



## EXPERIMENTING THE RELATION BETWEEN ORGANISATIONAL BEHAVIOUR AND EMPLOYEES' SATISFACTION

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### ABSTRACT

*Employees are viewed as a standout amongst the most significant columns on which employed of establishments positions. Any Establishments grip numerous assets that may be isolated in human and physical resources. Usage of non-human assets is beyond the realm of imagination without endeavours of the human resource. Perception of Organizations remain manhood, as time agreed, the general population understood that they could collectively fulfil their wants in a much viable way. In this manner, they got composed to achieve their needs and wants. Organizational behaviour is worried about the qualities and practices of staff in separation; the qualities and procedures that are pieces of the very organization. The attributes and practices are straightforwardly coming about because of individuals having their singular motivations and needs working inside the organizational structure. The study of Organizational Behaviour (OB) is stimulating as well as challenging as well. It is recognized by the people where a group of persons work together as teams. The analysis turns out being more challenging when situational causes associate. It is reliability of an administrator about a person's normal behaviour. There exist no resolutions in 'human behaviour'. It is the social factor that contributes to the efficiency consequently the study of human behaviour is significant. Extraordinary significance in this way should be appended to the examination. The fundamental motivation behind this article is to study the diverse variables related to the organizational behaviour and for studying the connection amongst employee satisfaction and organizational behaviour. The descriptive research design has been incorporated in the research. one hundred and fifty respondents had been chosen for this research and discoveries of this research have been identified limited to the selected industries in Pune city.*

**Keywords** – Employee, Organization, behaviour, employee satisfaction, Decision making, motivation, leadership

### 1. INTRODUCTION

Organizations are made of people, an unavoidable piece of social life. Organization will help people to build the gaining expertise and management of division of work, utilize large scale technology, deal with the outer condition, economizes on transaction costs and to apply power and control. Here the PESTEL model can be considered which provides an idea of different factors affecting to the organizational behaviour. The globalization has introduced frequent challenges and open doors for different establishments. It is basic that the organizations work viably with different models. Organizational adequacy necessitates that they ought to give good quality goods and services at

functional expenditure. Moreover, every organization must fulfil the requirement of stake of its stakeholders. The degree of completion determined by stakeholders shows the adequacy of the group. It is the duty and responsibility of the managers to keep the intrigue holders satisfied. Managers are chief of the working of the organization. They are expected to complete the task through work force naturally called as human resources. They dispense the resources, direct the exercises of others, and take choices to accomplish organizational objectives. It is here that organizational behaviour becomes an essential factor. Organizational performance administrators accomplish efficiency in organization. It outfits the

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vital capability, propensities and information for accomplishment of organizational purposes.

### 1.1 Organizational Behaviour

Organizational behaviour is about learning group and individual execution equally as well as movement inside an official body. External and internal points of sight are assumptions about the way in which managerial behaviour can be seen by any establishments. It is field of concentration that discovers outcomes of people, groups as well as construction who display their behaviour inside organization. This is a study as well as usage of learning about by what means individuals act inside groups. Also, it is a human scheme for human benefit. It applies systematically to the behaviour of personalities in extensive kinds of administrations, for example, corporate, schools, government and services groups. It encompasses three causes of behaviour within organizations: individual, group and structural. OB remains very useful stream which relates information amplified regarding persons as well as effect of arrangement over behaviour for making organizations work efficiently. OB encompasses centre points of inspiration, behaviour and directional power, relational correspondence, cluster structural processes, culture, approach, growth and perspective, process of modification, clash, work pressure as well as job-design.

### 1.2 Definition

The most common definition of ‘Organizational behaviour’ is “a field of essence that inspects the result that people, groups and structural construction have on behaviour inside the organization, to apply such learning towards improving an organizational viability.”.

