**Research Proposal**

**Impact of job satisfaction on production executive employees’ performance of ABC Company**

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# **01 Introduction to topic**

The research investigates the impact of employee job satisfaction to the performance of production executive employees. That means the research aims to evaluate the factors which ensure the effectiveness and efficiency of overall performance of the organization in order to ensure the employees job satisfaction. The research is based on four independent variables such as considerations on employees’ ideas and views, impact of external environmental factors, impact of internal environmental factors and management influences and impacts to the dependent variable of employee job satisfaction. For example; performance management Framework within the organization is important to understand the actual performance of the employees to identify the non performing human resource and excellent performing human resource within the research organization. It is further mentioned that gather human resource ideas and views about current working environment of the organization and take appropriate actions to update the working environment condition with respect to the expectations and requirements of the human resource in order to enhance the operational efficiency and effectiveness.

ABC (Private) Limited is chosen as the research organization. ABC (Private) Limited is a reputed apparel manufacturing group operating in Sri Lanka for over two decades. Manufacturing in excess of over 100 million units of apparel across Sri Lanka, ABC (Private) Limited employs over 8,000 people and are heavily involved in design and product development, offering innovative apparel solutions for today’s fast changing fashion requirements. The research discusses the effectiveness and efficiency of existing operational performance management practices and procedures of the research organization in order to ensure the employee job satisfaction.

# **02 Statement of problem**

In developing the research problem for this research it is review the existing performance evaluation practices and problems of the ABC (Private) Limited which are based on the informal interviews with few human resource of the ABC (Private) Limited. In developing employee performance management system within the organization it is essential to consider the internal business process and external business process (Brian, 1996). For example perception and attitudes of the human resource need to be considered in order to identify the real requirements of the existing human base of the organization in order to find out the possible outcome from performance evaluation process and take the correct management actions to overcome the adverse implications which are not a true performance evaluation. Further organization has unethical management interferences to change the real outcome of performance evaluation process. Research problem is does performance management impact to job satisfaction.

# **03 Practical relevance of the study**

Ensuring employees’ job satisfaction is important to achieve the business goals and objectives by creating competent and skilled human resource and retain the best human resource within the organization by reducing the employee turnover risk. In planning the business level strategies, it is essential to listen to the human resource and consider their ideas and views in planning and executing the employee oriented functional management strategies and corporate management strategies. For example; in modern business world most of the people are concerning on working environmental condition to select the organization to provide their service. If it is manufacturing business organization most of the people are concerning on safety and assurance standards and approaches which are taken by the organization and health insurance policies and procedures of the organization

# **04 Research objectives**

Research objectives are based on five aspects. It emphasizes that it is important to understand the factors which determines the effectiveness and efficiency of overall performance management process and areas which need to be developed in order to ensure the employee job satisfaction through proper performance management initiatives. Further it is expecting to identify and evaluate the factors which are effecting to ensure the high level of employee job satisfaction and significance of management involvement to ensure the employee job satisfaction and performance efficiency.

## **4.1 General objective**

* To evaluate the impact of employee job satisfaction to performance of production executive employees.

## **4.2 Specific objectives**

* To understand the determinants of effective and efficient performance management process.
* To study the functional areas which need to be developed to ensure the employee job satisfaction.
* To identify the factors which impact to determine the employee job satisfaction.
* To identify the significance of performance management process to ensure the employee job satisfaction.
* To develop the strategic approaches to avoid the unethical influences of management to performance evaluation process.

# **05 Brief literature review**

Business firm should ensure the excellent staff personnel satisfaction with regards to achieve the business goals and objectives which are based on long term perspective and short term perspective with regards to achieve the business goals and objectives. It is essential to have experienced and skillful staff personnel with firm and staff personnel management strategies should be able to identify the real requirements of the staff personnel and retain the staff personnel with the firm for a longer period (Armstrong, 2001). That means primary objective of staff personnel management strategy is would be reducing the risk of staff personnel turnover and retain the best staff personnel with firm.

staff personnel satisfaction is considered as one of the main objective of overall staff personnel management strategies with regards to confirm the low level of staff personnel turnover risk and enhance the operational accuracy and completeness with competent an experience staff personnel with the firm (Argyris, 1991). That means when staff personnel of the firm are satisfied with staff personnel management Strategies and other functional management strategies of the firm it will lead to retain the respective staff personnel within the firm for longer period of time. Due to that reason that firm can retain the best and outstanding performing staff personnel with the firm for longer period of time.

