

Study of employee's job satisfaction in ministry of industry and commerce

AHMAD FARID

Researcher, Bakhtar University
Kabul Afghanistan

Abstract

Job satisfaction is considered as an important issue where efforts are taken and programs are initiated to fulfil it. The project was started with preparing a questionnaire and then data for analysis has been collected from a sample size of 145 individual employees from different departments of MoIC and were analyzed through SPSS Software. This study find that the majority respondents belongs to Permanent category of recruitment. This study finds that more over results reveal that highest number of respondents are strongly agree that employees Job Satisfaction reduce absenteeism and lowest number of respondents are disagreeing that employees Job Satisfaction reduce absenteeism and they feel that when employees are satisfied the level of absenteeism will decrease. The working conditions should be good enough for the employees as it is the main factor motivating the employee to work.

Key Words: Job Satisfaction, Employees, Rewards, Supervisor.

Introduction

Employee Job Satisfaction surveys allow an organization to understand their employees. Employees often act on the basis of their environment, the behavior of their colleagues, and management policies. So management must be aware of employees' attitudes, opinions, and satisfaction.

Employee satisfaction and retention surveys can give management the knowledge and tools that directly impact the bottom line and business outcomes as well as building positive employee relations and a positive work environment.

Still the motivation will not have effect on individuals if they are unable to perform a task or if they are not willing for certain tasks.

When an employee gets the high level of job satisfaction from their work place, it means that they have positive attitudes in their job. Supervision at work, pay and conditions, promotion practices, supervision at work and co-co-workers this factors re can affect the employee's job satisfaction.

MoIC Performance Status

Ministry of Industry and Commerce of Afghanistan is one of the important organs of the government of Islamic Republic of Afghanistan.

Current and past governments of Afghanistan have included a Minister of Commerce in the Afghan cabinet. The Ministry of Commerce creates the enabling environment for sustainable and equitable economic growth and opportunity for all Afghans by promoting private sector development in a socially responsible free market economy.

After the fall of the Taliban, the 2001 Bonn Conference formed an interim government for Afghanistan. In this Government, there was one minister for Commerce, one minister for mines and industries and one minister for small industries. In 2004, when the newly elected President Hamid Karzai formed his first official government, the post of small industries was deleted. After 2006, when there was a major cabinet reshuffle, the minister of Commerce became more and more referred to as the minister of Commerce and Industries. The formal portfolio of the minister of mines is now without that of industries, although he still is sometimes referred to as minister of Mines and Industries.

After the reelection of President Karzai he formed a second administration. in January 2010 both of the candidates that Karzai nominated for the post, first Ghulam Mohammad Eylaghi and later Zahir Waheed, were voted down by the National Assembly, Eylaghi functioned for some time as acting minister of Commerce. Only in June 2010, when Karzai nominated Dr. Anwar-Ul-Haq Ahady as the new minister of Commerce, the ministry was led again by someone who was confirmed by the National Assembly.

MoIC Vision

A robust, competitive, and dynamic private sector that is the engine of inclusive and sustainable economic growth and poverty reduction in Afghanistan.

Is foundation for creating a flexible, proficient and viable private sector which is the driving force behind inclusive and sustainable economic growth and ensuring poverty reduction in the country?

MoIC Mission

To contribute toward the growth of the Afghan economy through effective private sector development in partnership with stakeholders.

Literature Review

Morge (1953), examined that in his study on the Job satisfaction of the employees of white collar jobs found that fifty-five male teachers were satisfied with their job with oppose to thirty-five percent female employees who were not satisfied with their job. This study highlighted the relationship between gender and job satisfaction and concluded that satisfaction is affected by gender. Govender (2015), stated that the quest for job satisfaction within the workplace has created much interest among the largest of corporations; however, the concept of job satisfaction eludes most. Organizations cannot expect job satisfaction to be experienced by workers naturally, but if they strategically implement interventions, the environment created could result in positive satisfaction levels. Human nature drives individuals to desire more, and it is critically important for companies to manage this desire in order to increase or sustain their profitability. Whilst it can be said at the outset that money is the primary motivator for employee satisfaction, it is not the only motivator that influences the drive of an individual. This study aimed to establish what can be done to improve job satisfaction in a SMME manufacturing company. Steel line manufacturing company is a SMME manufacturer and is located in Phoenix Industrial Park, Durban. For the purposes of this study judgment sampling was used. The participants in the case study were chosen from Steel line manufacturing company in KwaZulu-Natal. Seventy-one subjects completed an online questionnaire which represented a response rate of 94%. The data collected was analyzed using case study analysis.

