



RATING SYSTEM FOR WORKER'S SATISFACTION BASED ON VARIOUS CRITERIA

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Abstract: An rating system for workers satisfaction based on various criteria is a system used to monitor in an organization, Job satisfaction has a big impact on how an employee performs his job. Both elements have an impact on job safety and employee perception of it. A satisfied employee devotes himself to work, performs orders better, cares for others and for himself. He feels safe in the enterprise. The aim of the paper was to assess employ-ees' job satisfaction and their work performance with use of simply survey. In order to achieve this aim, a survey was conducted among employees of a chosen metallurgi-cal enterprise who were asked to assess level of their job satisfaction. The employees defined their job satisfaction by referring to 20 statements describing this satisfaction and evaluating three factors that were used to compute the satisfaction index. The survey allowed for indication the general level of employee satisfaction. Keywords: job satisfaction, work performance, work safety .

Keywords: rating system, employee performance

I. INTRODUCTION

The Rating System is an integrated solution to track the attendance of an organization's employees in addition The employee is an essential element in the process of implementing the enterprise's mission and vision, especially in the production sphere. Employees should meet the performance criteria set by the organization to ensure the quantity and quality of their work. To meet organizational standards, employees need a work environment that allows them to workfreely without problems that can stop them from reaching their full potential (Raziq and Maulabakhsh, 2015). They also need appropriate superior that will provide them with this environment, but above all, he will motivate them to work in the right way, make them feel satisfied with their work. Each person has different criteria for measuring own job satisfaction. The factor that influences it, is the style of management, but also payments, working hours, schedule, benefits, stress level and flexibility. Job satisfaction is related to productivity, motivation, work performance and life satisfaction (Abuhashesh et al.,2019), which means that this also applies to the private lives of employees. It should be remembered that job satisfaction affects the employee's feeling of securi-ty in the

enterprise. A satisfied employee feels better in the company, perform better.

II. LITERATUR SURVEY

Job satisfaction can be defined as a sense of employee achievements and success- es. It is generally believed that it is directly related to productivity and work perfor- mance, as well as to personal well-being. Job satisfaction means doing the work one likes, doing it well and being rewarded for own efforts (Kaliski, 2007; Aziri, 2011).People can also have different approach to various aspects of their work, such as the type of work they are doing, colleagues, superiors or subordinates and their salary (George and Jones, 2008). Different motivation style and leadership style can work in different way on every employee, resulting in increased work performance and job satisfaction. Therefore, job satisfaction is an essential element motivating employees and encouraging them to achieve better results (Raziq and Maulabakhsh, 2015).

Ostroff (1992) says that employee satisfaction is of great importance not only for em- ployees but also for the entire organization. Because satisfied employees are usually happy and motivated to work, consequently the organization can get amazing results from their work, from the other side, those dissatisfied employees will not be encour- aged and will be

disturbed by their work routine, they will run away from responsibility and even avoid work (sick leave, days off etc.) (Judge, et al., 2001).

Job satisfaction is considered as one of the main factors of the effectiveness and efficiency of business organizations. In fact, the new managerial paradigm, which insists that employees should be treated primarily as someone who has their own needs and personal desires, is a very good indicator of the importance of job satisfaction in modern enterprises. Analyzing job satisfaction, it can be concluded that a satisfied employee is a happy employee and a happy employee is successful employee (Aziri, 2011).

The availability of superiors at the time of need, the ability to connect employees, stimulating creative thinking and knowledge of values, openness in the eyes of employees and the ability to communicate with employees are basic features of supervision. Various researches have shown that with good and effective supervisor, the level of employee satisfaction was high, while with poorer communication skills, the level of employee dissatisfaction was high (Schroffel, 1999; Raziq and Maulabakhsh, 2015).

Rötze claims that there are four determinants influencing employee satisfaction: "supervisor/leader", "job design", "workplace environment" and "performance pay". According to his research the factor supervisor/leader has not a so strong impact on motivation but is crucial for job-design satisfaction and affects the level of satisfaction with performance pay very much (Brenninger, 2015).

