

# IMPACT OF WORK ENVIRONMENT ON JOB SATISFACTION

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**Abstract-** The work environment can implicate the social relation at workplace and also maintain the relationship between colleague, supervisor and the organisation. It describes the neighboring circumstances in which employees are working together. A satisfied, happy and hardworking employee is biggest asset of any organisation. Effective results & productivity for any organisation is depend on the level of satisfaction of employees and work environment is one of the most important factor which influence the satisfaction & motivation level of employees. Efficient human resource management and maintain good work environment or culture effects not only the performance of employee & organisation but also affects the growth & development of entire economy. This research paper makes effort to study the work environment & work culture in the Dominos pizza. This study is conducted in Jaipur city only.

**Index Term-** Work environment, work culture, human resource management, motivation & job satisfaction.

## 1. Introduction

Dominos essentially provides jobs to a large no. of individuals and thus it is necessary to know the work environment and to measure employee satisfaction level in the working place. The study has conducted in Dominos in Jaipur city.

Domino's is the second-largest pizza chain in the United States (after Pizza Hut) and the largest worldwide, with more than 10,000 corporate and franchised stores in 70 countries. A Domino's store is the spirit center of a time critical food delivery service where a team of passionate people aim to deliver a hot and fresh pizza on time, every time.

### 1.1 Work Environment

The productivity of employees is determined by aninordinatelevel, on the environment in which they work. Work environment involves all the aspects which act and react on the body and mind of an employee. Under organisational psychology, the physical, mental and social environment where employees are working together and there work to be analyzed for better effectiveness and increase productivity. The majorpurpose is to generate an environment which ensures the ultimate ease of effort and eliminates all the causes of frustration, anxiety and worry. If the environment is congenial, fatigue, monotony and boredom are minimized and work performance can be maximised.

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

The concept of work environment is an actual comprehensive one including the physical, psychological and social aspects that mark up the working condition. Work environment performs to have both positive and negative effects on the psychological and welfare of employees. The work environment can be described as the environment in which people are working. Such as, it is very wide category that incorporates the physical scenery (e.g. noise, equipment, heat), fundamentals of the job itself (e.g.

workload, task, complexity) extensive business features (e.g. culture, history) and even extra business background (e.g. industry setting, workers relation). However all the aspects of work environment are correspondingly significant or indeed appropriate when considered job satisfaction and also affects the welfare of employees.

### 1.2 Elements of work environment:

Work environment may be divided into three broad components

#### 1. **Physical Environment:**

- ✓ Ventilation & Temperature:
- ✓ Noise
- ✓ Infrastructure & Interior
- ✓ Amenities

#### 2. **Mental Environment**

- ✓ Fatigue
- ✓ Boredom
- ✓ Monotony
- ✓ Attitude & Behaviour of Supervisor & colleagues

3. **Social Environment:** Social environment denotes to the cluster to which an employee to be appropriate. Within an enormous ceremonial work group employees form casual cluster in their personal. Employees develop an intellect of belonging to their cluster. The standards and privileged of the cluster impact significantly the attitude and behaviour of individual employees.

### 1.3 Impact of Work Environment on Job Satisfaction

The main aim of this study is to identify the impact of work environment on job satisfaction. However the physical work environment creates the physical condition that can affect the health of employees. Yet, the way in which the mental environment creates venomous condition (e.g. fatigue boredom, attitude and behaviour of supervisor and colleagues) for employees and social environment can affect the confidence level or performance of employees. So, ultimately the work environment can influence the satisfaction level of employees or else these factors can consequence the performance of overall.

### 1.4 Characteristics of Work Environment

1. **Apparent and Open Communication:** In essence, it addresses the employees feel that they are appropriate in the organisation. However it is necessary for staff to deliberate the organisation's philosophy, mission and values.
2. **Stability of Work-Life:** There has to some sort of balance between work and personal life. In general having the sense of balance will improve job satisfaction among employees.
3. **Impartiality:** Employees need to identify that they are being impartially rewarded established on their performance. Impartiality means that the consequences of performance are resolute by the quantity and quality of the performance.
4. **Consistency:** Consistency means predictability. Subordinates want to know how their supervisor will react in a given situation. According to management studies consistency is a single most effective standard to establish with your own leadership.

