

## WORK ENVIRONMENT AND JOB SATISFACTION IN TEAMQUEST TECHNOLOGY INC. BASIS FOR ORGANIZATIONAL DEVELOPMENT INTERVENTION PLAN

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### **ABSTRACT**

*The main purpose of this study is to assess the effects of the work environment on the job performance of the employees in TeamQuest Technology Inc. and create interventions regarding organizational development of the company. The study sought to find out: (1) the employees' assessment of the organization's working environment, (2) the level of satisfaction of the employees, (3) how the respondents' work environment significantly affects the employee's job satisfaction, (4) if there is a significant difference between the factors towards employee satisfaction. The respondents of the study are the 269 employees from 885 total employees of TeamQuest Technology Inc. The researchers utilized descriptive correlational research in conducting this research. The sampling method used by the researchers to identify the respondents is convenience sampling. The instrument used in the study is a researcher-made questionnaire based on literatures and research related to work environment and job satisfaction wherein the researchers used Google Forms to distribute the said questionnaires. The data gathering procedure that the researchers used was the descriptive research procedure. In the statistical analysis of the data, the Statistical Packages for Social Sciences (SPSS) Version 18.0 was used. Based on the findings, working hours seems failed to reject the hypothesis in terms of Employee Loyalty, Sense of Ownership, Level of Commitment, Efficiency and Effectiveness and Employees Productivity. In addition, the variable of relationship with co-workers also failed to reject the hypothesis in terms of Efficiency and Effectiveness. Lastly, job safety and security seem to have no effect or not significant to the employees productivity. Other than that, the other variables which are esteem needs, top management and level of commitment are all significant on Job satisfaction.*

**KEYWORDS:** *Working Environment, Job Satisfaction, Organizational Development, Commitment, Efficiency, Effectiveness, Productivity, Loyalty, Sense of Ownership*

### **INTRODUCTION**

Organizations in the current period face several obstacles as a result of the changing character of the environment. One of a company's numerous tasks is to please its personnel in order to manage with an ever-changing and dynamic environment, achieve success, and stay competitive. The firm must meet the demands of its employees by providing ideal working circumstances in order to promote efficiency, effectiveness, productivity, and job dedication. Work environment and job satisfaction are critical factors for employees. They impact an individual's ability to perform their best and have a positive impact on the organization.

Many firms fail to recognize the importance of the workplace environment for employee job satisfaction, causing employees to have a tough time at work. Internally weak firms are unable to offer innovative items into the market to outperform their competition. Employees are critical to a company's goal and vision being realized. To ensure the quality of their job, employees must fulfill the organization's performance requirements. Employees require a working environment that allows them to work freely without being hindered from achieving their full ability in order to satisfy organizational requirements.

Recently, however, increasing research on the relationship between job satisfaction and performance has found that workers with higher job satisfaction are better at problem solving, are more creative and are more likely to take initiative. Job satisfaction has also been linked to higher levels of motivation and higher levels of engagement, which, in turn, has been linked to higher performance. The best way to increase job satisfaction is to provide employees with a good workplace environment.

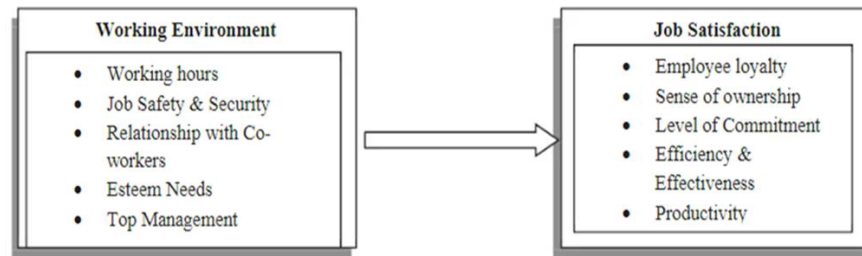
It is clear that labor is in short supply to satisfy people's demands for service and consumption, especially in the semiconductor sector. Without skilled employees, no firm can function effectively. They are extremely important to the company's overall performance. This descriptive research assessed the working environment and job satisfaction to propose organizational interventions to TeamQuest Technology Inc. Specifically, to accomplish this, the research adapted the theory of Raziq and Maula-Baksh (2014) to test the effect of working environment in terms of working hours, job safety and security, relationship with co-workers, esteem needs, and top management to job satisfaction in terms of employee loyalty, sense of ownership, level of commitment, efficiency and effectiveness and productivity.

