Environmental conditions and work satisfaction in institutions in the Republic of Kosovo

Eliot Kukiqi

University of "Haxhi Zeka", Department Accounting and finance
Peja, Republic of Kosovo
Corresponding author's: eliot.kukiqi @unhz.eu

Abstract

The research examines the effects of the working environment on the work satisfaction of the public institutions in Kosovo. The document determines the impact of the physical and mental environment on the performance of employees, to recognize the general level of employee satisfaction in public institutions and to investigate whether the physical, social and psychological working environment affects the pleasure of work. Modeling technique to select the sample for questionnaire study. The questionnaire was used as a research tool, while the statistical package for social sciences was used to analyze the data collected from the field study. The findings of the study showed that most of the staff in public institutions is satisfied with their work environment, especially the physical environment. The document gives us results that the environment has a significant effect on the satisfaction of employees in public institutions.

Keywords: Employee Efficiency, Behaviors at Work and the Environment.

Introduction

The importance of working environment in work satisfaction cannot be underestimated. Why do some feel good about working hours? While some are eagerly awaiting the activities of the next day at work, others feel unwell with the simple thought of future work (Banbury S. and Berry, D. C. (1998) . Several studies have been carried out to examine the relationship between the level of employee satisfaction and longevity. In fact, all these studies had one thing in common; the satisfaction of employees was related to the work environment (Sundstrom, E. and Sundstrom, M. G. (1986). Excessive performance over the years has been the main concern for industrialists, responsible employees, social workers, psychologists. The result of the study brought to the knowledge that workers' behavior can be affected by their feelings. Social interactions along with psychological elements are the core of satisfaction with the work and efficiency of staff. The most important goal among other things of an organization is to exhaust the chances of getting the best performance of employees in order to achieve the objectives set. The work environment is one of the main factors affecting the level of satisfaction and motivation of its employees (Barry, P. Haynes (2008). According to social, organizational and physical factors are added to the tasks and activities which consequently affect the performance of the workers. Determine the excessive employee productivity from the environment in which they work. The largest empirical evidence that shows an aggravation of an organization's working conditions is related to the degree of satisfaction at work. Most of the managers link the workers' movement from one job to the next with better service conditions. It is thought that workers leave due to poor work and management

practices (Chandrasekar, K. (2011). This spiritual inequality between faith and reality keeps organizations from addressing the costly problems of losing employees. To decide and confirm how to please the workers through the manipulation of the environment then becomes of great importance for the management of different organizations. To this end, the paper sought to examine the effect of the work environment on work satisfaction. Specifically, this document outlined the answers to the following questions:

a) Does the physical, social, and psychological environment affect work satisfaction?
b) How does the physical and mental environment affect the employees?
c) What is the overall level of satisfaction of employees in public institutions?

Creating a real working environment

An attractive and supportive working environment is critical to job satisfaction. The working environment has many properties that can affect physical and mental well-being. A place of quality work is essential to keep workers in their different task and to work effectively(Sarode, A. P. and Shirsath, M. (2014). A good job that is controlled by such features as competitive wages, trustworthy employee relations and management, equality and justice for all(Mohamed, G (2005).

A composition of all these conditions makes the work station the best possible working conditions for employees to work with a high level of satisfaction(Amible, T. and Kramer, S. (2011). As a profit-oriented organization, creating a suitable environment for satisfied employees at work .

The work environment can be grouped into three distinct forms:

- ➢ Physical working environment,
- ➢ Psychological work environment, and
- ➢ Social work environment.

a) Physical working environment in public institutions

This is a work environment that deals with physics or vulnerability in the environment where work is done. It includes things like: machinery, office setting, temperature, ventilation and lighting. It also includes the level of noise and space. Work aspects such as heat, noise and lighting have been shown to affect a number of psychological processes in a direct and indirect way. Noise, for example, can hinder the cognitive performance of certain tasks (Kreitner, R. and Kinicki, A. (2004). Setting up the physical working environment can affect the level and nature of social interaction between collaborators (Hoppock, R. (1935). Design of office open plan, for example and other aspects of physical appearance can determine the types of interactions that may occur. The physical environment can provide more or less physical security. A study revealed that whenever there is an improvement in the physical design of the office building, productivity through employee performance increases by about 5-10 percent (Lu, H., While, A. E. and Barriball, K. L. (2005). Similarly, he concluded that the type and quality of the workplace lighting system promotes work experience that then results in productivity growth. Again, discoveries found that lighting, noise, color and the impact of air quality affect employee productivity (Judge, T. A., Heller, D., and Mount, M. K.. (2002). Concerns about accidents or injuries are also likely to have an effect on psychological well-being.

b) The Psychological Environment of Public Institutions Work

The psychological work environment can be considered those elements of the workplace which are important for the behavior of workers. Behaviors are considered to affect the three related types of psychological phenomena:

- ➢ Emotions, moods, psychological symptoms, emotional disturbances;
- ➢ Knowledge (eg, attitudes, perception, decision-making);
- ➢ And behaviors. (eg, effectiveness, absence, motivation).