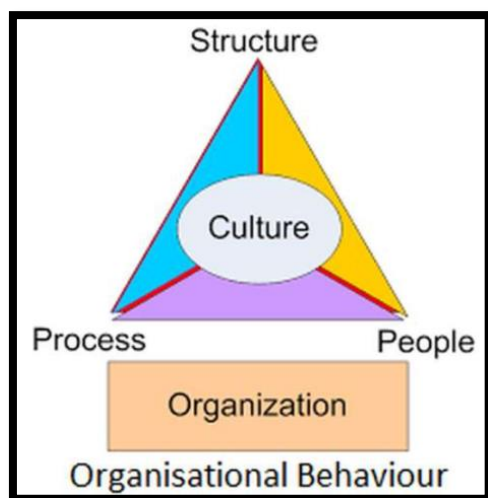


Figure 1: Organisational Behaviour

### 1.3 Organizational Behaviour in Work Environment: Challenges and Opportunities

In many of the predominant situation various industries take originate in compelling their effort philosophy and rehearsals. This has made the situation accordingly carrying about numerous exposed difficulties to the management and managers. Considering the genuine difficulties one can understand the implication of updating different kinds of managerial and technical skills for staying focused in business atmosphere. Influential Factors such as human assets, encounters like staff assorted variety, interior message, impetus. Authorise to actualize the methods for enlightening moral behaviour inside the organization at all the dimensions.

Some significant difficulties as beneath:

- i) Accepting and receiving to Innovation and Change
- ii) Improving Ethical Behaviour
- iii) Managing Workforce Diversity
- iv) Coping with Temporariness
- v) Improving People Skills, Quality and Productivity
- vi) Getting arranged for Globalization

### 1.4 Implications on Organizational Behaviour

To work experience which must satisfy, to run in the commercial centre considering, it is basis for everyone in management and human resource for having employed information of main teamsters for employee commitment and essential human necessities. Changing experience of an employee isn't tied in with revelling entitled workers and managers need to get that. In organization various methodologies exertion for various individuals, managers need to distinguish the one of a kind motivator.

**The person responsible i. e. Managers,** furthermore, need to shape up the communication services to approve them to have rebuilt promise discussions with their employees. A good manner presents the two chances and complications inside organizations. It has, actually, become an upper hand by improving flexibility, efficiency and managerial skills. For some establishments, a different workforce is likewise important to give better customer service in the worldwide marketable centre. One of the catches organizational creators look is that the improvement among moral and

abusive behaviour isn't high contrast. Rather, it trusts upon unlike factors, for example, the individual's purpose behind taking part in a particular behaviour, circumstances in that cultural belief and the influence of outer factors on the behaviour. Here the study of individual as "whole" is important one.

### 1.5 Organizational Components that Need to be Managed

- a. People
- b. Structure
- c. Technology
- d. Jobs
- e. Processes
- f. External Environment

### 1.6 Employee Satisfaction

'Employee Satisfaction' is the buzz word used for depicting whether individual, teams are based on whether they are glad, happy, delighted, satisfied and supporting their requirements and needs at work. Frequent estimations suggest that staff member fulfilment is an element in employee inspiration, employee unprejudiced accomplishment, plus optimistic employee pledge in the place of work. 'Employee satisfaction', though by and large an optimistic in the organization, may likewise be a disappointment, if average employees stay since these are fulfilled with the work environment.

Issues support to 'employee satisfaction' integrate approaching employees with esteem, giving ordinary worker acknowledgment, engaging employees, contribution above industry-standard advantages and compensation, giving employee perquisites and organization exercises, and positive administration inside a achievement framework of objectives, estimations, and prospects.

The main purpose of employee satisfaction is regularly projected by unknown employee satisfaction overviews regulated occasionally that check employee satisfaction.