Research Objectives

The study objectives were:

- To Measure the satisfaction levels of employees on various factors.
- To know the need and more facility which employees want and they will become more satisfied with that.

Hypothesis

The study hypothesis was:

1: H0: There is no overall job satisfaction of employees in Ministry of Industry and Commerce.

2: H1: There is overall job satisfaction of employees in Ministry of Industry and Commerce.

Research Methodology

This research has examined the Employees Job Satisfaction in context of the Ministry of Industry and Commerce. The data have been collected from randomly sampled employees of different departments of the MoIC. The data collected by questionnaire (Appendix A) have been tested by SPSS software using descriptive analysis that illustrates the Employees Job Satisfaction.

This work was carried out based on the primary data collected through the survey instrument. The survey instrument used for this work is a standardized well-structured questionnaire. The questionnaires were employed to collect the primary data and relevant

information from the employees of different department. This survey instrument was designed and tested as a part of this work and proved reliability.

Pre-testing

A pilot study was conducted to obtain the preliminary assessment of internal validity of the research survey instrument questionnaire. For this purpose, primary data were collected from 10 employees of several departments. The results of the pilot study confirmed the internal reliability of the instrument deployed and hence, the same instrument was used in the identified sampling areas to collect the primary data needed for the present study.

Survey Instrument Reliability

The survey instrument was tested with appropriate reliability analysis comprising the computed value of Cronbach alpha and the alpha value for all the study variable taken up in the survey instrument is found to be well above the suggested value of 0.6 (Nunnally, 1978). The specific, details of alpha value for each of the study variable constituting the present work is shown in the below table.

Details of the Measurement Scales with Corresponding Reliability

Reliability Statistics	
Cronbach's Alpha	No of Items
0.814	18

Sampling Technique

Ministry of Industry and Commerce employees were taken as a population of the study because the study used a case study design. A total number of 145 employees out of

1000 employees of different departments of the Ministry of Industry and Commerce were selected that would give the in-depth coverage and analysis of the results or the findings.

A total number of 145 employees out of 1000 employees of different departments and units of Ministry of Industry and Commerce were selected.

Sample is a subset of a population, the process of picking a portion of the population to represent the whole population is known as sampling (Biondo et al, 1998). The random sampling technique has been acquired for this research. The different directorates, departments along with units have been identified keeping in mind the availability and reach.

In the first step a formal permission was obtained through personal visit with heads of departments. In the second stage in a process the questionnaires were distributed personally to pre-selected employees already informed about the purpose of the questionnaire filling.

Results and Discussion

Table 6: Superior-subordinate communication, or the relationship between supervisors and their direct reports, is another important influence on job satisfaction in the workplace					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	.7	.7	.7
	Not sure	42	29.0	29.0	29.7
	Agree	57	39.3	39.3	69.0
	Strongly Agree	45	31.0	31.0	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 6 and graph 6 depicts that from 100% of 145 respondents. 1 respondent i.e. .7% is disagree, 42 respondents i.e. 29.0% are not sure, 57 respondents i.e. 39.3% are agree and 45 respondents i.e. 31.0% are Strongly agree.

More over results reveal that highest number of 57 respondents i.e. 39.3% are agree that superior-subordinate communication, or the relationship between supervisors and their direct reports, is another important influence on job satisfaction in the workplace and lowest number of 1 respondents i.e. .7% is disagree that superior-subordinate communication, or the relationship between supervisors and their direct reports, is another important influence on job satisfaction in the workplace and they feel Superior-subordinate communication, or the relationship between supervisors and their direct reports, is another important influence on job satisfaction in the workplace increases satisfaction between management and employees.

