

A Study on Factors Influencing Job Performance at Rappo Phygitals

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Abstract

Background: In many businesses, an employee's performance on the job influences whether they are promoted, get paid more, get more responsibility, or get dismissed. As a result, the majority of companies monitor employee performance.

Aim: To find out the motivational factors prevailing in the organisation and analyse the relationship between job satisfaction and job performance.

Material and Methods: The study adopted descriptive research and convenience sampling technique.

Results: Majority (25.8%) of the respondents are from IT department, majority (30%) of the respondents are Associates, majority (37.5%) of the respondents have less than 2 years' of overall experience, majority (40.8%) of the respondents have 2-5 years of experience in Rappo Phygitals.

Conclusion: Job performance is influenced by aspects in the workplace environment, such as physically demanding duties, employee morale, stress levels, and working long hours, in addition to training and natural abilities (such dexterity or an innate proficiency with numbers). Well designed work environments, low levels of stress, and a helpful employer can significantly improve job performance.

Key Message: Poor working environment and high levels of stress might result in unhealthy eating and/or smoking habits, which can have a negative impact on one's ability to execute their job.

Keywords: Job Performance; Work Atmosphere; Work- Life Balance; Job Satisfaction.

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INTRODUCTION

Job Performance

Job performance is characterized as the sum of the expected benefits to the organisation from each discrete behavioural episode that a person exhibits over a predictable period of time.

The definition of performance offered in a

previous publication in relation with a hypothesis of individual differences in task and contextual performance is slightly altered in this definition. This definition includes a crucial concept: performance is a behaviour related attribute. It is specifically an aggregated property of various discrete behaviours that take place over a period of time.¹ A second crucial concept is that performance refers to behaviour's intended value to the organisation. According to this definition, a performance construct is a variable that makes a distinction between sets of behaviours carried out by various people and between sets of behaviours carried out by the same person at different times.² The distinction is made based on how much the various behavioural sets (taken collectively) are likely to enhance or diminish organisational effectiveness.³ Performance variation is, in a nut shell, a variation in the expected organisational value of behaviour.

Statement of the Problem

The study helps organisation to understand the factors that contribute to high level of performance among employees. Conducting this study can provide in sights into the job performance of employees working in E-commerce industry. By identifying the limitation of current welfare initiatives, the study can offer suggestions for improvements to enhance employee fulfilment.⁴ From this study the company can take remedial measures and develop strategies to improve job performance.⁵ This study helps organisations to create a culture of high performance that benefits both employees and organisation as a whole.

Objectives of the Study

- To find out the motivational factors prevailing in the organisation.
- To analyse the relationship between job satisfaction and job performance.
- To identify the hindrances that employees experience at the organisation.

Review of Literature

Abdirahman, H. I. H. (2018) states that the work life balance actually affects employees perform. The outcome indicates a positive relationship between employee performance and work happiness.⁶ It adds that improved performance was also accompanied by an improvement in administrative staff job satisfaction in universities in the Northern region.

Thus, when administrative staff members have high levels of job satisfaction, they may be motivated to work more, which will have a beneficial effect on their ability to accomplish their duties.

Bayona, J. A., et al., (2020) studied that the findings demonstrate the critical necessity of a balance between the degree of knowledge qualities and the weight placed on them, which enhances work engagement. It is crucial for employees to respect their roles and responsibilities in order to improve both job performance and job satisfaction.⁷

Biswakarma, G., & Gnawali, A. (2020) examined that the study's findings, job satisfaction and performance are positively correlated. Employees' reported levels of job satisfaction increase with increased levels of job performance. This result is in line with earlier studies that claimed job performance was a key predictor of job satisfaction.⁸ The goal of the study was to better underst and how job performance influences job satisfaction and whether demographic factors like gender, age, and educational attainment have any bearing on this relationship.

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METHODOLOGY

Research and Sampling Methods

The study adopted descriptive research and convenience sampling technique.

Sampling Size

The sample size used for the study is 120. The primary data required for the study was directly collected from employees through a structured questionnaire (Google form).

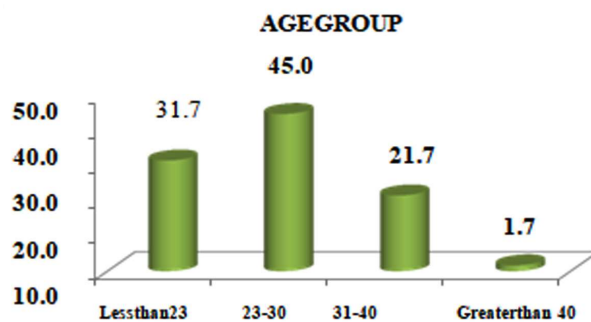
Statistical Tools Used

The collected primary data was analyzed by

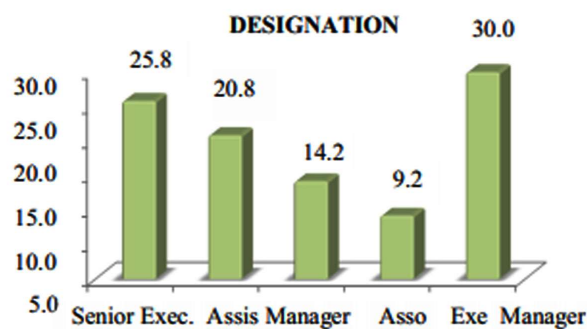
Cochran Q test and One-way ANOVA

Data Analysis and Interpretation**Table 1: Age group**

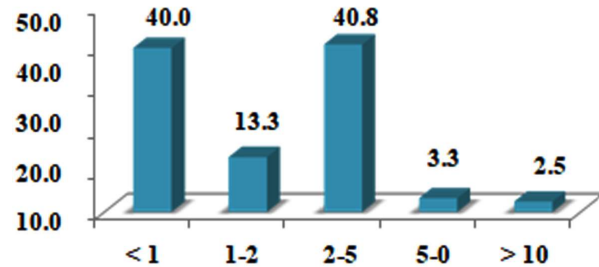
Age Group	Frequency	Percent
Less than 23	38	31.7
23-30	54	45.0
31-40	26	21.7
Greater than 40	2	1.7
Total	120	100.0