## 2. Focus of the problem

To understand the employees are actually satisfied with their working environment and working condition. If employees are not satisfied, what are the reasons for dissatisfaction of employees with the working environment?

Other focus of problem will be on:

- ❖ What benefits & facilities provided in the working place?
- ❖ What the gap exist and where one should have modify to have satisfied working condition?

- ❖ Is the work environment main factor for growing the attrition rate?

### 3. Objectives of the study

- ❖ To know the working condition of employees.
- ❖ To know the overall satisfaction level of employees.
- ❖ To study the factors effecting work environment.
- ❖ To analyse the impact of work environment on job satisfaction.
- ❖ To ascertain the impactof physical & mental environment on employee performance.

### 4. Significance of the study

The significance of this study is to understand the work environment of employees at Dominos.

Through this study I came to know:

- ❖ The working condition of employees.
- ❖ What are the internal & external environment factors or reasons which influence the employees force to leave the job?
- ❖ The work environment influencing directly or indirectly with job satisfaction.

### 5. Research Methodology

- ❖ **Area of study:** The area of study to respondents from Jaipur City.
- ❖ **Research instrument:** Structured questionnaire.
- ❖ **Sample size:** 100 samples.
- ❖ **Sampling Technique:** Convenient& Random Sampling Technique
- ❖ **Data Collection:** The Primary Data has been collected through questionnaire and interview and the Secondary Data has been collected with the help of journals, magazines, books and internet
- ❖ **Analysis of Data:** Once the data has been collected through questionnaire and interview then the simplest and most revealing devices for summarizing data is the statistical table. A table will be systematic arrangement of data in column and rows. The purpose of a table will be simplifying the presentation and to facilitate results.

### 6. Framework of Analysis

Analysis and interpretation through bar chart:

1. General work environment

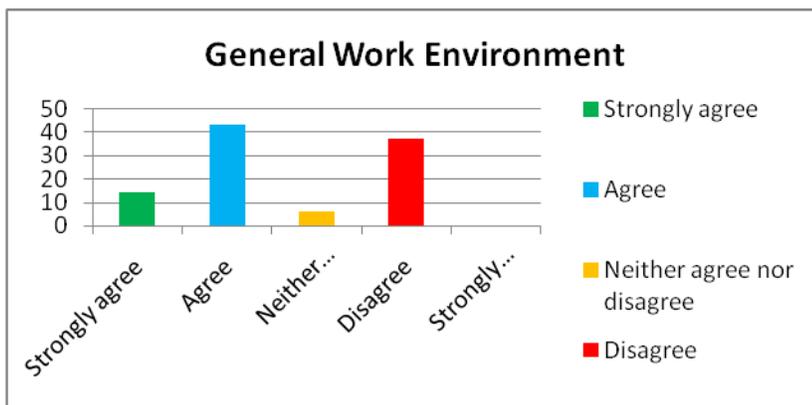


FIG 1: GENERAL WROK ENVIRONMENT

Interpretation: General work environment is supportive & positive agreed by 43% employees as well as 14% employees are strongly agree whereas 37% employees are not agree and 6% are those who are neither agree nor disagree.