Table 7: Employees Job Satisfaction Reduce absenteeism					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	1.4	1.4	1.4
	Not sure	3	2.1	2.1	3.4
	Agree	39	26.9	26.9	30.3
	Strongly Agree	101	69.7	69.7	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 7 and graph 7 depicts that from 100% of 145 respondents. 2 respondents i.e. 1.4% are disagree, 3 respondents i.e. 2.1% are not sure, 39 respondents i.e. 26.9% are agree and 101 respondents i.e. 69.7% are Strongly agree.

More over results reveal that highest number of 101 respondents i.e. 69.7% are strongly agree that employees Job Satisfaction reduce absenteeism and lowest number of 2 respondents i.e. 1.4% are disagree that employees Job Satisfaction reduce absenteeism and they feel that when employees are satisfied the level of absenteeism will decrease.

Table 8: Job satisfaction can be influenced by a person's ability to complete required tasks					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not sure	6	4.1	4.1	4.1
	Agree	58	40.0	40.0	44.1
	Strongly Agree	81	55.9	55.9	100.0
	Total	145	100.0	100.0	

Source: Primary Data

Table 8 and graph 8 depicts that from 100% of 145 respondents. 6 respondents i.e. 4.1% are not sure, 58 respondents i.e. 40.0% are agree, 81 respondents i.e. 55.9% are strongly agree.

More over results reveal that highest number of 81 respondents i.e. 55.9% are strongly agree that job satisfaction can be influenced by a person's ability to complete required tasks and lowest number of 6 respondents i.e. 4.1% are not sure that job satisfaction can be influenced by a person's ability to complete required tasks and they feel Satisfaction of employees influenced that employees complete the required tasks.

Table 9: Employee satisfaction is a measure of how happy workers are with their job and working environment					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	.7	.7	.7
	Disagree	3	2.1	2.1	2.8
	Not sure	37	25.5	25.5	28.3
	Agree	58	40.0	40.0	68.3

	Strongly Agree	46	31.7	31.7	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 9 and graph 9 depicts that from 100% of 145 respondents. 1 respondent i.e. .7% is Strongly disagree, 3 respondents i.e. 2.1% are disagree, 37 respondents i.e. 25.5% are Not sure, 58 respondents i.e. 40.0% are agree and 46 respondents i.e. 31.7% are strongly Agree.

More over results reveal that highest number of 58 respondents i.e. 40.0% are agree that employee satisfaction is a measure of how happy workers are with their job and working environment and lowest number of 1 respondent i.e. .7% is strongly disagree That employee satisfaction is a measure of how happy workers are with their job and working environment.

Table 10: Job satisfaction is one of the important factors that have drawn attention of the organization as well as academicians					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	2.8	2.8	2.8
	Not sure	49	33.8	33.8	36.6
	Agree	43	29.7	29.7	66.2
	Strongly Agree	49	33.8	33.8	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 10 and graph 10 depicts that from 100% of 145 respondents. 4 respondents i.e. 2.8% are disagree, 49 respondents i.e. 33.8% are not sure, 43 respondents i.e. 29.7% are Agree and 49 respondents i.e. 33.8% are strongly agree.

More over results reveal that highest number of 49 respondents i.e. 33.8% are strongly agree that job satisfaction is one of the important factors that have drawn attention

of the organization as well as academicians and lowest number of 4 respondents i.e. 2.8% are disagree that job satisfaction is one of the important factors that have drawn attention of the organization as well as academicians and they feel that attention of organization play an important role in satisfaction of employees.

Table 11: A satisfied employee would have higher performance and it will increase the efficiency					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	.7	.7	.7
	Disagree	3	2.1	2.1	2.8
	Not sure	5	3.4	3.4	6.2
	Agree	34	23.4	23.4	29.7
	Strongly Agree	102	70.3	70.3	100.0
	Total	145	100.0	100.0	

Source: Primary Data

Table 11 and graph 11 depicts that from 100% of 145 respondents. 1 respondent i.e. .7% is strongly disagree, 3 respondents i.e. 2.1% are disagree, 5 respondents i.e. 3.4% are not sure, 34 respondents i.e. 23.4% are agree and 102 respondents i.e. 70.3% are strongly agree.