So it can be claimed that managers can influence employee satisfaction, commitment and performance through appropriate leadership style. The leadership style can be

Naganna Chetty et al. [11], [15] Implementing disease predictions. Method used Fuzzy approach. As a result it Provides high accuracy, but is not efficient to implement as it involves the scanning of the entire database for each iteration. Though the amount of data decreases on each iteration, but yet initially the data is quite large to be scanned.

viewed as a number of managerial attitudes, behaviors, traits and skills based on individual and organizational values (Mosadegh Rad and Yarmohammadian, 2006).

The manager's influence on team management is particularly important in manufacturing enterprises, especially in heavy industry sectors, where men predominate among the employed. The superior leads the employee team differently, where there are also women, where employees sit in the office more often, and in different way in the men's team, whose main workplace is the production hall, who behave differently in men's company than in mixed company.

Comparing different leadership styles it can be seen that the most positive impact on employee satisfaction can be achieved through participation motivating leadership style. Participatory management and participatory planning processes have a positive impact on job satisfaction. It is important for leaders to know that employee motivation, which is the basis of their results, is difficult to observe, but it can be developed through active participation in the life of the organization. It is very important for leaders to be on the same side as their employees (Soonhee, 2002). Unusual results can be achieved when an employee feels that the main impulse of his supervisor is completely in line with his wishes and observations regarding the staff (Golemann et al., 2004).

According to Brenninger (Brenninger, 2011) for getting satisfied employees and good results supervisors have to adapt their leadership style in a way that employees get more involved in the decision making processes to get a higher level of commitment for the enterprise's goals. Supervisors have to involve as many employees as possible. They have to support individual and team effort and share information through the company for motivating employees. Good supervisors do not work only vertically they also work horizontally, which means they have to manage cross-functional processes, projects, time and resources.

Bakker, Albrecht and Leiter (2011) point out that our emotional experiences can be characterized by a continuum of low excitement - high excitement and sadness - pleasure. It is possible to inscribe the majority of human experiences in this two-dimensional grid. Therefore, with this model, one can describe commitment as a pleasant state of mind with a fairly high excitement, with its level lying between enthusiasm and happiness.

With similar reasoning, satisfaction can be placed within a pleasant state, but with insignificant excitement. With classic approach presented by Locke (1976), job satisfaction results from the perception of person's own activity as one that allows for the achievement of important values, with these values being consistent with the needs and helping meet basic human needs.

Furthermore, Wexley and Youkl (1984) defined job satisfaction as feelings and attitudes of the employee towards work. Specific factors should be controlled in order to induce contentment in an employee. The factors that lead to a prolonged satisfaction are called "motivators" by Herzberg. This satisfaction can generate achievement, recognition, work itself and responsibility (Herzberg, et al., 1959).

The subject literature indicates a strong correlation between employee satisfaction and the effects of the organization's activities (Pietroń-Pyszczek, 2010). Among the widely researched and verified relationships are the impact of job satisfaction on commitment to work (Sadler, 1997; Shepherd and Mathews, 2000), and thus on effectiveness, as presented by Yalabik et al. (2013) in their model: "Job satisfaction" influences "Commitment to work" which influences "Work performance".

III. PROBLEM STATEMENT

Rating System Based on Employee Satisfaction. Rating will be based on different criteria like salary, work Life balance etc. the app will show employee.

IV. OBJECTIVE

The main objective of this paper is to propose a worker rating System which is suitable for industrial employees and does an automated analysis of Industrial records.

Managing the rating of thousands of employees manually is not possible in today's times and thus to overcome this problem, this worker rating System is proposed. Some of the aims are:

1. 1 Saving time
2. Online employee find the best company
3. No proxy rating

4. Thorough verification
5. Transparency in worker rating system

V. METHODOLOGY

The research took the form of a questionnaire. It was filled in by 47 employees of the chosen metallurgical enterprise.

The research enterprise belongs to metallurgical industry. It should be remembered that this is a very specific industry (heavy industry). In such enterprises, men are most often employed, women rather only in office and for organizational work. Therefore, this may be reflected in the results. Men have different approach to surveys than women. Not only that, they create different bonds, different atmosphere (employee-employee and employee-supervisor) than women (here feelings, conflicts play a large role). They often have different requirements for working conditions.

The survey concerned employees' job satisfaction. Employees were expected to refer to 20 statements describing employees' job satisfaction in the enterprise studied. The list of these statements was presented in Table 1. Employees were supposed to evaluate these statements on a scale of 1 to 10, where 1 means 'I completely disagree' and 10 denotes 'I totally agree', in similar way like in Parker scale used in the Serv-qual method (Babakus and Boller, 1992).

