

**SATISFACTION LEVEL OF EMPLOYEES IN THAI NGUYEN IRON
AND STEEL JOINT STOCK CORPORATION**

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ABSTRACT

The purposes of this study were to examine Studies on job satisfaction have been conducted and applied including both theoretical and practical aspects. In context of needing to improving quality of work performance in manufacturing enterprises, surveying on employee's job satisfaction has been done in previous researches. However, there have not been separate studies on employee's satisfaction at administrative area toward their job (direct employees) as well as employee's satisfaction production area toward their job (indirect employees).

The findings showed in previous part have many theoretical and practical implications. This section summarizes all these implications. *Firstly*, the findings of this study are different from the previous studies about job satisfaction among employees. The research determined the job satisfaction level in both direct employees and indirect employees. *Secondly*, this dissertation develops a model and empirically tests their applicability in delivery of pass grassroots level. This study has tested the scales about the job satisfaction and components of job. It points out that there are 7 components when considering a job. To be compared with the previous studies, the factors and impact levels on the satisfaction of employees have some differences. *Thirdly*, this study objects to understand how employee satisfaction with their job in Thai Nguyen Iron and Steel joint stock Corporation TISCO is determined. Even when the satisfaction of employees is medium level and high, some other aspects of job which are scored low or workers are not satisfied. *Fourthly*, the research also shows that whether or not the differences in the satisfaction of employee according to their personal characteristics. The concern about the relationship between employee's perceptions of components of job like nature of work, salary, supervisors, co-worker, opportunity for advancement, working condition, financial reward and the employee's job satisfaction in TISCO. We also need to learn about the influence of these factors as an important part in the future improving the satisfaction of the employees. This trend requires the operational capacity of administrator and manager in TISCO and worker knowledge. *Fifthly*, and finally, this thesis supply helpful information for TISCO can based on to set up the policies and plans so as to enhance the satisfaction of the employee about their job. Although. The latter approach generally takes the form of employee's satisfaction surveys or other relevant survey data measuring quality of job or work performance by worker. Thus, the findings from the survey at TISCO have practical significance when the TISCO has made reform for a long time.

CHAPTER I

INTRODUCTION

1.1. Background and rationale of the study

There are many factors influencing human resource management, of which job satisfaction is the most important issue among many factors of human resource management that every manager needs to give much attention.

The term “job satisfaction” is derived from the humanities, psychology and sociology. In the field of psychology, it is a state where an employee has an emotional perception of his situation and reacts with feelings of pleasure or pain. In sociology, it is considered a variable in different categories related to how each employee evaluates and thinks about his work (Sypniewska, 2013). Job satisfaction can be defined as an individual’s total feeling about their job and the attitudes they have towards various aspects or facets of their job, as well as an attitude and perception that could consequently influence the degree of fit between the individual and the organization (R. Karthik, S. Saratha, & M. Sowmiya, 2012; Spector 1997).

For a few decades, many researchers have been carried out about job satisfaction and its components. Many researchers and administrators have noticed the importance of job satisfaction on a variety of organizational variables. In particular, it was known that dissatisfied employees are likely to leave their jobs (E.J. Lumley, et al, 2011). Job satisfaction among employees is an indicator of organizational effectiveness (R. Karthik, S. Saratha, & M. Sowmiya, 2012). the study conducted by Harter et al. (2002) found positive and substantive correlations between employee satisfaction-engagement and the business unit outcomes of productivity, profit, employee turnover, employee accidents, and customer satisfaction. Freeman, (2005) shows that businesses that excel in employee satisfaction issues reduce turnover by 50% from the norms, increase customer satisfaction to an average of 95 % and lower employee cost by 12%. Carpitella (2003) indicated that the more satisfied an employee is, the less turnover and absenteeism occurs (Maloney & McFillen, 1986).

Added to that, Job satisfaction plays an important role for an employee in doing their job performance. Research examining the relationship between job satisfaction and job performance has been conducted since at least as early as 1945 (Davar, 2012). The idea that job satisfaction leads to better performance is supported by Vroom's. The study relating to the relationship between job satisfaction and job performance has now become a research tradition in industrial-organizational psychology Vroom's (1964).