More over results reveal that highest number of 102 respondents i.e. 70.3% are Strongly agree that a satisfied employee would have higher performance and it will increase the efficiency and lowest number of 1 respondent i.e. .7% is strongly disagree That a satisfied employee would have higher performance and it will increase the efficiency and they feel that when employees are satisfied the efficiency and performance level increase.

Table 12: Continuous effective communication with management enables employees to highlight their aspirations to the leader					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	.7	.7	.7
	Not sure	48	33.1	33.1	33.8
	Agree	65	44.8	44.8	78.6
	Strongly Agree	31	21.4	21.4	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 12 and graph 12 depicts that from 100% of 145 respondents. 1 respondent i.e. .7% is disagree, 48 respondents i.e. 33.1% are not sure, 65 respondents i.e. 44.8% are agree, 31 respondents i.e. 21.4% are strongly agree.

More over results reveal that highest number of 65 respondents i.e. 44.8% are Agree that continuous effective communication with management enables employees to highlight their aspirations to the leader and lowest number of 1 respondent i.e. .7% is disagree that continuous effective communication with management enables employees to highlight their aspirations to the leader and they feel that continues effective communication of management with employees increase the level of satisfaction between employees.

Table 13: Even for the smaller job that does one seek to have an appreciation, from colleagues, boss, and seniors. When one gets acknowledged in front of everyone, it gives up a boost to their morale					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	.7	.7	.7
	Not sure	12	8.3	8.3	9.0
	Agree	47	32.4	32.4	41.4
	Strongly Agree	85	58.6	58.6	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 13 and graph 13 depicts that from 100% of 145 respondents. 1 respondent i.e. .7% is disagree, 12 respondents i.e. 8.3% are not sure, 47 respondents i.e. 32.4% are agree and 85 respondents i.e. 58.6% are strongly agree.

More over results reveal that highest number of 85 respondents i.e. 58.6% are Strongly agree that even for the smaller job that does one seek to have an appreciation, from colleagues, boss, and seniors. When one gets acknowledged in front of everyone, it gives up a boost to their morale and lowest number of 1 respondent i.e. .7% is disagree that even for the smaller job that does one seek to have an appreciation, from colleagues, boss, and seniors. When one gets acknowledged in front of everyone, it gives up a boost to their morale and they feel appreciation of employees in front of everyone it boosts the morale of employees and will satisfied employees.

Table 14: The greatest determinants of job satisfaction have been recognized to be rewards and compensation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	2.8	2.8	2.8
	Not sure	32	22.1	22.1	24.8
	Agree	52	35.9	35.9	60.7
	Strongly Agree	57	39.3	39.3	100.0
	Total	145	100.0	100.0	

Source: Primary Data

Table 14 and graph 14 depicts that from 100% of 145 respondents. 4 respondents i.e. 2.8% are disagree, 32 respondents i.e. 22.1% are not sure, 52 respondents i.e. 35.9% are agree and 57 respondents i.e. 39.3% are strongly agree.

More over results reveal that highest number of 57 respondents i.e. 39.3% are Strongly agree that the greatest determinants of job satisfaction have been recognized to be rewards and compensation and lowest number of 4 respondents i.e. 2.8% are disagree

That the greatest determinants of job satisfaction have been recognized to be rewards and compensation and they recognized that the greatest determinants of job satisfaction as rewards and compensation.

Table 15: A reward at work is basically a key element that is exchanged from the employer to the employee for a job well done					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	3.4	3.4	3.4
	Not sure	30	20.7	20.7	24.1
	Agree	56	38.6	38.6	62.8
	Strongly Agree	54	37.2	37.2	100.0
	Total	145	100.0	100.0	

Source: Primary Data

Table 15 and graph 15 depicts that from 100% of 145 respondents. 5 respondents i.e. 3.4% are disagree, 30 respondents i.e. 20.7% are not sure, 56 respondents i.e. 38.6% are agree and 54 respondents i.e. 37.2% are strongly agree.

