



Article Type: Research Paper

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ASSESSMENT OF EMPLOYEE SATISFACTION AND ORGANIZATIONAL PERFORMANCE AT JAIN BANDHU

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ABSTRACT

Employee job satisfaction plays a vital role in enhancing organizational productivity, employee retention, and overall workplace effectiveness. This study aims to evaluate the level of job satisfaction among employees working at Jain Bandhu, a microfinance organization. The research was conducted using a descriptive survey method, and primary data were collected through a structured questionnaire administered to 31 employees selected through random sampling. The study examined various factors influencing employee satisfaction, including work experience, team spirit, supervisor support, feedback mechanisms, trust among team members, and job challenges. The findings indicate that a majority of employees are satisfied with their working environment and organizational culture. Most respondents reported positive relationships with supervisors, regular performance feedback, strong team spirit, and pride in being associated with the organization. Employees also expressed satisfaction with the trust and support provided by management, which contributes to their motivation and commitment. The study concludes that Jain Bandhu has established a positive work environment that promotes employee satisfaction and organizational effectiveness. Maintaining employee-friendly policies, encouraging open communication, and providing opportunities for professional growth can further enhance satisfaction levels and contribute to long-term organizational success.

Keywords: Employee Satisfaction, Organizational Performance, Workplace Environment, Employee Motivation.

INTRODUCTION

Microfinance institutions (MFIs) are financial companies that provide small loans to people who do not have any access to banking facilities. The definition of “small loans” varies between countries. In India, all loans that are below Rs.1 lakh can be considered as microloans.

Microfinance—also called microcredit—is a way to provide small business owners and entrepreneurs access to capital. Often these small and individual businesses don’t have access to traditional financial resources from major institutions. This means it is harder to access loans, insurance, and investments that will help grow their business. Essentially, microfinance is providing loans, credit, access to savings account—even insurance policies and money transfers—to the small business owner and entrepreneur. There are many such enterprises in the developing world. How Microfinancing Works Microfinance, pioneered by the Nobel Prize winner Muhammad Yunus, helps the financially marginalized by providing them with the necessary capital to start a business and work toward financial independence. These loans are significant because they are given even though the borrower has no collateral. However, the interest rates for these microloans are often very high due to the risk of default. The term microfinance encompasses microloans, micro-savings, and microinsurance. Microfinance institutions provide small loans and other resources to business owners and entrepreneurs to help them get their businesses off the ground. Many of the recipients are in developing countries and could otherwise not obtain a traditional loan. Micro-savings accounts are also under the microfinance umbrella. They allow entrepreneurs to have a savings account with no minimum balance. And, microinsurance provides these borrowers with insurance at a lower rate and with lesser premiums.

Why Is It Important?

Microfinance is important because it provides resources and access to capital to the financially underserved, such as those who are unable to get checking accounts, lines of credit, or loans from traditional banks.

Without microfinance, these groups may have to resort to using risky loans or payday advances with extremely high interest rates or even borrow money from family and friends. Microfinance helps them invest in their businesses and, as a result, invest in themselves.

Employee satisfaction is considered one of the most important determinants of organizational effectiveness and productivity. According to Herzberg's Two-Factor Theory, job satisfaction is influenced by both motivational and hygiene factors, whereas Maslow's Hierarchy of Needs emphasizes the role of fulfilling employees' physiological, social, and self-esteem needs in improving workplace performance. Previous studies have demonstrated that factors such as supervisor support, teamwork, communication, trust, and recognition significantly influence employee satisfaction and organizational commitment. Therefore, the present study aims to evaluate the satisfaction level of employees at Jain Bandhu and identify the organizational factors contributing to employee motivation and workplace effectiveness.

RESEARCH METHODOLOGY

The data needed for the study is collected from the employee, through questionnaire.

Research design

The study was based on survey method. The aim of the study is to Find the “employee satisfaction level”.

Sampling

The study was conducted among 31 employees working at Jain Bandhu, Mandsaur, Madhya Pradesh. Although the sample size is relatively small, it was considered appropriate due to limited accessibility and availability of respondents during the survey period. The respondents represented different categories of employees, thereby providing adequate information regarding employee satisfaction and organizational practices.

Sampling design

Sampling design refers to the procedure adopted for selecting respondents from the target population. In the present study, a simple random sampling technique was employed to minimize sampling bias and ensure equal opportunity for participation among employees.