Employee satisfaction is taken a glimpse at in areas, for example,

1. Management,
2. Understanding of vision and mission,
3. Authorization,
4. Teamwork,
5. Message, and

6. Colleague's collaboration.

## 2. LITERATURE REVIEW.

According to **Dr. Radhika Kapur (2018) [1]**, in any organization the persons are devoted to the presentation of their work responsibilities, which are prepared to the accomplishment of a shared impartial or set of purposes. The chief aim or motive for this survey document is to consider organizational performance in the instruction. Current application of 'organizational behaviour' in training adds to the improvement in 'job performance', carries about 'job satisfaction' and prompts the attainment of wanted aims and objectives. The principle capacities which have been careful about are nature and highlights of organizational performance, the extent of organizational conduct, requirement of managerial actions instruction, the pledge of informative grounds to administrative activities, job growth for managerial behaviour and challenges and open doors for managerial performance.

**Ms. Ruchika Malik (2017) [2]** – In any establishments or organizations it has been seen incredible conversion in regard of construction, activities and people because of tendencies in globalization, employment associations, shifting employees and data revolution. Their paper highlights and evaluates the developments in OB and its development as an autonomous field. The makers mean to give thorough outline to inspect modern organizational behaviour with an integrity core attention. Their paper also highlights on reviewing the available writing and giving a general image of the circumstances of 'Organisational Behaviour' as it present nowadays. However, it additionally offers an insight of the modules that have stayed related with and plaid on in the area of OB up till this point. In addition to this paper surfaces up by the breaks which occur in the interplanetary and shelters path for upcoming investigation forecasts.

**Murugan (2013) [3]** – While 'Organizational behaviour' encompass of four prime factors: technology, people, building and the outer elements within which the organization functions. An initial structure is necessary whenever persons accept order to achieve organizational objectives and aims. Certain People apply and uses innovative technological tools for better productivity, so there is communication of people, structure and technology. Moreover, these basics effect the outside environment are influenced by it. Societies logically

evolve towards the arrangement of these fundamentals.

### 2.1 OBJECTIVES OF THE STUDY:

1. To analyse and investigate the different dimensions related to the organizational behaviour.
2. To discover the challenges, opportunities and implication of organisational behaviour.
3. To understand the relationship between facilities provided to the employees, organizational behaviour and employee satisfaction.

### 3.1 RESEARCH METHODOLOGY

This study is primarily imperial in nature and data is collected with the help of structure questionnaire from selected respondents. The systematic and suggestive sampling methodology was used to collect the data from the selected industries from Pune. The total sample size was one hundred and fifty respondents working in selected industries. The analysis depends upon primary and secondary data.

#### 3.2 Area of Study

Organizational behaviour plus employees' satisfaction are relevant the organization of multi-culture setting in the place of work. In this way, exploration was researched in various establishments to attain the exact component features of organizational behaviour and its effect on employee satisfaction.

#### 3.3 Sample Size and Design

During the research the primary data were collected through review technique. Study be present focused on straightforwardly and through electronic mail utilizing very much developed questionnaire. Suitability or Convenient Specimen has been accomplished for generating data. Circulated 300 questionnaires and 267 finished questionnaires, 150 has been used as a sample and were discovered usable.

#### 3.4 Questionnaire Design

Initially, a pilot study has been carried and based on that the primary data were collected through questionnaire. The respondents were advanced to give their supposition on organizational behaviour, commitment of the employees working in the group plus show of the employees. The initial division of the review involves member's individual

sensitivities and their insightful on organizational behaviour and performance has elective inquiries. Lickert's 5-point scale has been used in this survey.

### 3.5 Hypothesis

*H<sub>0</sub>: There is no association between organizational behaviour and employee's satisfaction.*

*H<sub>1</sub>: There is association between organizational behaviour and employee's satisfaction.*

### 3.6 Statistical Tools Used in this Study

The reactions saw from every one of the effects in the questionnaire were scored and classified into an excel sheet. The measurable tools included Chi-square, T-test, Karl individual Correlation regression, and ANOVA has been connected to reach legitimate inferences. The examination was finished utilizing SPSS.