More over results reveal that highest number of 56 respondents i.e. 38.6% are Agree that a reward at work is basically a key element that is exchanged from the employer to the employee for a job well done and lowest number of 5 respondents i.e. 3.4% are disagree that a reward at work is basically a key element that is exchanged from the employer to the employee for a job well done and they recognized that a reward is a key element that is exchanged from the employer to the employee for a job well done.

Table 16: If an employee didn't feel safe and secured at the organization that he or she works in, the level of job satisfaction is ultimately going to fall					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	.7	.7	.7
	Not sure	8	5.5	5.5	6.2
	Agree	53	36.6	36.6	42.8
	Strongly Agree	83	57.2	57.2	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 16 and graph 16 depicts that from 100% of 145 respondents. 1 respondent i.e. .7% is strongly disagree, 8 respondents i.e. 5.5% are not sure, 53 respondents i.e. 36.6% are agree and 83 respondents i.e. 57.2% are strongly agree.

More over results reveal that highest number of 83 respondents i.e. 57.2% are Strongly agree that if an employee didn't feel safe and secured at the organization that he or she works in, the level of job satisfaction is ultimately going to fall and lowest number of 1 respondents i.e. .7% is strongly disagree that if an employee didn't feel safe and secured at the organization that he or she works in, the level of job satisfaction is ultimately going to fall and they recognized that when employees don't feel safe and secured the level of satisfaction ultimately going to fall.

Table 17: Organizational culture plays a vital role in the existence of an organization because culture controls everything that happens outside and inside the organization					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	2.8	2.8	2.8
	Not sure	11	7.6	7.6	10.3
	Agree	45	31.0	31.0	41.4
	Strongly Agree	85	58.6	58.6	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 17 and graph 17 depicts that from 100% of 145 respondents. 4 respondents i.e. 2.8% are disagree, 11 respondents i.e. 7.6% are not sure, 45 respondents i.e. 31.0% Are agree and 85 respondents i.e. 58.6% are strongly agree.

More over results reveal that highest number of 85 respondents i.e. 58.6% are Strongly agree that organizational culture plays a vital role in the existence of an Organization because culture controls everything that happens outside and inside the Organization and lowest number of 4 respondents i.e. 2.8% are disagree that Organizational culture plays a vital role in the existence of an organization because Culture controls everything that happens outside and inside the organization and they Recognized that the organizational culture play a vital role in satisfaction employees.

Table 18: Basic need for any employed individual needs for shelter, warmth, food, water and air					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not sure	5	3.4	3.4	3.4
	Agree	56	38.6	38.6	42.1
	Strongly Agree	84	57.9	57.9	100.0
	Total	145	100.0	100.0	

Source: Primary Data

Table 18 and graph 18 depicts that from 100% of 145 respondents. 5 respondents i.e. 3.4% are not sure, 56 respondents i.e. 38.6% are agree and 84 respondents i.e. 57.9% are strongly agree.

More over results reveal that highest number of 84 respondents i.e. 57.9% are Strongly agree that basic need for any employed individual needs for shelter, warmth, food, water and air and lowest number of 5 respondents i.e. 3.4% are not sure that basic

need for any employed individual needs for shelter, warmth, food, water and air and the basic need for individual employed are shelter, warmth, food, water and air.

Table 19: Office equipment such as desks, chairs, computers and telephone					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	1.4	1.4	1.4
	Not sure	8	5.5	5.5	6.9
	Agree	46	31.7	31.7	38.6
	Strongly Agree	89	61.4	61.4	100.0
	Total	145	100.0	100.0	
Source: Primary Data					

Table 19 and graph 19 depicts that from 100% of 145 respondents. 2 respondents i.e. 1.4% are disagree, 8 respondents i.e. 5.5% are not sure, 46 respondents i.e. 31.7% agree and 89 respondents i.e. 61.4% are Strongly agree.

More over results reveal that highest number of 89 respondents i.e. 61.4% are Strongly agree that office equipment such as desks, chairs, computers and telephone and lowest number of 2 respondents i.e. 1.4% are disagree that office equipment such as desks, chairs, computers and telephone and employees are satisfied with office equipment such as desk, chairs, computers and telephone.