This prompted the researchers to further explore the need for employees to feel more important and committed to their jobs when they are recognized as vital parts of the company's goal. It is most certainly playing an important role in the organization's future. Companies should look after their workers so that they can look after their jobs. They will be inspired to try their best to provide high-quality service as a means of giving back to the firm and as a reward for their hard work.

## **CONCEPTUAL FRAMEWORK**

The study of work environment and job satisfaction in TeamQuest Technology Inc.: Basis for Organizational Development Intervention Plan is aligned with The Impact of Working Environment on Job Satisfaction by Raziq and Maula-Baksh (2014).

The theory is based on a journal entitled "The Impact of Workplace Conditions on Firm Performance" that states work has been done to understand the relationship between work environment and job satisfaction all around the world in different contexts over the years. The study is gaining more and more importance with the passage of time because of its nature and impact on the society. The findings of the said study suggest that a firm can increase its productivity through the improvement of physical dimensions of work environment (internal climate) and may have a positive impact on firms' productivity (Buhai, et al., 2008) and a journal entitled "Relationship between Working Conditions and Job Satisfaction: The Case of Croatian Shipbuilding Company" in which found that for the workers who work under difficult working conditions, working condition is an important factor for job satisfaction, so workers under difficult working conditions are dissatisfied through this factor. To improve satisfaction of employees working under difficult working conditions, it is necessary for the management to improve the working conditions. This will make them equally satisfied with those who work under normal working condition and in return overall performance will increase. (Bakotic, et al., 2013)



**Figure 1: The Impact of Working Environment on Job Satisfaction (Raziq and Maula-Bakhsh, (2014).**

The independent variable of the framework is the working environment in which the employees are working within an organization and the dependent variable is the Job satisfaction of employees. Working environment includes the working hours, job safety, job security, relationship among employees, esteem needs of employees and the influence of top management on the work of employees.

The framework connects the study towards on how working environment of the company in TeamQuest Inc. affects the job satisfaction of the employees. Working Environment, as the independent variable, will be based on the companies' current working hours, current policy in terms of job safety and security, current state of the relationship with co-workers via observing their respective culture, current practice to captivate of employee empowerment and current top management relationship to its employees. Job Satisfaction, as the dependent variable, will be based on the valuation in terms of employees' loyal to the company, sense of ownership of the employees towards company's stake, level of commitment in terms of collaboration with company's objectives, cooperation to promote efficiency in the workplace and overall productivity as a whole towards attaining the company's goals and objectives that may augment employee's desire to be content.

To establish a step-by-step process to conduct the study regarding the Work Environment and Job Satisfaction in TeamQuest Technology Inc., the researchers utilized the Input-Process-Output (IPO) Method seen in Figure 2

Input presents the objectives of the study which includes the assessment of working environment in terms of working hours, job safety and security, relationship with co-workers, esteem needs and top management; and level of job satisfaction in terms of employee loyalty, sense of ownership, level of commitment, efficiency and effectiveness and productivity. In process, it includes the gathering, interpretation and analysis of data. Lastly, since it is assumed that there is a slightly low level of satisfaction among employees of TeamQuest Technology Inc., the researchers proposed interventions to increase the level of satisfaction as an output.

