different external motivators such as promotion. The main point about promotion is social support that attentions to staff with different characteristics and emotions (Jessen, 2010). Truthfully, promotion is one of the important factors in job satisfaction that has great contribution in the amount of job satisfaction. Indeed, this external factor influences on staff performance and leads to high levels of university's outcomes. Furthermore, promotion has key role in high levels of responsibilities and activities among staff (Ayan & Kocacik, 2010). On the other word, promotion is right legal of staff in

which can be effective in job satisfaction. As far as relation between promotion and job satisfaction, Wu (2004) described promotion assumed as an essential factors in creating of job satisfaction at workplace. Similarly, Luddy (2005) referred to promotion as a motivator factor for increasing performance, job satisfaction and abilities at workplace. In point of fact, there is a positive relevance between promotions and job satisfaction (Alam, 2009). In this regard, Maharjan (2012) found promotion is a type of work motivation that develop and motivate job satisfaction. According to Noraani (2013), promotion is one of the main factor for arriving to job satisfaction and the amount of job satisfaction measured by the presence of this external factor among staff. In one study, Naveed, Usman, and Bushra (2011) focused on 156 staff that worked in glass industry of Pakistan and explained promotion assumed as positive motivator and increase level of job satisfaction. In the same vein, Sohail and Delin (2013) examined on 100 academic staff in GC university in Lahore Pakistan and reported promotion is a work motivator that has various meaning among staff and make better their feeling toward job.

Supervision

The presence of supervision is so vital at most of organizations, because it should be monitoring staff responsibilities, correctly (Ebrahimi Tazekand, Nafar, & Keramati, 2013). In addition, in Herzberg's Motivation-Hygiene Theory referred to this external factor as an effective extrinsic motivator on basic human need and mentioned the role of supervision as an powerful motivator on job satisfaction (Tan & Waheed, 2011; Wu, 2004). Supervision is an important item for job satisfaction and has positive relationship with the amount of this basic human need at workplace (Alam, 2009). In a letter attempt, Dhanapal, Alwie, Subramaniam, and Vashu, (2013) explained supervision has widespread contribution among academic staff activities and change their attitudes and behaviors toward their job. Akhtar (2010) examined on 300 staff in Dhaka city and reported supervision is one of the main items that predict the level of job satisfaction at workplace. In line with, Wegge, Schmidt, Parkes, & Dick (2007) studied on 436 staff in civil service organization of Germany and explained supervision has considerable role on the level of job satisfaction and predicts presence of organizational behaviors at workplace.

Co-Workers

Co-worker assumed as one of the external factors that influences on the amount of job satisfaction and emphasizes on social behaviors that appear at workplace (Wu, 2004). In fact, co-worker has closely and supportive relationship with job satisfaction and changes feeling

toward job and workplace. This item explained that how staff obtain their achievement by help and attention their co-worker's behavior and posture. Supportive co-worker's behavior has formative role in the amount of positive feeling (Alam, 2009).

Work

Work defined as a duty that should be done at work environment. This factor refers to individuals act. In point of fact, work is one of the main external factor that has noticeable role on the level of job satisfaction (Luddy, 2005).

Conclusion

Low level of job satisfaction is one of the principle difficulties at organization. The most imperative consequence is negative view of staff toward their job that lead to low level of performance and activity at work environment. Role of organization for preparing external factors and offering them to staff is so valuable. Most of organizations do not have adequate consciousness and information for generating proper atmosphere amongst staff and to apply accurate way at workplace. Therefore, all organizations need to have appropriately information for improving acceptable condition for staff and offer them good facilities; likewise, satisfy their organizational requirements. So, this paper shows the effective factors that should be supported by organization and applying them in the way of staff requests.

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