**Table 2: Designation**

Designation	Frequency	Percent
Senior Executive	31	25.8
Executive	25	20.8
Assistant Manager	17	14.2
Manager	11	9.2
Associates	36	30.0
Total	120	100.0

**Table 3: Experience in Rappo Phygitals**

Experience in Rappo Phygitals	Frequency	Percent
Less than 1 year	48	40.0
1-2 years	16	13.3
2-5 years	49	40.8
5-10 years	4	3.3
Greater than 10 years	3	2.5
Total	120	100.0

EXPERIENCE IN RAPPO PHYGITALS**Descriptive Statistics****Inferential Statistics****Cochran Q Test 1**

Motivating factors among employees

Null Hypothesis (H₀): There is no significant difference between various motivating factors among employees.

Alternate Hypothesis (H₁): There is significant

Motivating Factors	Frequencies	
	No	Yes
Work Environment	35	85
Lack of Remuneration	100	20
Team Work	95	25
Test Statistics		
N	120	
Cochran's Q	14.482a	
Df	3	
Asymp.Sig.	0.002	

difference between various motivating factors among employees.

P value = 0.002, Since P < 0.05, Reject null hypothesis.

Inference: There is a significant difference between motivating factors among employees.

Interpretation: Respondents consider that work environment is most important and remuneration & Team work are considered as the respondent's least important motivating factor.

Cochran Q Test 2**Hindrances faced by employees**

Null hypothesis (H₀): There is no significant

difference between various hindrances faced by employees.

Frequencies		
Hindrances	Value	
	No	Yes
Work Pressure	71	49
Peer Pressure	85	35
Lack of Recognition	78	42
Lack of Remuneration	100	20

Test Statistics		
N	120	
Cochran's Q	14.482 ^a	
Df	3	
Asymp Sig.	0.002	

Alternate hypothesis (H₁): There is significant difference between various hindrances faced by employees.

P value = 0.002, Since P < 0.05, Reject null hypothesis

Inference: There is significant difference between various hindrances faced by employees.

Interpretation: Work pressure is considered as a major hindrance, whereas, lack of remuneration is considered as minor hindrance by employees.

One Way Anova

Age group and job satisfaction

Null hypothesis (H₀): There is no significant difference between age group and job satisfaction of employees.

ANOVA					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	100.521	3	33.507		
Within Groups	1393.846	116	12.016	2.789	0.044
Total	1494.367	119			

Alternate hypothesis (H₁): There is significant difference between age group and job satisfaction of employees.

P < 0.05, Since P value < 0.000, Reject null hypothesis.

Inference: There is significant difference between age group and job satisfaction of employees.

Interpretation: There is difference in job satisfaction between greater than 40 age group and other age groups.

RESULTS

Findings

- Most (50.8%) of the respondents are male.
- Majority (45%) of the respondents are between 23-30 age group.
- Most (55%) of the respondents are unmarried.
- Majority (25.8%) of the respondents are from IT department.
- Majority (30%) of the respondents are Associates.
- Majority (37.5%) of the respondents have less than 2 years' of overall experience.
- Majority (40.8%) of the respondents have 2-5 years of experience in Rappo Phygitals.
- Respondents consider that work environment is most important and remuneration & Team work are considered as the respondent's least important motivating factor.
- Work pressure is considered as a major hindrance, whereas, lack of remuneration is considered as minor hindrance by employees.
- The respondents between 31-40 and > than 40 age group have more experience and the respondents < than 23 and 23-30 age group have less experience.
- Senior Executives, Manager and Assistant Managers have more experience and Executives and Associates have less experience.
- Senior Executives and Assistant Managers have more experience and Assistant Managers and Associates have less experience.
- There is difference in job satisfaction between greater than 40 age group and other age groups.
- Male and female have difference in perception towards work life balance.

Suggestions

- It is important to ensure that training programs are up-to-date and tailored to individual employee needs. Offering regular training opportunities can help employees

stay current with new technologies and best practices, improving their job performance.

- Clearly defined performance expectation can help employees understand what is expected of them and how performance will be evaluated. This can provide employees with a sense of direction and purpose, which can improve their job performance.
- Regular feed back sessions can help employees understand their strengths and weaknesses, and identify areas where they can improve. Providing feedback in a timely and constructive manner can help employees address performance issues and achieve better results.
- Encouraging employees to work together can improve job performance by facilitating knowledge sharing and problem solving. This can lead to a more productive and efficient workforce.
- Recognizing and rewarding outstanding performance can help motivate employees to continue performing at a high level. This can include bonuses, promotions, or other forms of recognition.

CONCLUSION

The study revealed the job performance in Rappo Phygitals; this was done with the help of a questionnaire which helped to find out the view of employees. The job performance of employees in Rappo Phygitals is a critical factor in the company's success. Based on the findings, the project has made recommendations to improve employee performance, such as providing more training opportunities, setting clear standards and offering incentives. It also highlights that regular monitoring and evaluation of job performance helps to identify areas where improvements can be made.

Overall, the job performance of Rappo Phygitals

employees is a testament to the company's commitment to excellence and its vision for growth and success in future. By continuing to prioritize employee development and engagement, Rappo Phygitals can continue to achieve its goals and maintain its position as leader in the industry.

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