Discriptive Research design

Descriptive research design was adopted for the present study because it facilitates systematic collection and analysis of information relating to employee satisfaction. The design enables the researcher to describe employee perceptions regarding teamwork, supervisor support, trust, feedback mechanisms, and job challenges.

Data Collection Method

The present study is based on both primary and secondary data. Primary data were collected through a structured questionnaire administered personally to employees of Jain Bandhu. Secondary data were obtained from books, journals, company reports, and published literature related to employee satisfaction and organizational behavior.

Instrument used : The questionnaire consisted of structured items relating to work experience, team spirit, supervisor support, feedback mechanisms, trust, and job challenges. Content validity of the instrument was ensured through expert review and necessary modifications. Reliability of the questionnaire can be assessed using Cronbach's alpha coefficient, and a value greater than 0.70 indicates acceptable internal consistency of the instrument.

Secondary Data: Secondary data for this study was collected from.

- Previously published records, research reports and documents.
- Websites

Instrument used: websites, report and articles.

Graphical representation of data

In addition to percentage analysis and graphical representation, frequency distribution and cross-tabulation techniques were employed for summarizing the responses. Statistical analysis was carried out to facilitate interpretation of employee perceptions and identify patterns associated with employee satisfaction and organizational performance.

RESULT AND DISCUSSION

Analysis is carried out to summarize the data to crystallize the outcome of the survey. In this manner, it enables the researcher to relate critical points with the objectives of the study. Any research is meaningful only if the data obtained is synergized systematically to provide information. The following are the various phases of analysis in which the options of the respondents have been analyzed and interpreted in detail. Each table is calculated from the questionnaire which has segregation of employees it based on satisfaction of employees on whole process.

This survey is taken from 31 employee.

For how long you are working in Jain Bandhu?

Table 1

S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Less than 6 months	24	77.4%
2	6-12 months	4	12.9%
3	1-1.5 year	2	6.5%
4	More than 1/5 year	1	3.2%
	Total	31	100%

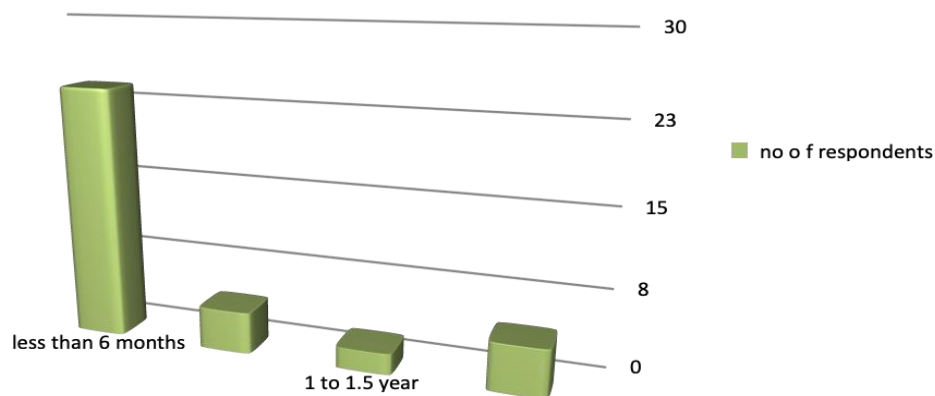
**For how long you are working in
picxele**

Figure 1

Interpretation

From table 1 and figure 1, we can conclude that majority of people worked in Jain Bandhu for less than 6 months.

How is your working experience?

Table 2

S.NO	OPTIONS	RESPNDENT	PERCENTATGE
1	Very good	18	58%
2	Good	10	32.3%
3	Neutral	3	9.7%
4	Bad	0	0%
5	Very bad	0	0%
	Total	31	100%

Interpretation

From table 1.2, we can conclude that The results reveal that employees generally have favorable experiences in the organization, indicating a positive work environment and effective management practices. Similar findings have been reported in previous studies, which emphasize the importance of workplace culture in enhancing employee satisfaction.

Do you feel team spirit in the organization?