2. Duties & responsibilities are equally divided in co-workers.

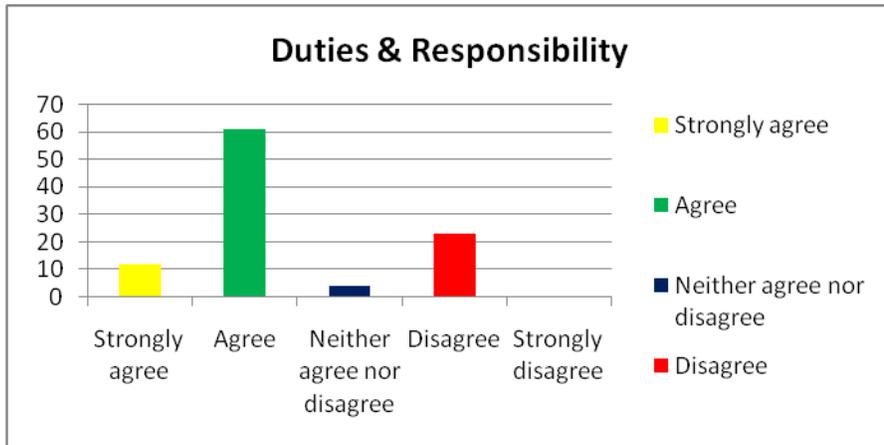


FIG: 2 DUTIES & RESPONSIBILITIES

Interpretation: About 61% employees are agree, 12% employees are strongly agree whereas 23% employees are disagree with the duties and responsibilities are equally divided in co-workers where 4% employees are neither agree nor disagree.

3. Recreation and refreshment facilities.

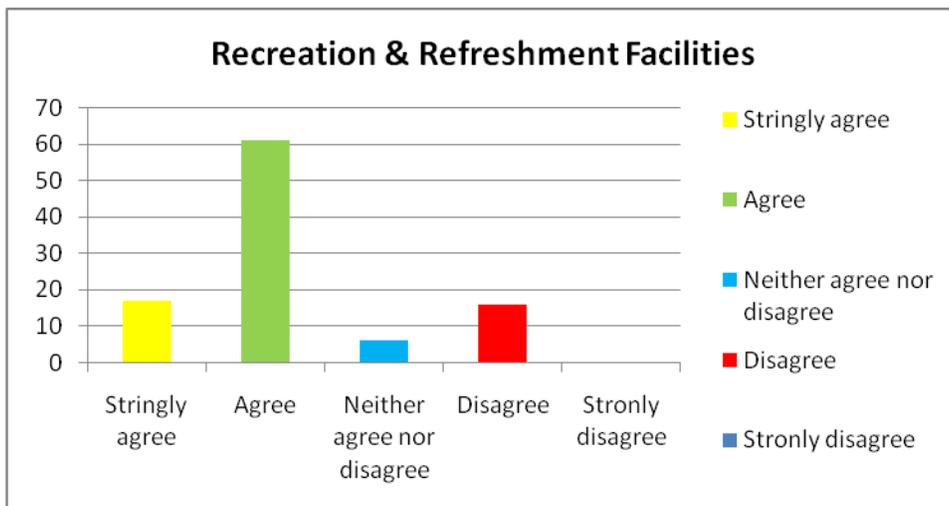


FIG 3 RECREATION & REFRESHMENT FACILITIES

Interpretation: 61% employees are agree for providing proper recreation & refreshment facilities in the working place whereas 16% employees are not agree. So, from the above table it has evaluated that Dominos provide a good refreshment facility for their employees.

4. Grievance handling

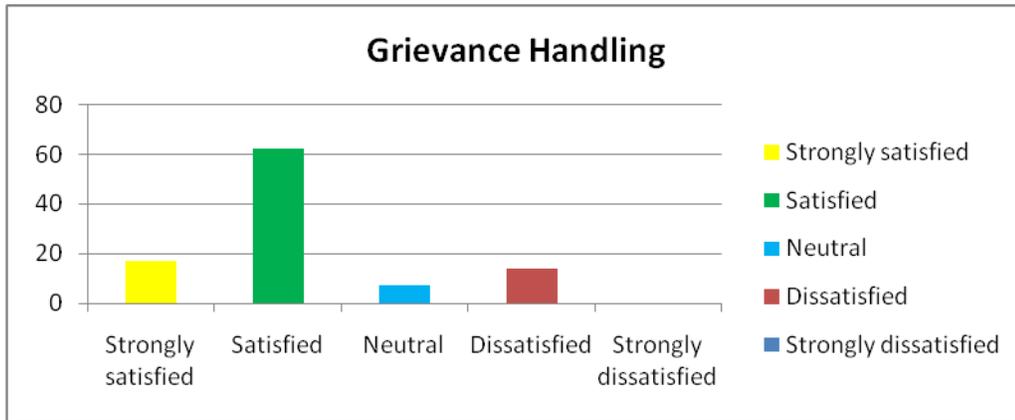


FIG 4 GRIEVANCE HANDLING

Interpretation: 62% employees are satisfied with grievance handling procedure whereas 14% employees are dissatisfied. From the above data it has evaluated that Dominos handling grievances of their employees in a good manner.

