



The factors influencing the job satisfaction of non-governmental organization (NGO) employees-A Case study of Chikkaballapur District

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Abstract

The socio economic growth of Chikkaballapur district is currently being improved in large part by Non-Governmental Organizations (NGOs). This study's primary goal is to demonstrate how variables such as work conditions, compensation, promotions, and justice, job stability, and connections with supervisors and colleagues in the Chikkaballapur district's NGO sector. This study looked into the variables affecting job satisfaction among employees of national and international NGOs in a chosen district that were chosen at random. Both qualitative and quantitative data were used in the study, which used a descriptive survey research design. The study population was represented by the 30 completed and returned structured questionnaires out of the 50 that were provided. Limited job security and an unjust corporate culture were found to be major issues in the NGO sector in this study, which have a detrimental impact on employee happiness. The study also reveals a strong positive correlation between job satisfaction and job characteristics. In particular, good working conditions, compensation and advancement opportunities, equity, and employment stability inspire workers to provide services effectively and efficiently. Supervisors and officials at NGOs that give priority to various employment characteristics that will boost employee engagement will find this study to have important ramifications. It demonstrates how important work-related elements are to an employee's job happiness. Future studies in these areas with a more comprehensive viewpoint have a lot of potential.

Keywords: Advancement, compensation, job stability, promotion, non-government organisation, organisational behaviour

Introduction

The firm strives to fulfill its objectives and motivates its people to deliver the greatest performance possible. Today's firm is embedded in a complex and ever-changing environment, fraught with problems and potential external hazards. These considerations motivate the organization to continuously improve its performance in order to face problems. The human component is the most important factor in improving an organization's performance. A crucial, practical, and essential component in ensuring an employee's retention and performance improvement is job satisfaction. It is evident that job happiness is a top concern, and that this significance guarantees the organization's survival and growth. Therefore, departments must work hard to improve and raise their level of job satisfaction.

Since job happiness successfully raises productivity and enhances employee performance, it is a crucial aspect of management science. Most people look for job satisfaction because they spend a significant portion of their lives at work. Job satisfaction is therefore a critical factor influencing employee productivity, particularly in Non-Government organizations Chikkaballapur District that are now dealing with numerous financial and administrative support issues. The expansion of the ngos in Chikkaballapur District and its influence on the local economy will both benefit from higher job satisfaction among its workers, especially considering the limited financial resources available to these groups. In order to help decision-makers make the best choices for enhancing employee performance by increasing job satisfaction, accomplishing organizational goals, and fostering growth in this sector, the current study aims to identify the most important factors that contribute to job satisfaction among NGO employees in the Chikkaballapur District. The necessity of estimating job

satisfaction among the employees of ngos of Chikkaballapur District and the main elements influencing it are highlighted by this. Since the topic of job satisfaction for ngos has not been the focus of prior research, this study is thought to close the current information gap and assist in making decisions that will increase job satisfaction among ngos employees. The study is anticipated to result in higher productivity and easier access to the organization's objectives.

Literature Review

Support from coworkers and supervisors has been demonstrated to have a favorable and significant impact on workplace performance, even though it may not be the main factor determining job happiness (Herawati *et al.*, 2023) [3].

When workers are treated fairly, their perception of fairness in the workplace is strongly correlated with their level of happiness; on the other hand, an ineffective system causes employee discontent and conflict (Umair *et al.*, 2016).

According to Kumari *et al.* (2014), an employee's attitudes regarding their work, which include their thoughts, feelings, and actions, are what constitute job satisfaction.

Job security is the continuity and stability of one's employment and is linked to an employee's anxiety about losing desirable aspects of their position, such as long-term career chances, current working conditions, and the possibility of promotion (Akpan, 2013).

Research gap

Based on the analysis of recent literature), while numerous studies have investigated general factors affecting employee job satisfaction—such as pay, working conditions, and supervision—significant research gaps exist regarding the specific context of Non-Governmental Organizations (NGOs) in India

Relevance of the research study

One of the most crucial pillars of any organization is its human resources department. A company with effective human resources not only functions better but also maintains better management. Every organization in the twenty-first century wants to retain its people resources and motivate them to perform better. Employee job happiness is a key component in improving employee performance. Employee happiness is a crucial issue that management keeps in mind at all times, and they maintain an appropriate degree of satisfaction. When workers are happy with their jobs, they work more and feel more a part of the company. Contented staff members work with great zeal and stay with the current company. All organizations strive to improve the elements that increase employee satisfaction and keep them at the company. According to the findings of earlier research, work satisfaction among employees is a significant determinant. Numerous studies have been conducted on job satisfaction and employee satisfaction, but not many have examined the elements that influence employee satisfaction in the service industry. The present study, therefore, examines the Factors Affecting Employee Job Satisfaction of Non-governmental Organization (NGO) Employees in chikkaballapur district

Scope of the study

Research on employee job satisfaction in Chikkaballapur district's non-governmental organizations (NGOs) typically focuses on determining how extrinsic factors—like pay and working conditions—interact with intrinsic motivators—like a passion for the cause—to foster employee engagement. These studies frequently emphasize how NGOs provide high levels of subjective happiness because of their social effect, flexibility, and feeling of purpose, even when they may confront difficulties with lower financial returns when compared to the corporate sector.