Table 3

S.NO	OPTIONS	RESPONDENT S	PERCENTAGE
1	Very good	14	45.2%
2	Good	13	41.9%
3	Neutral	4	12.9%
4	Bad	0	0
5	Worst	0	0
	Total	31	100%

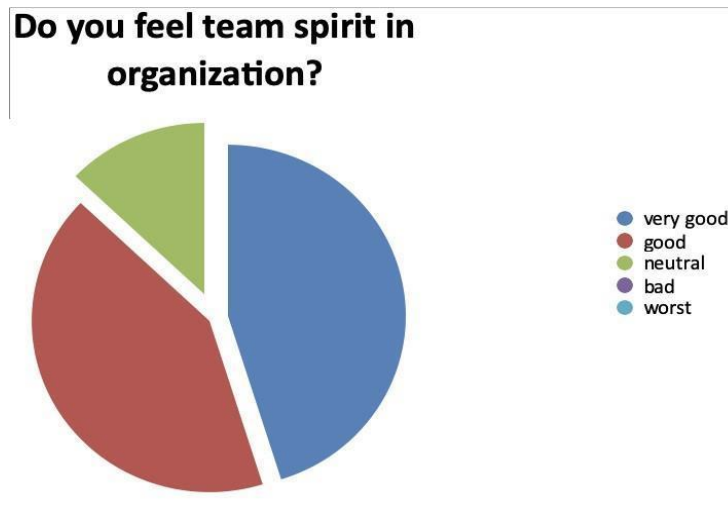


Figure 3

Interpretation

From the figure 3 and table 3, we can conclude that The high level of team spirit observed among employees indicates the existence of collaborative work culture, which positively contributes to employee morale and organizational effectiveness.

Does your supervisor listen to your opinions and suggestion?

S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Yes	31	100%
2	No	0	0
	Total	31	100%

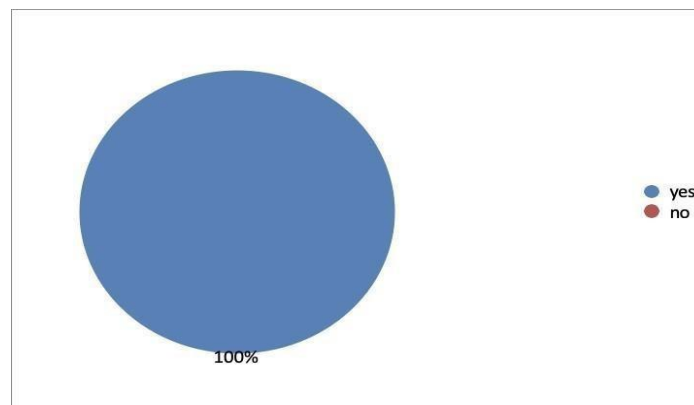


Figure 4

Interpretation

From table 4 and figure 4, we can conclude that Employees perceive that supervisors are receptive to their opinions and suggestions, which reflects effective communication and participative management practices

within the organization.

Rate your satisfaction level towards trainers and supervisors of the organization?

S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Highly dissatisfied	0	0%
2	Dissatisfied	1	3.2%
3	Neutral	3	6.5%
4	Satisfied	10	32.3%
5	Highly satisfied	18	58.1%
	Total	31	100%

Rate your satisfaction level towards trainers and supervisors of the organization?