5. Attitude of Supervisor

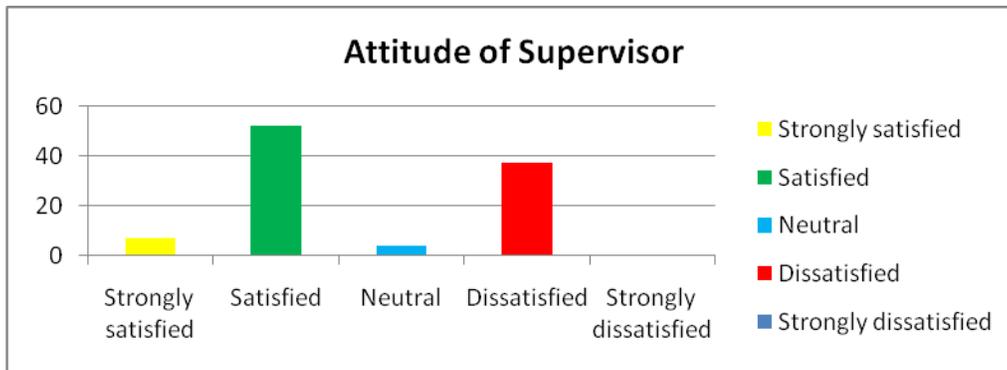


FIG 5 ATTITUDE OF SUPERVISOR

Interpretation: From the above data 52% employees are satisfied with the attitude of supervisor whereas 37% employees are dissatisfied. So, it has evaluated that maximum employees are satisfied but the no. of employees who are dissatisfied are not very low, therefore we cannot say that attitude of supervisor is moral for all employees.

6. Fun at workplace



FIG 6 FUN AT WORK

Interpretation: 71% employees are satisfied with fun at working place and feel enjoy in working hours whereas only 15% employees are dissatisfied. Therefore, from the above table it has evaluated that employees working in Dominos are feeling good and having fun in their working place.

7. Work involves fatigue and boredom

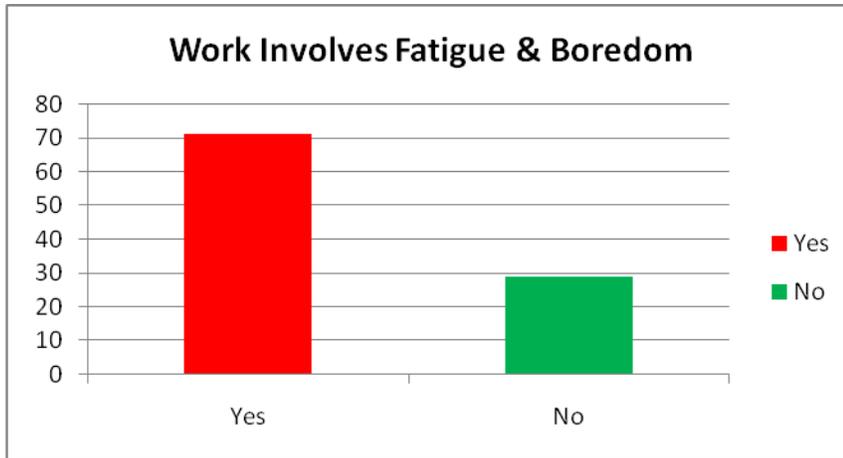


FIG 7 WORK INVOLVES FATIGUE & BOREDOM

Interpretation: 71% employees said that their work involves fatigue & boredom, whereas 29% employees feel work does not involve fatigue and boredom. So, from the above data it has evaluated that in Dominos employees feel fatigue and boredom in the working place.

8. Health & safety facilities



FIG 8 HEALTH& SAFETY FACILITY

Interpretation: 71% employees said that they get proper health & safety facility whereas, 29% employees felt they do not get proper facilities in the working place. So, from the above thcxat it has evaluated that Donimos has adapt good health & safety facility for their employees.

