

"TOXIC WORKPLACES: A REVIEW OF FACTORS CONTRIBUTING TO EMPLOYEE DISSATISFACTION"

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ABSTRACT

Satisfaction can be extrinsic or intrinsic. Some key factors impacting employee satisfaction levels are flexibility, professional development, inclusion, employee recognition, and the work environment. There are various employee satisfaction benefits. For example, a high level of satisfaction can increase productivity, work efficiency, and the overall performance of the business. A key difference between employee satisfaction and engagement is that the former has no relation with output or performance.

KEYWORDS: Satisfaction, Employee.

INTRODUCTION

Employee satisfaction measures how content employees are with their roles. Many factors can drive this contentment (or discontentment), including compensation, growth opportunities, employment stability, and job outlook. Measuring and tracking employee satisfaction over time is crucial for determining when sentiment among your workforce is on a downward spiral. Catching this issue early ensures that you have enough time to get things back on track before it affects productivity, performance, or loyalty.

Factors contributing Employee Satisfaction

Several factors play a crucial role in determining employee satisfaction. These include:

- **Compensation and Benefits:** Adequate and competitive compensation, along with comprehensive benefits, contributes significantly to employee satisfaction.
- **Work Environment:** A positive and inclusive work environment that fosters collaboration, mutual respect, and a healthy work-life balance can enhance employee satisfaction.
- **Career Development Opportunities:** Employees value opportunities for professional growth and advancement. Organizations that invest in employee development often see higher satisfaction levels.
- **Recognition and Acknowledgment:** Regular acknowledgment of employees' efforts and achievements helps build morale and contributes to overall job satisfaction.

- **Communication:** Effective communication, both upward and downward, promotes transparency and ensures that employees feel informed and connected to the organization.
- **Workload and Work-Life Balance:** Managing workload and providing flexibility to maintain a healthy work-life balance are crucial for employee satisfaction.
- **Job Security:** A sense of job security and stability contributes to overall job satisfaction and reduces employee stress.
- **Team Dynamics:** Positive team relationships and a collaborative atmosphere contribute to a satisfying work experience.
- **Alignment with Organizational Values:** When employees feel their values align with the organization's mission and values, it enhances their sense of purpose and satisfaction.

Benefits of employee satisfaction



1) Improve Overall Customer Satisfaction

If a dissatisfied employee deals with customers, it will naturally have a negative impact on customer-service quality.

2) Retain Talent and Improve Loyalty

When employees see that their feedback is not only listened to but acted on, you naturally increase their engagement and loyalty.

3) Employee Retention

When employees know that you're taking direct steps to improve employee experience will have a positive impact on overall employee retention.

4) Increase Employee Psychological Safety

Employee satisfaction includes the ability to contribute freely. Employees often feel that they cannot voice their concerns, whether out of lack of support or fear of repercussions. Engagement surveys are a great opportunity for your employees to express how they feel. However, there are two key conditions to receiving honest feedback. Employees need to be reassured that:

- Their honest opinion is valued.
- The information they provide is confidential.

help your employees to give the best employee experience. That's when you build a team that will help you achieve milestones.

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Approaches towards employee satisfaction

It is essential to have a multidimensional approach to employee satisfaction, covering the following areas:

- The challenging nature of work, pushing employees to new heights
- A level of convenience (short commutes, access to the right digital tools, and flexible hours)
- Regular appreciation by the immediate management and the organization as a whole
- Competitive pay, which employees maintain a good quality of life
- The promise of career progression in sync with employees' personal growth targets

CONCLUSION

Organizations must be aware of these practices to improve employee satisfaction and employee engagement. Satisfied employees would always put their best foot forward and work towards the bottom line when you know what diminishes employee satisfaction and