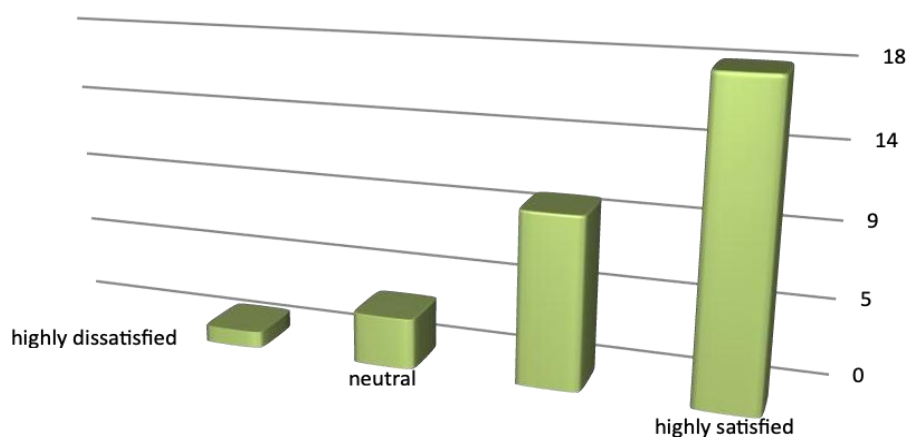


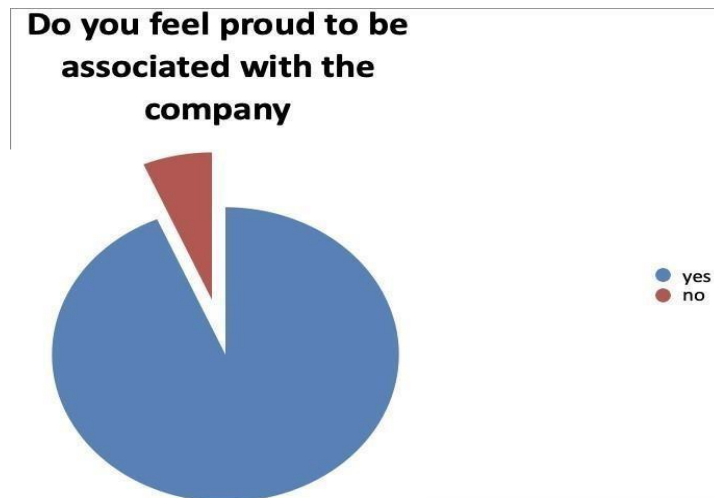
Figure 5

Interpretation

From the figure 5 and table 5, we can easily say that Satisfaction with supervisors indicates the presence of supportive leadership, which is recognized as an important factor influencing employee motivation and organizational commitment.

Do you feel proud to be associated with the company?

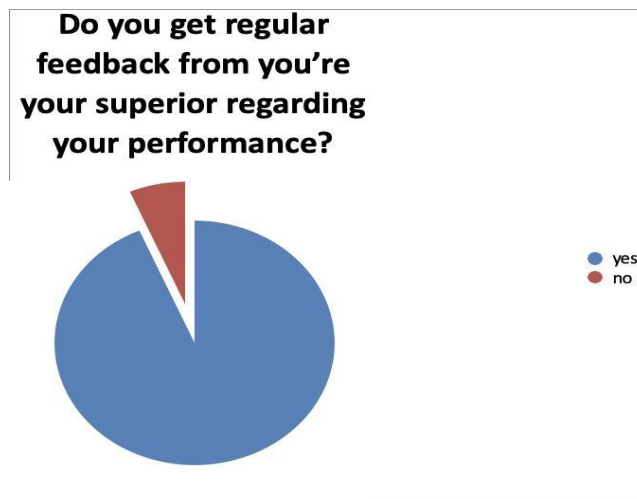
S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Yes	29	93.5%
2	No	2	6.5%
	Total	31	100%

**Interpretation**

It proves that the employees of the organization feel proud to be the part of the organization.

Do you get regular feedback from you're your superior regarding your performance?

S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Yes	29	93.5%
2	No	2	6.5%
	Total	31	100%

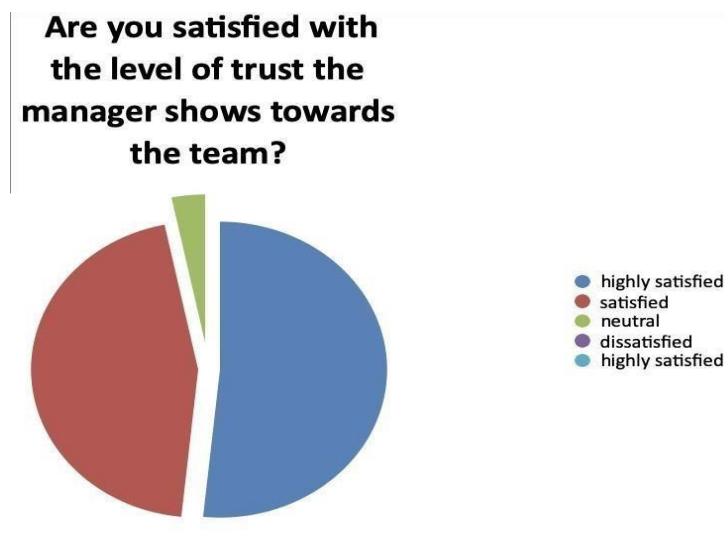


Interpretation

From the above table and figure, we can easily understand that the employees get regular feedback on daily basis from their superiors.