### 3.7. Limitation of the study

Following limitation has during the study:

1. Area was restricted to Pune only.
2. Employees have been selected from Offices, IT Industry, Educational Institutes, Company's, and Industries.
3. Employees were selected based on systematic manner.
4. No employees from HR dept. has been selected.
5. Those employees who are permanent only sample.

### 4.0 DATA ANALYSIS

The broke down information was at long last translated to reach the determinations and revealed with the target of the examination in view.

#### Demographic profile of the employees

**Table 1: Employees Details**

Variables	Frequency	Percent
<b>Gender</b>		
Male	117	78.0
Female	33	22.0
Total	150	100
<b>Age group</b>		
19-30	66	44.0
31-50	57	38.0

51 and above	27	18.0
Total	150	100
<b>Monthly income</b>		
15000 to 25000	30	20.0
26000 to 40,000	33	22.0
41000 to 60,000	57	38.0
61000 and above	30	20.0
Total	150	100.0
<b>Experience</b>		
2- 15 years	78	52.0
16-30 years	60	40.0
31 year & above	12	8.0
Total	150	100.0

### Hypothesis Testing

The test on Hypothesis has been carried on test above null hypothesis Chi-Square test is connected to survey two sorts of correlation: tests of goodness of fit and tests of independence and aftereffects of test are as follows:

**Table2: Chi-Square test**

Chi-square Calculated Value =	248.69
Chi-square Table Value =	9.49
Degree of Freedom =	4
Result of test =	Rejected.

Table 2: shows that chi-square determined esteem (248.69) is more prominent than table esteem (9.49). Hence, hypothesis is rejected and it is presumed that there is relationship between level of Organizational behavior and level of employee satisfaction. To comprehend nature of correlation between level of organization and level of Employee satisfaction, Karl Pearson's correlation coefficient is acquired. Karl Pearson's coefficient of correlation for every one of the 150 respondents in Pune between organizational behavior and employee's satisfaction is determined and it is  $r = 0.370$ . It shows there is certain correlation. Consequently, Null hypothesis got acknowledged. To test above null hypothesis level of organizational behavior and level of Employee satisfaction is considered.

### b. Finding and Suggestions.

Based on the survey conducted by the

scholar, following factors may affect the satisfaction level of the employees:

1. Nearness to location of job.
2. Facilities provided by the employer.
3. Welfare facilities provided by the employer.
4. Work-Life-Balance (WLB) factor
5. Self-Esteem factor
6. Last but not least, remuneration or incentive factor.

It has been suggested that the HR department need to look after the above factor and try to provide the welfare facilities, providing commitment factor, and incentive based remuneration so that employee's satisfaction level is maintained and their need to build the employee trust building facilities. The role of HR dept. is quite crucial for building the faith in employees, identifying areas where people need to be happy, maintaining trust and self-esteem factor for promotion, incrementing timely payment may be some of the important factor to be considered.

### 5.0 CONCLUSION

While 'Organizational Behaviour' undertakes an important job in the association of commercial, in this study, which discovers the outcome, collections and arrangement have on performance inside an organization and it applies that information to make organizations work all the more successfully. Investigation of organizational behaviour is fascinating. It is the craftsmanship with respect to manager to comprehend, depict, estimate and change individual behaviour. Part of readings has been embraced in the aspect of 'organizational behaviour' and also immense works is accessible, which is needed to be examined through professionals in the area of handling 'human resources'. The employees had a scope of development in the area of handling human resources. They required being in upper management of their organizations. These outcomes were evolved and based on the discovery's ends were drawn. Individuals were fulfilled with the job designated to them was found. Be that as it may, as per the employees inside correspondence framework ought to be clearer to give information with respect to jobs and duties within the establishments. Organizations were trying endeavours to grip the employees yet the organizations need more endeavours to keep down the employees in the organization we reestablished.

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