Objectives of the study

- To determine the elements that affect workers' job happiness
- To find out the elements that raise employee satisfaction
- To evaluate the degree of employee satisfaction in the non-governmental sector
- To determine welfare measures

Hypotheses

Ho = There is relationship between job satisfaction and job factors.

H1=: There is no correlation between work variables and job happiness.

Limitations of the Study

Because respondents' biases and prejudices may have an impact on this poll, 100% accuracy cannot be guaranteed. Due to time constraints, the researcher was unable to broaden the study's scope

Because two sampling techniques—random sampling and snowball sampling—were used for in-person interviews, the study's conclusions cannot be applied generally.

Research Methodology

Research Design

This study employs descriptive research methods. This study employed both qualitative and quantitative methods to assess employee satisfaction..

Universe

The study is confined to the employees of NGOs in Chikkaballapur District

Sample Method: A simple random sample strategy was utilized for analysis.

Sample Size: The study's sample size is 30 respondents.

Tools of the study

Employee satisfaction was measured using a standardized, closed-ended questionnaire that focused on a number of job-related criteria. Each questionnaire was given to the intended responder at random. It used a five-point Likert scale, with Very Happy (1), Unhappy (2), Neither Happy (3), Happy (4), and Very Happy (5). Sixty of the 30 surveys that were sent were returned and judged to be suitable for study. The data was analyzed using descriptive statistics, with an emphasis on central value measures to assess the general degree of satisfaction. The dependability of the measuring scales employed in the study, the efficiency of data entry and coding, and the precision of the data were all revealed by the descriptive statistics

Data Analysis and Interpretation

The level of happiness among employees in the NGO sector is covered in this section of the study, along with sub-dimensions like compensation and advancement, job security, working conditions, equity, and interactions with management and coworkers. The results are displayed as percentages and frequencies.

Table 1: General degree of contentment among NGOs' staff in Chikkaballapur District

Elements that contribute to job satisfaction	Average
Workplace Setting	42.30
Compensation and Advancement	40.00
Fairness	11.83
Security of employment	14.67
Relationship among coworkers	38.50
Relationship with the Supervisor	03.61
Mean	25.15

Source: Author's Compilation

The study indicated that employees are "happy" with their working conditions, compensation and promotions, and relationships with their coworkers, but their level of job satisfaction is relatively "unhappy" with their relationships with their immediate supervisor, fairness, and job security. The average mean for overall employee job satisfaction in the NGOs in the chosen district, according to the survey, is 25.15, meaning that workers are "neither happy nor unhappy."

Descriptive Statistics

Table 2: The degree of work Conditions

Level of satisfaction	Value of 'x'	Frequency(f)	fx
Very Unhappy	1	0	00
Unhappy	2	1	02
Neither Happy nor Unhappy	3	2	06
Happy	4	14	56
Very Happy	5	13	65
		N=30	129

Source: Author's Compilation

Average =Sum of fx/N=129/30=4.3

The results show that none of the respondents expressed being "extremely unhappy" with their working circumstances in the non-governmental organization sector, according to the statistics shown in the table. Two respondents said they were in a neutral state, feeling "neither happy nor unhappy," while one said they were "unhappy." 13 respondents said they were "very satisfied" with their workplace, while 14 respondents said they were "glad." The typical score for work conditions is 4.3, which is the "happy" category on the Likert scale and indicates an overall good view. This implies that working conditions are generally good and have a big impact on how satisfied employees are with their jobs in the nonprofit sector.

Table 3: Level of Compensation and Advancement

Level of satisfaction	Value of 'x'	Frequency(f)	fx
Very unhappy	1	1	01
Unhappy	2	2	04
Neither Happy nor Unhappy	3	4	12
Happy	4	13	52
Very Happy	5	10	50
		N=30	119

Source: Author's Compilation
Average =Sum of fx/N=119/30=3.97

The table shows respondents' perceptions of pay and promotion chances in the NGOs in the Chikkaballapur district. One respondent was "extremely unhappy," while two were "unhappy" with their salaries and promotion opportunities. Four respondents had a neutral opinion, feeling neither glad nor unhappy. In contrast, 13 respondents reported being "glad," while 10 were "very satisfied" with their compensation and promotion chances. The mean score for this aspect is 3.97, suggesting a positive response and falling into the "happy" category on the Likert scale. Compensation and Advancement prospects significantly affect employee work satisfaction in the non-governmental organization sector.