## THE RESEARCH PARADIGM

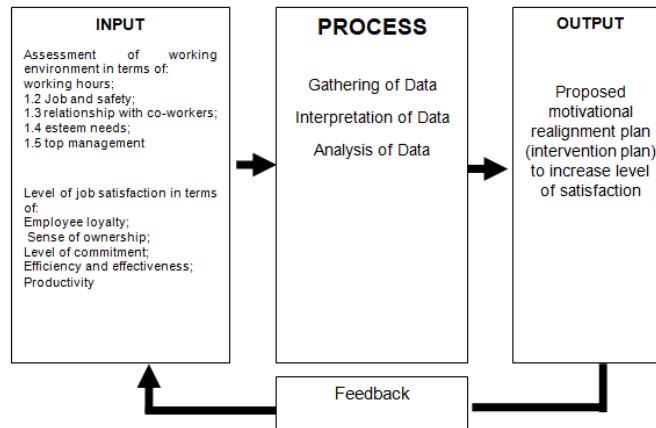


Figure 2: Research Paradigm.

## RESEARCH METHODOLOGY AND DESIGN

This study utilized descriptive research design. According to Creswell (2018) is a method that describes the characteristics of variables under study. Moreover, it was explained that descriptive research focuses on answering the questions related to “what” which is to simply describe the nature around a certain phenomenon. While Mertler (2018) stated that descriptive research involves the description, analysis and interpretation of the present nature, composition or processes of phenomena which focuses on prevailing conditions, or how a person, group or thing behaves or functions in the present. In this study, it describes the work environment and job satisfaction of the employees in TeamQuest Technology Inc.

## RESULTS AND DISCUSSIONS

**From the Data Gathered and Analyzed, the Following Findings were Presented**

### 1. Assessment of Working Environment

- In terms of working hours, an employee of TeamQuest Technology Inc. assessed their working environment in terms of working hours as highly conducive and has a composite mean of 3.36. The indicator that has the greatest weighted mean garnered a mean of 3.50 which shows that the company conducts activities that promote work-life balance to its employees. While the indicator that has the lowest weighted mean garnered a mean of 3.09 which states that the firm does not send work related messages, announcements or emails during weekends.
- In terms of job safety and security, the employee assessed the job safety and security inside the company as highly conducive and has a composite mean of 3.42. The indicator that has the greatest weighted mean of 3.49 states that the company has established and implemented policies regarding security which is being provided to the employees While the mean of 3.31 which is the lowest weighted mean states that the firm provides a working environment that is safe and secure by using CCTVs, keycards, control systems and emergency exits.

- In terms of relationship with co-workers, the employees assessed the working environment of the company as highly conducive with a composite mean of 3.26. The greatest weighted mean of 3.35 states that communication is being encouraged among the employees while inside the company While the indicator that has the lowest weighted mean of 3.17 states that informal communication is being tolerated by the company as long as the work is completed.
- In terms of esteem needs, the employees assessed their working environment as highly conducive with a composite mean of 3.28. Among the indicators, the one that has the greatest weighted mean of 3.35 states that employee feel that they have few good qualities. While the indicator that has the lowest weighted mean of 3.23 shows that employees are satisfied with themselves.
- In terms of top management, the employees evaluated the working environment as highly conducive with a composite mean of 3.28. The indicator that has the greatest weighted mean of 3.51 states that the top management shares to its employees the goals and vision of the company While the indicator that has the lowest weighted mean of 3.29 states that the supervisor of the firm provides sufficient information regarding the work-related things of the team.