Staff personnel is considered as main internal situation strength within the firm. Due to that reason that it is essential to confirm the excellent staff personnel satisfaction with the firm with regards to utilize their skills and experience at maximum level with regards to achieve the long term and short term goals and objectives of the business firm. Staff personnel satisfaction is important to the any business firm to bring the maximum commitment and contribution of the staff personnel to confirm the operational accuracy and completeness (Armstrong, 2001). That means when firms staff personnel are not happy it will create adverse implications and negative Impressions with regards to get the maximum commitment and contribution of the staff personnel for the normal cause of business activities and it will negatively impact to confirm the quality of products and services (Burns, 2001).

Staff personnel satisfaction is important to retain the staff personnel with the firm as discussed above. Business firms invest in organizational resources resources with regards to enhance the skills and competencies of staff personnel within the firm (Burns, 2001). That means employee training programs for the staff personnel are consuming the organizational resources resources of the business firm. when firm ensure the excellent staff personnel satisfaction it will help to reduce the staff personnel turnover and retain the trained staff personnel with the firm for longer period of time and save the employee training cost with firm.

Majority of the staff personnel are considering on organizational resources benefits from the employment. Salaries and wages of the employment are considered as one of the critical success factor with regards to confirm the excellent staff personnel satisfaction with the firm. For that purpose business firm should decide the salaries and wages scales of the staff personnel considering the internal situation financial strength and external situation economic conditional behavior (Armstrong, 2001). That means salaries and wages should be able to fulfill the financial requirements of the staff personnel within the firm and it should be match with the behavior and variables in economic situation variables.

Apart from that majority of the staff personnel are expecting to enhance their values and experience by joining with the business firm. That means those kinds of staff personnel expected to develop their career with the roles and responsibilities of the business firm and business firm has responsible to confirm there is a proper mechanism to provide career development opportunities to all the staff personnel equally (Armstrong, 2001). That means business firm should gather the required Expectations of Staff personnel with regards to the career development opportunities and plan the promotion and job rotation strategies to fulfill the career development expectations of the staff personnel who are in different hierarchical level of the firm structure (Boutall, 1997).

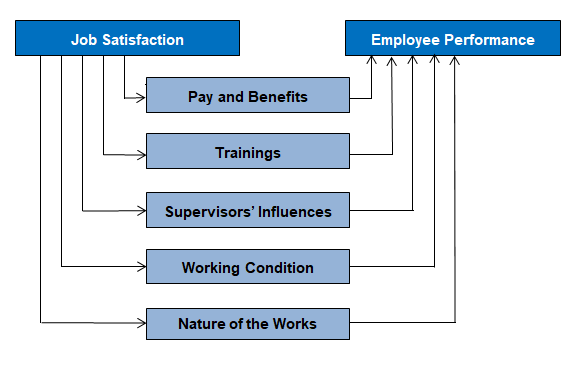
Performance evaluation system and practices of the firm is considered as one of the critical factor which determines the staff personnel satisfaction regarding the employment. That means firm should have proper mechanism to identify the outstanding performance related staff personnel with firm and decide the promotions and employment ratings based on the actual performance of the staff personnel (Boutall, 1997). Apart from that performance evaluation process should be transparent to each and every staff personnel of the business firm and there should be a proper way to avoid the unethical influences to decide the promotions and quotations to different staff personnel of the business firm.