Are you satisfied with the level of trust the manager shows towards the team?

S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Highly satisfied	16	45.2%
2	Satisfied	14	51.6%
3	Neutral	1	3.2%
4	Dissatisfied	0	0
5	Highly dissatisfied	0	0
	Total	31	100%

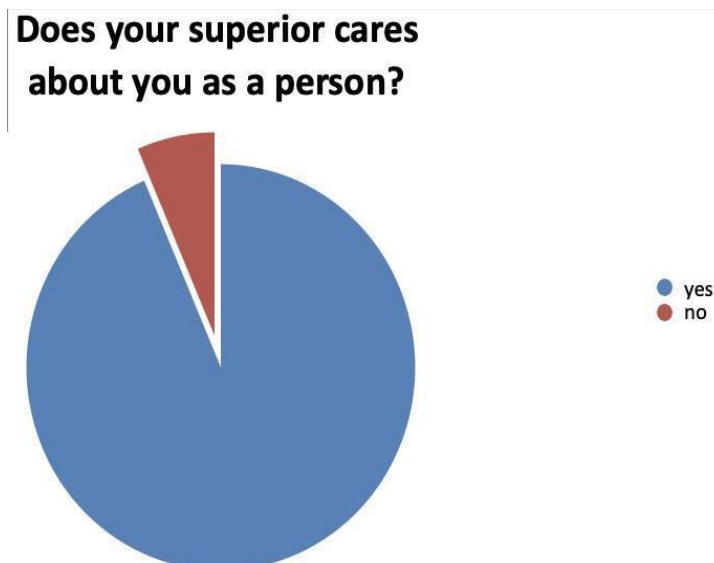


Interpretation

From the above given table and figure, it is proved that the Mutual trust between managers and employees contributes to a positive organizational climate and enhances cooperation and job satisfaction among employees.

Does your superior cares about you as a person?

S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Yes	29	93.5%
2	No	2	6.5%
	Total	31	100%

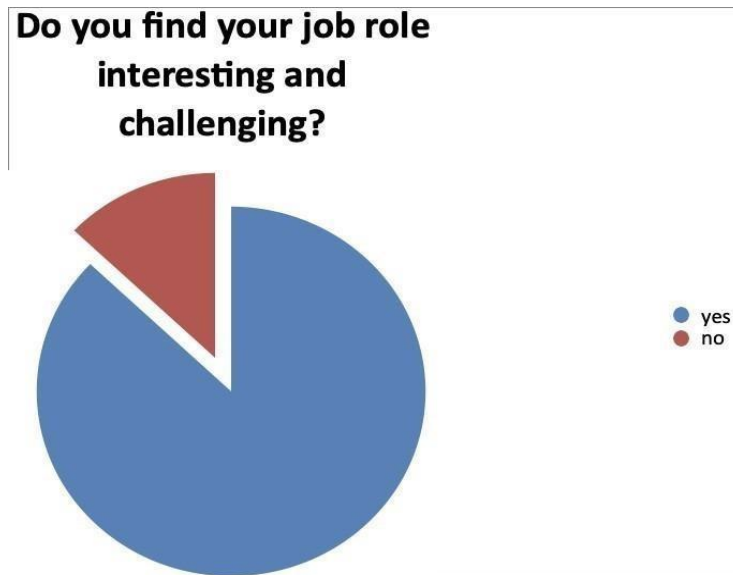


Interpretation

From the above table and figure. We can definitely say that the superior cares about the employees as person.

Do you find your job role interesting and challenging?

S.NO	OPTIONS	RESPONDENTS	PERCENTAGE
1	Yes	27	87.1%
2	No	4	12.9%
	Total	31	100%

**Interpretation**

From the above given table and figure, we can easily say that majority of people finds it interesting and challenging.

CONCLUSION

The study concludes that employees of Jain Bandhu are generally satisfied with their work environment, team spirit, supervisory support, feedback mechanisms, and organizational culture. Most respondents expressed positive perceptions regarding communication, trust, and job challenges, which contribute to employee motivation and commitment.

Maintaining supportive leadership practices, encouraging employee participation, and providing opportunities for professional development may further enhance employee satisfaction and organizational effectiveness.

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