## **2. Level of Job Satisfaction**

- 2.1. In terms of employee loyalty, it shows that the employees are very satisfied in terms of employee loyalty with a composite mean of 3.33. The indicator that obtained the greatest weighted mean of 3.47 states that employees feel proud when they are talking about the product of the company While the indicator that obtained the lowest weighted mean of 3.24 states that employees can fulfill their career goals with the job that they have in the present.
- 2.2. In terms of sense of ownership, the employees are satisfied in terms of sense of ownership in the company with a composite mean of 3.25. The indicator that has the greatest weighted mean of 3.39 shows that employees genuinely feel that they are part of the organization. While the indicator that has the lowest weighted mean of 3.10 states that employees are inclined to accomplish the work even if they need to go extra mile.
- 2.3. In terms of level of commitment, the employees are very satisfied in terms of their level of commitment to the organization with a composite mean of 3.27. The indicator that obtained the greatest weighted mean of 3.33 states that employees feel glad in choosing the organization that they are in right now. While the indicator that obtained the lowest weighted mean of 3.15 states that employees are willing to put extra effort to help the organization to reach its goals and be successful.
- 2.4. In terms of efficiency and effectiveness, the employees are very satisfied in terms of efficiency and effectiveness with a composite mean of 3.30. The indicator that has the greatest weighted mean of 3.38 shows that employees are able to do their job well with minimal time and effort While the indicator that has the lowest weighted mean of 3.23 states that employees are able to set their priorities right.

- 2.5. In terms of productivity, the employees are very satisfied with their overall productivity inside the organization with a composite mean of 3.32. The indicator that obtained the greatest weighted mean of 3.43 states that by having collaboration with other people, employees feel that they are very productive. While the indicator that obtained the lowest weighted mean of 3.09 states those employees can work continuously without needing frequent interruptions, breaks or rests.

### **3. Effect of Work Environment on the Job Satisfaction**

- 3.1. Based on Table 11, it shows that working hours do not significantly affect Employee Loyalty. The normal hours of work for an employee is eight (8) hours a day and one (1) hour in lunch break, but the employees have experienced a long working hour and overworked to finish the deadline of output and get the target of result. The employees do not feel valued in terms of working hours they experience in the company. Employee Loyalty is influenced by individual work performance to increase productivity and motivation in the workplace. The Employee Loyalty indication shown in Table 6 cited that they fulfill their career goals with their job has the lowest equivalent mean of 3.24 and is considered as satisfied.
- 3.2. Table 12 shows that the impact of working hours on employees' sense of ownership is not significant, with a p-value higher than 0.05. It shows that some employees are dissatisfied with their work schedules because they don't feel like they have enough ownership in their organization. Employee engagement or sense of ownership is influenced by how an individual feels satisfied and enthusiastic about their work-related activities. As one of the working-hours indications on Table 1 states: The firm does not convey work-related messages, announcements, or emails during weekends—it has the lowest weighted mean of only 3.09 and that is regarded as conducive. Employees showed how receiving work-related messages from their employers on the weekends affects their ability to feel a sense of ownership by utilizing this interpretation.
- 3.3. Level of commitment refers to the employee's connection to the company and their duty of performing well to achieve the company's goals. However, it seems that working hours have minimal effect on how dedicated TeamQuest Technology Inc. employees are given that the p-value for this data analysis was more than 0.05. A working hours indicator with a lowest mean of 3.09 corresponds to extra work or responsibilities given to employees by the employer even when it is already the weekend. The employees' level of commitment is affected because the task they will perform is not fairly rewarded given that it will be completed away from their place of employment, notably their homes.
- 3.4. According to Table 14 above, both working hours and relationships with coworkers obtained p-values higher than 0.05, indicating that neither factor significantly affects efficiency and effectiveness. In working hours, regardless of the fact that it's weekend, the company still sends emails and other work-related materials to the employees. That being said, not all employees have the necessary tools to complete the tasks assigned to them, which reduces their efficiency and effectiveness, especially when they repeatedly call to ask for updates. Meanwhile, the employee's efficiency and effectiveness, however, are not much impacted by their ability to see their coworkers in terms of their working relationship. The company or organization itself, not the coworkers, is the reason why an employee works.

- 3.5. Table 14 demonstrates that two variables with p-values higher than 0.05 did not allow for the rejection of the null hypothesis. Working hours and job safety and security are the two variables, therefore productivity is not much impacted by either of them. Even though an employee's working hours are flexible, this does not greatly guarantee a worker will be sufficiently productive. Consequently, job safety and security have no impact on employees' productivity since, even though the workplace is safe and secure, that does not automatically mean that a worker will be productive enough to complete their work.

