The Effect of Job Satisfaction On Organisational Commitment

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Abstract— **This study is conducted to examine the effect of Job satisfaction on Organizational commitment among employees of private service sector of NCR Region. Therefore, this study could make the extent of contribution in Human Resource management. The following objectives were formulated: (1) To identify the role job satisfaction influence organizational commitment among employees, (2) To observe the job satisfaction and gender. The total 30 data were collected through convenience sampling technique and applied various statistical tools with the help of SPSS. The studied revealed the strong association between Job satisfaction and organizational commitment.**

Index Terms— **Organizational commitment, Job satisfaction, Gender, rewards, recognitions, motivation, improved productivity**

I. INTRODUCTION

Job satisfaction and organizational commitments are two important attitudes in the world for work. They often plays important role in organizational behavior. Job satisfaction can be described as output of work environment.

A. Job Satisfaction : The whole relationship between a person and the employer for whom he is paid is related to job satisfaction. Simply feeling that a goal or target has been attained is what is meant by satisfaction. Lack of motivation at work is a result of job discontent.

Numerous studies have been conducted on job satisfaction, and the findings are frequently recognized for both their humanistic and economical advantages. When workers are satisfied they are more likely to care about the caliber of their job, to be dedicated to the company, to have greater retention rates, and to be more productive.

B. Organizational Commitment: An organizational member's psychological attachment to the organization might be seen as organizational commitment. Whether a member will stick with the organization and passionately pursue organizational goals is heavily influenced by their organizational commitment. As Job stisfaction deals with an employee's favorable attitude toward the organization rather than her own job, organizational commitment can be seen as extending job satisfaction.

II. LITERATURE REVIEW

Padala (2011) examined the level of job satisfaction and job commitment in Nagarjuna Fertilizers and Chemicals Limited (NFCL), Kakinada. The data was collected from 200 employees from three different cadre and represents 10 percent of population. Various statistical tools such as descriptive statistics, T test, ANOVA, were applied. The result found negative relation between Job Satisfaction and organizational Commitment.

Patnaik, Satpathy & Mohapatra (2020) studied effect of organizational commitment on job satisfaction and investigated demographic factors influenced job satisfaction in Information Technology sector. The statistical test used regression analysis and correlation analysis. The age and gender found no significant effect but job satisfaction found positive relation with job commitment.

Fernandes and Sudarkodi (2022) examined the impact of employee job satisfaction on organizational performance in large and medium scale manufacturing industries. Empirical research was conducted on a research sample of five software companies (TCS, Wipro, Infosys, Accenture and IBM) with 155 employees surveyed. Study concluded that job

satisfaction determines organizational performance, rather than organizational performance determining job satisfaction.

Ify, Diala and Rao Nemani (2011) study focused on examination of job satisfaction among IT professional and played attention among various factors of job satisfaction. The results of this study indicate that general satisfaction is significantly associated with satisfaction levels regarding autonomy and intrinsic factors.

Rajesh Kumar et al. (2013) found negative correlation between job satisfaction and organizational commitment.

III. RESEARCH METHODOLOGY

A. Statement of problem The aim of study is to identify the relation in between job satisfaction and organizational commitment in service sector.

B. Objective The following are objectives of study
1. To identify the role job satisfaction influence organizational commitment among employees
2. To observe the job satisfaction and Gender.

C. Research design The study is descriptive in nature and conducted to study the characteristics of variables through frequency, percentage etc. There are various method is available to study descriptive research but the selection is based on the research question.

D. Research Hypothesis
Hypothesis 1 There is no relation between job satisfaction and organizational commitment among employees
Hypothesis 2 There is no significant difference between Genders on job satisfaction

E. Sample The present study 30 responded has replied out of 100 employees randomly selected from service sector. The sample consists of 23 male and 7 female respondents. The employees who included were both experienced and fresher.
The data collected through questionnaire prepared with two variables i.e. Job satisfaction and Job commitment inspired from various researches conducted. Total 14 questions are measured for job satisfaction where organizational commitment

contains 12 questions. These question were based on Likerts scale like 1- Strongly Disagree to 5-Strongly Agree. The data is collected from employees of service sector of NCR region included managerial level to coordinator from various organizations. The correlation method is used to identify the mentioned variables association using SPSS 16.

IV. RESULT AND DISCUSSION

Table 1 shows distribution of demographic profile of total sample size 30 where 23 were male and 7 female. The researcher has examined various aspects of job Satisfaction and Organizational commitment.

Table 1: Descriptive

Gender	Frequency	Percentage
Male	23	76.7
Female	7	23.3
Total	30	100

Table 2 shows reliability test, two test applied i.e. Kolmogorov-Smirnov, Shapiro-Wilk, this test applied to know whether the data normally distributed or not. The result shows significance level < 0.5 which shows insignificant result and in general we can say, data is normally distributed and could be apply both parametric as well as non parametric test. Further correlation is applied, as data is in Likerts scale so means' were calculated of each variable i.e., Job Satisfaction and Organizational commitment to convert data in scale.

Table 2:Tests of Normality

	Kolmogorov-Smirnov		Shapiro-Wilk	
	Statistic	Sig.	Statistic	Sig.
JST	.090	.200	.965	.409
OC	.129	.200	.963	.360

Table 3 consists of correlation between job Satisfaction and Organizational commitment. It has been observed that the significance value is less than 0.5 which means our first hypothesis is rejected and found strong correlation between the respective variables.

Table 3: Table of Correlations

		JST	OC
JST	Pearson Correlation	1	.538**
	Sig. (2-tailed)		.002
	N	30	30
OC	Pearson Correlation	.538**	1
	Sig. (2-tailed)	.002	
	N	30	30

Table 4 shows Independent t test: difference between Gender and Job satisfaction. This test is conducted to know the difference between gender and satisfaction, the result revealed that females are more satisfied than males.

Table 4

Group Statistics test: difference between gender and job satisfaction				
Gender	N	Mean	Std. Deviation	Std. Error
Male	23	3.6381	.70844	.14772
Female	7	4.0612	.91327	.34518

Table 5: Result Table

	Hypothesis	Test result
H0	There is no relation between job satisfaction and organizational commitment among employees	Rejected
H1	There is no significant difference between Gender on job satisfaction	Rejected

V. CONCLUSION

Based on correlation matrix analysis, all the dimensions of Job Satisfaction and Organizational commitment clearly found strong relation. In today's era it is needed to sustain the employees in organization to increase the productivity of employees. It is clearly found strong relation between Job satisfaction and commitment of service sector employees. Most of studies found that female employees are more satisfied than male as female are more emotional and comfortable in old companies. In Indian context, males carries more financial burden of family than female and it can be reason that males are more ambitious than female.

Recommendation for future researchers
The study is very limited to small piece of notion regarding association between Organizational commitment and job satisfaction in context of private sector hence future research can be included:

- Enlarge the sample size
- Increase area of research.
- Explore more variable to increase loyalty and productivity of employees

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