Statements of the survey on job satisfaction
NoStatement

1. Form of employment is satisfying.
2. Current level of salary is satisfying.
3. Social package offered by the company is satisfying.
4. Physical working conditions in the company are satisfying.
5. Current job description is appropriate.
6. I know who my direct supervisor is.
7. In my work I use my existing qualifications.
8. I think my relationship with my direct supervisor is appropriate.
9. My direct supervisor knows my job well.
10. Atmosphere in the company is friendly.
11. The level of employment stability in the company is satisfying.
12. Way of promotion of employees is appropriate.
13. Way how the company get rid of the employee is appropriate.
14. The trainings offered by the company are well done.
15. The company has a respect and understanding for my family responsibilities.
16. I did not observe or I did not experience discrimination.
17. My effort and commitment are appreciated by my direct supervisor.
18. I have a feeling that I am a part of the company.
19. I am informed about the plans of the company.
20. I would recommend to a friend employment in the research company.

Source: (Dziuba and Ingaldi, 2016)

The results of the part of the survey are presented in the form of bar charts, with individual bars referring to the average assessments of individual statements.

Furthermore, in the second part of the questionnaire, the same employees were asked to assess three items that allow to determine their job satisfaction:

- Overall satisfaction with working conditions.

- Relations with the superior.
- Satisfaction with salary.

Employees were asked to evaluate the above mentioned elements on a scale of 1 to 10, where 1 meant complete dissatisfaction whereas 10 meant full satisfaction. The results of this survey are presented in the form of a bar chart, where bars indicate the average rating of an element in relation to the maximum rating that this element could obtain (satisfaction index).

VI. SOFTWARE DESIGN & IMPLEMENTATION

The system is developed by using the following software:

Front-End

- HTML
- CSS
- Bootstrap

Back-End

- JavaScript
- My SQL
- PHP.

The design of this system involves series of phases in which the output of one phase provides the input to the next phase.

- In the first phase (requirement phase), the end-users, administrators, and employees are interrogated to discover their aim and objectives, requirements, and expectations from the rating system.

- In the second phase (design phase), the website is designed to meet the end-user's requirements. This entails the data flow diagram, context diagram, and use case diagrams.

- In the third phase (implementation phase), the graphical user interface of the system is designed with HTML, CSS, Bootstrap, used as front-end tools, while PHP, JavaScript, My SQL, were employed as back-end design in addition with Google Maps JS API. The application interconnects with the database located on a local-host. It is to make sure that the website is mobile-responsive to make it easier for both the administrator and the employees to use the website.

- In the fourth phase (testing phase), the work of each component of the website designed was tested and is integrated into a system.

- Finally, in the last phase (deployment phase), we deploy the rating system website we developed.

On implementing the above phases, the final result is as illustrated below:

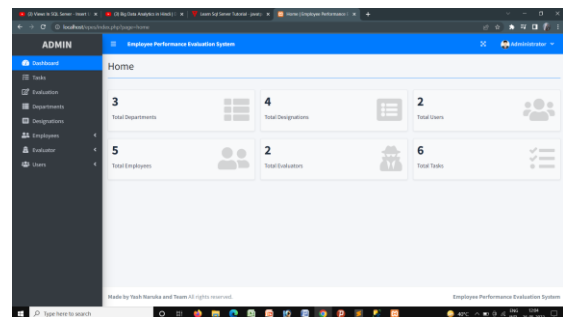


Figure 1. User consulting to dashboard

VII. CONCLUSION

In the research the employees of chosen metallurgical company were supposed to assess their job satisfaction. Their job satisfaction results in their work safety. Happy and satisfied employee performs better his duties, becomes more responsible, feels part of the enterprise. The employees defined their job satisfaction by referring to 20 statements describing this satisfaction and evaluating three factors that were used to compute the satisfaction index.

Of course, the research is not without limitations. The survey was created on the basis of the authors' experience and found references. Some important factors could be omitted due to the subjectivity of authors who looked at the problem from the engineer's point of view. Survey itself was quite long so some respondents could feel bored and filled it up without any will or at random. The research was conducted in cooperation with the management of the research enterprise, which could also have an impact on the results because the employees knew that results would be available to the management so they could be afraid to answer honestly.

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