

JOB SATISFACTION OF EMPLOYEES AT ECHOMART HANDLING SERVICES

ABSTRACT

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This study, titled Job Satisfaction of Employees at Echomart Handling Services, sought to evaluate employee satisfaction and determine the factors influencing their workplace experience. Using a descriptive-quantitative research design, the study surveyed 130 employees through a validated questionnaire covering four key dimensions: recognition, responsibility, salary, and working environment. Additionally, demographic factors—including age, gender, educational attainment, job position, length of service, and monthly salary—were examined to assess their relationship with job satisfaction. To ensure comprehensive representation, the study utilized a census sampling approach, including all 130 employees in the target population. Data were analyzed using descriptive statistics such as weighted mean, frequency, percentage, and ranking, along with inferential tests including the Mann-Whitney U-test and Kruskal-Wallis H-test. These methods helped identify prevailing trends and assess significant differences in job satisfaction across various demographic groups. The findings indicated that employees were generally highly satisfied, particularly with their sense of responsibility and recognition received. However, key concerns emerged, including strained interpersonal relationships, poor work-life balance, low wages, outdated equipment, and limited opportunities for career growth. Significant differences in job satisfaction were observed based on age and monthly salary, suggesting that younger and lower-paid employees face distinct challenges. Conversely, no significant differences were found with respect to gender, educational attainment, job position, or length of service. The researchers proposed a two-day Team-Building Workshop and Seminar as the core of an employee satisfaction program. This initiative includes trust-building activities, collaborative problem-solving, motivational talks, and group reflections, aiming to enhance communication, build trust, promote cooperation, and strengthen team cohesion. By fostering positive relationships and shared goals, the program addresses key concerns such as strained workplace dynamics and low morale. The study underscores the importance of addressing both organizational and interpersonal factors in job satisfaction, offering practical insights for HR professionals. Implementing and continuously evaluating targeted programs like this can help create a more motivated, productive, and loyal workforce, particularly in logistics and warehousing settings.

RECOMMENDED CITATION

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