Findings and Conclusion

Findings

1. The main finding is that the almost answered that shows male category and also most of respondents belongs to 20-30 years' category.
2. The study concluded that majority of the respondents belongs to graduate category and also majority of the respondents belongs to more than four years' length of time category.
3. This study find that the majority respondents belongs to Permanent category of recruitment.
4. More over results reveal that highest number of respondents are agree that superior-subordinate communication, or the relationship between supervisors and their direct reports, is another important influence on job satisfaction in the workplace and lowest number of respondents is disagree that superior-subordinate communication, or the relationship between supervisors and their direct reports, is another important influence on job satisfaction in the workplace.
5. This study finds that more over results reveal that highest number of respondents are strongly agree that employees Job Satisfaction reduce absenteeism and lowest number of respondents are disagreeing that employees Job Satisfaction reduce absenteeism and they feel that when employees are satisfied the level of absenteeism will decrease.
6. More over results reveal that highest number of respondents are agree that continuous effective communication with management enables employees to highlight their aspirations to the leader and lowest number of respondent is disagree

that continuous effective communication with management enables employees to highlight their aspirations to the leader.

7. This study reveal that highest number of respondents are Strongly agreeing that even for the smaller job that does one seek to have an appreciation, from colleagues, boss, and seniors. When one gets acknowledged in front of everyone, it gives up a boost to their morale and lowest number of respondent is disagree That even for the smaller job that does one seek to have an appreciation, from colleagues, boss, and seniors. When one gets acknowledged in front of everyone, it gives up a boost to their morale.
8. More over results reveal that highest number of respondents are Strongly agree that the greatest determinants of job satisfaction have been recognized to be rewards and compensation and lowest number of respondents are disagreeing That the greatest determinants of job satisfaction have been recognized to be rewards and compensation and more over results reveal that highest number of respondents are Agree that a reward at work is basically a key element that is exchanged from the employer to the employee for a job well done and lowest number of respondents are disagree that a reward at work is basically a key element that is exchanged from the employer to the employee for a job well done.
9. The study results reveal that highest number of respondents are Strongly agree that basic need for any employed individual needs for shelter, warmth, food, water and air and lowest number of respondents are not sure that basic need for any employed individual needs for shelter, warmth, food, water and air and More over results reveal that highest number of respondents are Strongly agree that office

equipment such as desks, chairs, computers and telephone and lowest number of respondents are disagreeing that office equipment such as desks, chairs, computers and telephone.

10. More over results reveal that highest number of respondents are Agree that lighting is an important component of working conditions. Insufficient light can result in inaccurate work, headaches and other vision problems as well as discouragement and inefficiency and lowest number of respondents are Strongly disagreeing that lighting is an important component of working conditions. Insufficient light can result in inaccurate work, headaches and other vision problems as well as discouragement and inefficiency.
11. Study results reveal that highest number of respondents are Agree that the physiological needs cover the comfortable and flexible work conditions and convenient, an adequate salary, efficient and effective workplace and facilities layout and lowest number of respondents are Strongly disagreeing that the physiological needs cover the comfortable and flexible work conditions and convenient, an adequate salary, efficient and effective workplace and facilities layout also more over results reveal that highest number of respondents are Strongly agree that trust between employees and management is incredibly important as it fuels happiness and productivity and lowest number of respondent is Strongly disagreeing that trust between employees and management is incredibly important as it fuels happiness and productivity.

Conclusion

Employee Job Satisfaction surveys allow an organization to understand their employees. Employees often act on the basis of their environment, the behavior of their colleagues, and management policies. So management must be aware of employees' attitudes, opinions, and satisfaction.

A total number of 145 employees out of 1000 employees of different departments and units of Ministry of Industry and Commerce were selected. The main finding of this study is that majority of the respondents belongs to male category of gender and also majority of the respondents belongs to 20-30 years' category.

More over results reveal that highest number of respondents are strongly agree that job satisfaction can be influenced by a person's ability to complete required tasks and lowest number of respondents are not sure that job satisfaction can be influenced by a person's ability to complete required tasks and they feel Satisfaction of employees influenced that employees complete the required tasks.

More over results reveal that highest number of respondents are Strongly agree that trust between employees and management is incredibly important as it fuels happiness and productivity and lowest number of respondent is Strongly disagreeing that trust between employees and management is incredibly important as it fuels happiness and productivity.