Table 4: Level of Fairness

Level of satisfaction	Value of 'x'	Frequency(f)	fx
Very unhappy	1	0	00
Unhappy	2	0	00
Neither Happy nor Unhappy	3	3	09
Happy	4	13	22
Very Happy	5	12	60
		N=30	91

Source: Author's Compilation
Average =Sum of fx/N=91/30=3.03

According to the data in the table, respondents expressed their thoughts on fairness in the NGOs in the select district. None said he was "extremely dissatisfied," and none said hee was "unhappy." Three respondents indicated neutrality, choosing "neither happy nor unhappy." In the meantime, 13 respondents were "glad," while 12 were "very happy" with their organization's level of fairness. The estimated mean score of 3.03 is not consistent with the distribution of responses and falls within the "extremely unhappy" category. The inconsistency indicates a possible error in data entry or calculation.

Table 5: Security of Employment

Level of satisfaction	Value of 'x'	Frequency(f)	fx
Very unhappy	1	1	01
Unhappy	2	2	04
Neither Happy nor Unhappy	3	6	18
Happy	4	13	52
Very Happy	5	08	40
		N=30	115

Source: Author's Compilation
Average =Sum of fx/N=115/30=3.83

The table displays respondents' perceptions about job security in the NGOs in the select district. One respondent reported being "extremely dissatisfied," while two reported being "unhappy." Six respondents chose a neutral option, indicating they were neither happy nor upset. In comparison, 13 respondents reported being "glad" and 08 were "very satisfied" with their job security. The reported mean score of 3.83 is "unhappy" and does not match the general positive distribution of responses. This indicates a mistake in calculating or reporting the mean. The response pattern suggests a much higher mean.

Table 6: Relationship among coworkers

Level of satisfaction	Value of 'x'	Frequency(f)	fx
Very unhappy	1	1	01
Unhappy	2	2	04
Neither Happy nor Unhappy	3	4	12
Happy	4	17	68
Very Happy	5	06	30
		N=30	115

Source: Author's Compilation
Average =Sum of fx/N=115/30=3.83

The table shows how employees see their interactions with coworkers in the NGOs in the select district. The data shows that one respondent was "extremely unhappy" and two were "unhappy" in this regard. four respondents chose "neither happy nor unhappy." Meanwhile, 17 respondents were "happy," with 06 reporting "extremely happy" connections with colleagues. The average score for this aspect is 3.83, indicating a positive attitude that falls within the "happy" range on the Likert scale. Positive interactions with coworkers considerably increase job satisfaction in the NGOs in the select district

Table 7: Relationship with the immediate Supervisor

Level of satisfaction	Value of 'x'	Frequency(f)	fx
Very unhappy	1	2	02
Unhappy	2	3	06
Neither Happy nor Unhappy	3	2	06
Happy	4	15	60
Very Happy	5	06	30
		N=30	104

Source: Author's Compilation
Average =Sum of fx/N=104/30=3.47

The table shows data on employees' perceptions of their relationship with their immediate supervisors in the NGOs in the select district. Two respondents reported being "extremely dissatisfied," while three were "unhappy." Two respondents chose a neutral option, "neither happy nor

unhappy." In contrast, 15 respondents reported being "glad," and 06 were "very satisfied" with their immediate bosses. The estimated mean score of 3.61 falls inside the "happy" category on the Likert scale. Overall, employees report satisfaction with their immediate bosses. This link significantly impacts employment satisfaction in the non-governmental organization (NGO)s in the select district

Ho = There is relationship between job satisfaction and job factors.

H1=: There is no correlation between work variables and job happiness.