Internal communication process of the business firm is important to build the bridge between top management and operational level staff personnel within the firm. Due to that reason that top management level staff personnel of the firm can understand operational level issues which are negatively impact to achieve the operational goals and objectives of the firm with regards to find the optimum solution to resolve the operation management related issues. Majority of the business firm in modern business world is using internal whistleblowing system to communicate the top managerial level staff personnel and operational level staff personnel by ensuring the confidentiality and privacy of the information provider.

Apart from that firm and cultural values and norms of the business firm is important to determine the level of staff personnel satisfaction with the normal cause of business activities of the business firm (Boutall, 1997). Firm should avoid the unethical activities within the firm culture and informal communication approaches to spread the wrong news within the firm. Apart from that business firm should consider the ideas and views of staff personnel in taking the operational and strategic decisions within the firm. staff personnel has right to involve in decision making process due to all the operational and strategic decisions impact to staff personnel of the firm as well.

# **06 Mix methodology**

## **6.1 Conceptual framework**



## **6.2 Research hypothesis**

H1 - There is a relationship between pay and benefits and job satisfaction.

H0 - There is not a relationship between pay and benefits and job satisfaction.

H1 - There is a relationship between trainings and job satisfaction.

H0 - There is not a relationship between trainings and job satisfaction.

H1 - There is a relationship between supervisors’ influences and job satisfaction.

H0 - There is not a relationship between supervisors’ influences and job satisfaction.

H1 - There is a relationship between working condition and job satisfaction.

H0 - There is not a relationship between working condition and job satisfaction.

H1 - There is a relationship between nature of works and job satisfaction.

H0 - There is not a relationship between nature of works and job satisfaction.

## **6.3 Population, sample and sampling**

Total number of production executive employees of the organization is defined as target population and it is expected to gather research primary data from 100 sample population. Random sampling technique is used to gather sufficient and appropriate primary research data.

## **6.4 Methods of data collection**

The research conclusion and research outcome are depending on the accuracy and completeness of research data. It is expected to use both primary research data and secondary research data. Primary research data is gathered from research questionnaire which contains both close ended questions and open ended questions. Further author expects to use interview technique to gather qualitative research data which can be used to arrive judgmental conclusion over research findings. In using secondary research data (journals, e-books, books, articles etc.), it is expected to evaluate the reliability and relevance of research secondary data gathering source. However, it is given more priority to primary research data compare to secondary research data.

## **6.5 Methods of data analysis**

In selecting the research approach it is considered the two types of research approaches which are deductive research approach and inductive research approach. Deductive research approach more focus on using quantitative research data while inductive research approach more relies on using qualitative research data. Data analyzing is the most crucial part of the research. That means it provides the processed information to the author to arrive research conclusion and recommendations. Author uses the statistical data analyzing tool SPSS software to conduct the data analyzing due to the quantitative nature of the research data. In addition that author should consider the research objectives in determining the research data analyzing techniques. Analyzed research data is represented in graphical format such as charts, tables, graphs etc.

# **07 Research timeline**

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| --- | --- | --- |
| Steps | Description | Due date |
| **1** | **Planning stage** |  |
|  | Week -1-2 – Evaluate the dissertation topic area | 27th Feb |
|  | Weeks 3-4 – Dissertation topic finalization | 28th Feb |
|  | Weeks 4-5 – Develop the dissertation proposal | 3rd March |
|  | Weeks 5-8 – Complete the dissertation proposal and upload | 5th March |
| **2** | **Chapters 1-3 finalization** |  |
|  | Chapter 1 Draft dissertation introduction chapter | 15th March |
|  | Chapter 2 Draft dissertation literature review chapter | 20th March |
|  | Chapter 3 Draft dissertation methodology chapter | 24th March |
| **3** | **Data collection and analysis** |  |
|  | Analyze the dissertation data | 29th March |
|  | Chapter 4 Draft dissertation data analysis | 31st March |
|  | Chapter 5 Draft dissertation conclusion and recommendation | 5th April |
| **4** | **Final Writing up** |  |
|  | Dissertation formatting and proof reading | 10th April |
| **5** | **Final Stage** |  |
|  | Finalization of proof reading | 13th April |
| **6** | **Submission of Project** | 20th April |

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