For improving the confidence and trust inside the organization the author proposes to managers to communicate clearly and authentically.

Salary is very important for an employee. It's found that maximum job dissatisfaction cause for the salary. Every employee requires their specific need. Managers

need to check the employee's ability and take action about the salary according to the staff's ability.

Future studies into incentive policies and transparency will gain confidence within the employee-employer relationship. Proper opportunities for advancement should be provided in order to gain employee job satisfaction. Researcher faced language barriers in Ministry of Industry and Commerce, because most of employees in MoIC couldn't understand English and my questionnaire paper was in English language so it took lots of time to understand them during filling questionnaires. Likewise, most of employees are unfamiliar with this research method, collecting data by questionnaire and it was a problem for me during my thesis.

References

- Zain, O. M., & Saidu, M. B. (2016). The Customers Satisfaction on Retailers' Brand Products: A Study on Selected Areas in Klang Valley. *Procedia Economics and Finance*, 35, 418-427.
- Kumar, D. P., & Raju, K. V. (2013). The role of advertising in consumer decision making. *IOSR Journal of Business and Management*, 14(4), 37-45.
- Walsh, M. F. (1991). Basic Advertising Techniques. *Making Your Small Business a Success: More Expert Advice from the US Small Business Administration*, 109.
- Solomon, G. T. (1988). Keys to the Future of American Business. Proceedings of the Creativity, Innovation and Entrepreneurship Conference (5th, Cincinnati, Ohio, March 18-19, 1988).
- Schmitz, A., Chaput, B., Oustry, A., Frelat, G., & Cribiu, E. P. (1993). BOVMAP: TOWARDS ONE PEAK-ONE CHROMOSOME CATTLE FLOW KARYOTYPE. *Biology of the Cell*, 79(3), 281-281.
- Tilby, M. (2018). Flaubert, Edmond De Goncourt, and Gavarni's 'Immoral' Débardeurs. *French Studies Bulletin*, 39(146), 1-6.
- Schmitz, A., Chaput, B., Oustry, A., Frelat, G., & Cribiu, E. P. (1993). BOVMAP: TOWARDS ONE PEAK-ONE CHROMOSOME CATTLE FLOW KARYOTYPE. *Biology of the Cell*, 79(3), 281-281.
- Tilby, M. (2018). Flaubert, Edmond De Goncourt, and Gavarni's 'Immoral' Débardeurs. *French Studies Bulletin*, 39(146), 1-6.
- Atkinson, R. A., Evans, S., King, S. L., Rusted, J. M., Kosciak, R. L., Clark, L. R., ... & Murphy, K. J. (2017). 10. ELEVATED COGNITIVE COMPLEXITY AND APOLIPOPROTEIN E GENOTYPE IN YOUNG ADULTS.
- Burt, S. (2000). The strategic role of retail brands in British grocery retailing. *European Journal of marketing*, 34(8), 875-890.
- Hart, S., & Murphy, J. (Eds.). (1998). *The New Wealth Creators*. Macmillan.
- Herbig, P., & Milewicz, J. (1993). The relationship of reputation and credibility to brand success. *Journal of consumer marketing*, 10(3), 18-24.
- Doyle, P. (1990). Building successful brands: the strategic options. *Journal of consumer Marketing*, 7(2), 5-20.

- Doyle, P. (1990). Building successful brands: the strategic options. *Journal of consumer Marketing*, 7(2), 5-20.
- Meenaghan, T. (1995). The role of advertising in brand image development. *Journal of product & brand management*, 4(4), 23-34.
- Moore, C. M., & Birtwistle, G. (2004). The Burberry business model: creating an international luxury fashion brand. *International Journal of Retail & Distribution Management*, 32(8), 412-422.
- Doyle, P. (1989). Building successful brands: the strategic options. *Journal of marketing management*, 5(1), 77-95.
- King, S. (1991). Brand building in the 1990s. *Journal of Consumer Marketing*, 8(4), 43-52.
- Randall, G. (2000). *Branding: A practical guide to planning your strategy*. Kogan Page Limited.