The psychological work environment is a set of those work environment characteristics that affect the way the worker feels.[9]
The psychological working environment provides a good description of the mental activities that an employee undertakes during working hours or in the post (Polit, D. F. (2004). The psychological work environment includes good descriptions and references to other sources of information on stress, harassment, job demands, co-operation, and conflicts. Stress and well-being are topics within the psychological work environment. Workers think of the following but are not limited to the nature of work, wages to be earned, growth opportunities and the like (Salunke, G. (2015). These factors affect the level of employee satisfaction and actually affect his / her performance.

c) The social work environment in public institutions

Based on the assessment between the literature analysis on job satisfaction, many researchers have determined otherwise the satisfaction of work with social effects. Job satisfaction is "an emotional reaction to different aspects of one's work". Describes it as "an emotional response that results from employee perceived perception of their needs and what they believe the company has offered.(Masum, A. K. M., Azad, M. A. K., & Beh, L.-S. (2015). Although in recent times scholars have tried to repeat the theoretical theories of work satisfaction. He defined the pleasure of work as "any combination of psychological, physiological and environmental circumstances that causes a person with sincerity to say, I am satisfied with my work"(Raziq, A. & Maulabakhsh, R. (2015). In general, most definitions cover the emotional feeling an employee has about their work. This may be the work in general or their attitudes to specific features such as their colleagues, salaries or working conditions. In addition, the extent to which work outcomes meet or exceed expectations can determine the level of satisfaction at work.

Research Methodology

The document adopted a method of case study of the descriptive research method because of its flexibility in terms of an in-depth investigation. It is aimed at collecting a wealth of descriptions from those participating in the study, allowing them to describe what they experience at work. The number of samples of 105 staff was selected for study. A layered sampling technique was then used and then followed by a systematic sampling technique. Samples were grouped into larger layers, middle layers and smaller layers in all three layers were counted. Then a registration approach was used across the selected branch staff.

Results and Discussions

When analyzing the results obtained by respondents analyzing them, statistical processing yields these results as in the table below, a summary of the socio-demographic characteristics of the respondents is presented.

Table 1. Socio-demographic characteristics of employees.

Sex		
Characteristics	Total Responses	Percentage
Male	63	60
Female	42	40

Table 2. Age of persons surveyed.

Age		
Characteristics	Total Responses	Percentage
20-26	4	3.8
27-31	27	25.7
32-36	37	35.2
37-41	20	19
42-50	12	11.4
Above 50	5	4.7

Table 3. Schematic presentation of educated interviewees of employees.

Education		
Characteristics	Total Responses	Percentage
Diploma	21	21.9
1st Degree	53	48.6
2nd Degree	20	18.1
Others	11	11.4

Of the total respondents of 105, most 60% were males, while 40% were females. In age distribution, most 35.2% were at the age of 32-36. Only a few respondents were between the ages of 20-26 and over 50, respectively by 3.8% and 4.9% respectively.

In addition, Table 1 shows that most of the 48.6% workers had completed the middle class .9% and 18.1% had gained the second degree respectively, while 11.4% had gained other professional qualifications including sketched markers, accountants and management. Moreover, in the workforce, the majority, 47% of respondents were small staff, followed by 43% if senior staff and at least 10% were management staff. In approaching the extent to which staffs are affected by various factors at work, 62% of respondents ranked the physical environment as crucial to their satisfaction, which should be maintained or improved. These interviewees are concerned about the environment, level lamination, workplace temperature, and office plan. 22% of the 105 respondents were very concerned about social work at work. They love living and working together. 17% are more interested in the content of jobs. These take into account the level of monotony in a job, complexity of work, recognition from work and others. . The results confirm that of whose study for employees

at brewery in Peja found that about 70. 35% of them agreed that their performance is affected by their physical and mental environment. In general, most respondents have approved the improvement of the physical work environment to other equally important factors

Physical work environment and employee satisfaction

Of the 105 respondents, 38% were very satisfied with the overall physical environment of their work area. 26% were satisfied with their physical environment. 18% were indifferent to the physical environment of their work area, while 10% and 8% were dissatisfied and very dissatisfied, respectively, in their physical environment at work. These responses included the suitability of the lighting system, the level of ambient temperature noise, and the office plan.

The level of employee anxiety about being overpriced

Out of a total of 105 respondents, 2 employees 2% were to a large extent worried about their dismissal and 9% were worried about the safety of their workplaces. 11% of respondents to a certain degree were worried about job security, 55% and 23% to a small extent and to a small extent respectively feel insecure. They hardly thought they would become redundant. Given the number of respondents who feel secure with their work, many employees will work without any fears of concern. This is consistent with the findings that job security is a key contributor to employee satisfaction.

Employee support from managerial staff

As 37% of respondents stated that they always receive help from colleagues and immediate supervisor. 18% of respondents stated they often receive help from their colleagues and immediate. 14% staff answered that they sometimes get help when it comes to need. This shows that although close to 55% have a very favorable social environment to work within, a very small number are not getting the necessary support in their workplaces.

Communication between colleagues and supervisors

According to the answers received, 44% of the 105 respondents thought they had a heartfelt communication to a large extent among them. 24% in a large scale had a cordial communication with their immediate supervisors.10% thought that there was to some extent a cordial communication with colleagues and immediate overseers. However, 17% and 5% to a small extent and to a very small extent respectively believed. Most respondents thought there was a cordial communication between staff in public institutions. According to the answers received, 44% of the 105 interviewees thought they had a heartfelt communication to a large extent between them. 24% to a great extent had a cordial communication with their immediate supervisor colleagues. 10% thought that there was to some extent a cordial communication with colleagues and immediate overseers. However, 17% and 5% to a small extent and to a very small extent respectively believed. Most respondents thought there was a cordial communication between bank staff. In reaching the overall level of employee satisfaction in public institutions, staffs were asked how they felt about the bank's working conditions. In response, 14% out of 105 .

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