

## **EMPLOYEE - EMPLOYER SATISFACTION**

*“A generation which ignores history has no past and no future.”*

*~ Robert A. Heinlein*

### **WHAT IS EMPLOYEE SATISFACTION?**

Employee satisfaction or job satisfaction is, quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured using an employee satisfaction survey. These surveys address topics such as compensation, workload, perceptions of management, flexibility, teamwork, resources, etc.

These things are all important to any organization who wants to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution. In fact, for some organizations, satisfied employees are people the organization might be better off without.



Employee satisfaction and employee engagement are similar concepts on the surface, and many people use these terms interchangeably. Employee satisfaction covers the basic concerns and needs of employees. It is a good starting point, but it usually stops short of what really matters.

### **EMPLOYEE SATISFACTION DEFINITION:**

Employee satisfaction is the extent to which employees are happy or content with their jobs and work environment.

### **EMPLOYEE ENGAGEMENT DEFINITION:**

Employee engagement is the extent to which employees feel passionate about their jobs, are committed to the organization, and put discretionary effort into their work especially Passion, commitment, and most importantly, discretionary effort. Engaged employees are motivated to do more than the bare minimum needed in order to keep their jobs. By contrast, satisfied employees are merely happy or content with their jobs and the status quo. For some, this might involve doing as little work as possible.

People have varying motivations for actions that they take. Employees' motivation range from basic pay and benefits to higher levels of socialization, challenge or escape. To help clarify employees' primary motivation, consider the following:

1. **Survivalists** need the money to survive. Tip to employers: their motivation is increased income.
2. **Seekers** want the money to be able to achieve a higher standard of living. Financially they could survive without the money that their job brings. These people tend to seek jobs that pay well, but also one that creates personal satisfaction. Tip: Money may motivate them today, but tomorrow they will be looking for a bigger challenge which may mean losing them to a competitor.
3. **Contributors** do not need the money. They work for the satisfaction of contributing to the greater good. They would probably continue working even if the company could no longer pay them. Their primary motivation is to make a difference.
4. **“Fun” datmentalists** work because it is fun.

At this juncture, the following points will give happiness and success if the following DOs and DON'Ts are meticulously followed.

**DOs:** -

- ❖ Actively participate in the development of the organization.
- ❖ Accept the work for which they are assigned.
- ❖ Be true, honest and loyal.
- ❖ Volunteer the work assigned rather than waiting for orders to execute.
- ❖ Work hard without compromises.

- ❖ Accept the challenges and prove the caliber.
- ❖ Learn from the mistakes.
- ❖ Obey the higher officials.
- ❖ Follow office decorum.
- ❖ Aid and abet thy fellow beings for good things.
- ❖ Give importance to official work only during office hours.

**DON'Ts: -**

- ❖ Lie.
- ❖ Hide the mistakes.
- ❖ By-pass the superiors.
- ❖ Do personal work during office hours.
- ❖ Criticize/ Humiliate.
- ❖ Gossiping/ Chit chatting.

We may have many reasons to work for any organization. But when we are committed to any work, we must prove our caliber in transforming things from scrap to shine. We also should understand the fact that we should also play a role in the development of the organization for which we are working. Employee satisfaction and Employer satisfaction should go parallel. That makes a healthy country's development. Be satisfied with what you have and satisfy your stakeholders.

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