9. Problem facing by employees

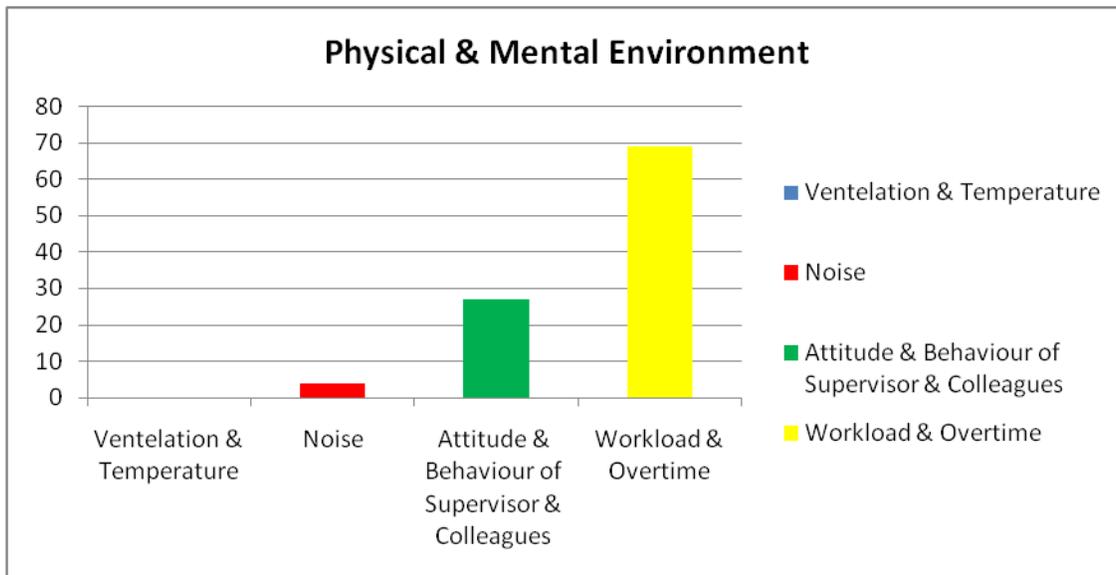


FIG 10 PHYSICAL & MENTAL ENVIRONMENT

Interpretation: 69% employees said that they are facing problem of workload and overtime whereas, 27% employees said that attitude & behaviour of supervisor are not virtuous and only 4% employees are facing problem of noise. So, from the above data it has evaluated that maximum no. of employees are facing such problem of workload and overtime therefore organisation should adapt some strategies to overcome.

#### 7. Limitation of the study

- ✓ Sample may not represent the true population.
- ✓ Satisfaction level to environment factor may differ from person to person.
- ✓ Study may be absolute because of changing environment and needs.
- ✓ Employees were not cooperating.

#### 8. Findings of the study

Subject of the present study has been selected from managerial and non-managerial staff of Dominos from Jaipur city.

- ✓ Employees of Dominos are basically well satisfied with these factors: work environment, duties and responsibilities, refreshment & recreation facility, grievance handling procedure, fun at workplace, health & safety facility. Dominos can retain their employees with these aspect.
- ✓ However every coin has its two faces head either tail, same as pros and cons are always be there in entirety. Therefore employees are not satisfied or dissatisfied with these factors: workload & overtime, job includes fatigue & boredom, attitude of supervisor. These aspects can directly impact on attrition rate or else job satisfaction.

#### 9. Suggestion & Recommendation

- ✓ Organisation should adapt virtuous strategies for overcome with the problem related to fatigue and boredom. Company would be change the job for decay the fatigue and boredom.
- ✓ Organisation should divide the work equally for workload or else appoint more employees. As workload stimulus stress, so company has to take some action.
- ✓ Attitude towards the subordinate & colleagues should smooth and positive for effective results.
- ✓ Organisation should change the job time to time for avoiding fatigue & boredom.

## 10. Conclusion

The result of the study indicates that workload, stress, overtime, fatigue, boredom are some factors to increase job dissatisfaction. On the other hand good working condition, refreshment & recreation facility, health & safety facility, fun at workplace increase the degree of job satisfaction. Effectual human resource management and preserving progressive work environment would consequence the job satisfaction and performance of organisation as well as entire economy. Hence, for the success of organisation it is vital to accomplish HRM successfully and find whether the work environment is satisfied for employees or not.

## 11. References

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