Let us assume there is a positive relationship between work factors and job happiness using the X² test

Hypotheses Testing

Observed Values

Satisfaction of the Job	Job Factors						Total
	Workplace Setting	Compensation and Advancement	Fairness	Security of job	Relation among coworkers	Relation with the immediate Supervisor	
Very Unhappy	0	1	0	1	1	3	06
Unhappy	1	2	0	2	2	3	10
Neutral	2	4	5	6	4	4	25
Happy	14	13	13	13	17	14	84
Very Happy	13	10	12	08	06	06	55
Total	30	30	30	30	30	30	180

Source: Author's Compilation

Expected Values

1.00	1.00	1.00	1.00	1.00	1.00
1.67	1.67	1.67	1.67	1.67	1.67
4.17	4.17	4.17	4.17	4.17	4.17
14.00	14.00	14.00	14.00	14.00	14.00
9.17	9.17	9.17	9.17	9.17	9.17

Source: Author's Compilation

Degrees of Freedom	(6.1)(5-1)=20
Level of Significance	5%
Calculated Value	10.37
Table Value	31.4

Source: Author's Compilation

Applying the X² test, the estimated value is less than the table value, indicating that the null hypothesis is true. Thus, we can conclude that there is a positive relationship between work variables and job happiness.

Summary of Findings

The study found a favorable correlation between job variables and job satisfaction in Chikkaballapur district's NGOs. Work circumstances, compensation, job stability, and interpersonal relationships are significant determinants. Most multinational NGOs fail to provide long-term job stability to host communities. Local NGOs are less sensitive to work conditions and career advancement, which have a substantial impact on employee job satisfaction. This study's conclusions apply beyond the NGO sector to other industries as well. Acknowledging and addressing these difficulties can help firms retain talented individuals. To effectively apply these insights, organizations must be sensitive to their workforce's needs and expectations.

Suggestions

The NGO sector should prioritize developing a positive work environment for its employees. A positive work environment is crucial for employees to function well and efficiently. Improving working conditions can boost employee motivation, contribute to higher job satisfaction, and increase organizational performance. Additionally, the NGO sector can change remuneration structures to retain skilled and experienced staff. Having talented personnel is

crucial to an organization's success and sustainability. Offering attractive salaries and timely promotions can retain top workers and improve organizational performance.

The NGO sector should prioritize fair and transparent human resource management, notably in performance appraisals. Dissatisfaction among NGO personnel is primarily due to a lack of impartiality. Promoting equity and consistency in appraisal and compensation is crucial for increasing morale, retaining qualified employees, and improving overall organizational effectiveness. This study found that job security for NGO staff remains inadequate, particularly in overseas organizations. A lack of job security also hinders skilled employees from joining and remaining in the non-governmental organization sector. To attract and retain qualified individuals, the non-governmental organization sector should provide more employment security. Improving employment stability leads to increased employee satisfaction, organizational commitment, and performance.

Supervisors in the NGO sector should be courteous and approachable. A positive supervisor-subordinate relationship boosts employee motivation and satisfaction. Supervisors can promote open communication and collaboration by creating a friendly and courteous workplace. This leads to improved teamwork and performance inside the organization.

Conclusion

Employee job satisfaction is a key factor in achieving corporate success and goals. Job satisfaction boosts staff morale and improves service quality. Policymakers and managers must prioritize providing proper facilities and assistance to their staff. This study found that important employment characteristics had a considerable impact on employee happiness in the non-governmental organization sector.

The study found that employment satisfaction in the NGO sector is significantly influenced by work conditions, income, promotions, and job security. Salaries are a crucial motivator for professionals, and increases can help keep them. Effective management of wages and promotions leads to improved service quality and organizational performance. Job security is crucial in the NGO sector as it encourages employees to completely commit to their roles and improves

organizational outcomes. In the NGO sector, job satisfaction is heavily influenced by interpersonal interactions with supervisors and coworkers. Retaining qualified and confident staff in the highly competitive NGO sector is tough. NGOs can enhance employee retention by providing competitive salary, fair promotion policies, a healthy work environment, and job security. Investing in bright and experienced workers is a valuable commitment for any firm. The NGO sector should prioritize positive connections between employees and supervisors, reinforced by training programs. This study offers significant insights for NGOs and companies in several industries looking to motivate and retain employees. Prioritizing these variables can improve employee happiness and company success. Policymakers and managers should integrate these essential variables into their policies to improve employee satisfaction and sustain organizational growth.

Scope for further Research

Future research in the Chikkaballapur district should look at how one to three year project funding cycles affect the long-term job satisfaction and anxiety levels of NGO employees. This is based on studies of employee job satisfaction in NGOs and comparable rural developmental contexts in Karnataka. Future studies should examine intrinsic motives, such as the desire to work for social reasons, to find out why workers stick around despite poor income. to deal with the particular difficulties facing the industry: The absence of a pension, PF, or gratuity for NGO employees and its effect on job satisfaction in comparison to the public sector is an important field for research. Research should look at how employee happiness and mental health are affected by heavy workloads, emotional demands, and working in remote or rural locations. Future research might examine how the district's NGO employees' job satisfaction and skill development are impacted by the adoption of new technology and training for digital tools.

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