## **CONCLUSIONS**

### **The Following Conclusions Were Reached Based on the Study's Findings Listed Above:**

#### **Assessment of Working Environment**

- 1.1. The indicator with the lowest weighted mean suggests that Teamquest Technology Inc. seldomly sends emails or notifications about business, even on weekends. Other than that, the other working-hour variables produced results that were very favorable (highly conducive).
- 1.2. The organization makes sure that a security policy was formed and put into place, and that it is routinely communicated to employees, so that the results are highly favorable and based on how TeamQuest Technology Inc. employees felt about their security and safety.
- 1.3. TeamQuest Technology Inc. strongly encourages employees to communicate with one another, and further allows casual conversation as long as work is being accomplished.
- 1.4. Employees' sense of self and their desire for others' respect and acknowledgment are referred to as having esteem needs. According to the findings, TeamQuest Technology Inc. employees are appreciated and recognized by the company because they believe they are deserving and on an equal footing with other workers.
- 1.5 Highly conducive is the equivalent meaning in Table 5's assessment of the workplace in terms of top management. The top management of TeamQuest Technology Inc. places a high priority on the welfare of each employee because it is crucial for a firm to do so in order to maintain its workforce.

#### **2. Level of Job Satisfaction**

- 2.1. When an employee is loyal, they are devoted to the business's success. Employees of TeamQuest Technology Inc. claimed that complimenting the business and its products makes them feel proud and satisfied.
- 2.2. The study's findings suggest that TeamQuest Technology Inc. employees have a positive sense of ownership and are eager to contribute to the company's development and success.
- 2.3. The employees of TeamQuest Technology Inc. discovered that their values and the values of the firm are very similar, which accounts for their high level of commitment and corresponding interpretation of highly satisfied.
- 2.4. Table 9 demonstrates a high mean, or Very Satisfied, Level of Job Satisfaction in terms of Efficiency and Effectiveness. By keeping in mind the outcomes, they had to provide, they are able to complete their work effectively and efficiently with little time and effort.

- 2.5. Employees of TeamQuest Technology Inc. indicated that their collaboration with others was remarkably effective and that the company has built a compensation system for its workforce that increases their sense of satisfaction and productivity.

### **3. Effect of Work Environment on Job Satisfaction**

3.1 In general, among all the findings, working hours seems failed to reject the hypothesis in terms of Employee Loyalty, Sense of Ownership, Level of Commitment, Efficiency and Effectiveness and Employees Productivity. In addition, the variable of relationship with co-workers also failed to reject the hypothesis in terms of Efficiency and Effectiveness. Lastly, job safety and security seem to have no effect or not significant to the employees productivity.

Other than that, the other variables which are the esteem needs, top management and level of commitment are all significant on Job Satisfaction.

## **RECOMMENDATIONS**

Based on the afore-mentioned findings and conclusions of the study, the following recommendations are suggested by the proponents:

### **Assessment of Working Environment in Team quest Technology Inc.**

1. The management may adjust the working hours allotted to its employees if they have gotten worn out from being given too many tasks. To encourage a better work-life balance, administration may reduce the amount of work-related activities and emails distributed over the weekend.
2. By making sure that the CCTVs are always on and functional, the company may be able to enhance its security measures. The management will be able to monitor its employees' performance and the personnel will feel safer as a result. This will also increase the workers' efficiency and effectiveness.
3. Based on the information received, it can be concluded that the employees' esteem needs in terms of their personal fulfillment are not very high. The researchers recommend the company to offer training and seminars to help employees improve personally, which will boost their sense of satisfaction.
4. To keep employees around and committed for a long period, the researchers advise management to raise and improve employee pay and benefits. The company will gain from this as well since it will eliminate the need for repetitive training of new applicants and cut costs.
5. The company could develop yearly events, such as Team Building and Enhancement Seminars, to motivate the employees to come together and enhance relationships with their coworkers. Additionally, to make employees feel like a part of the company, management may host award ceremonies for those with outstanding accomplishments.
6. The researchers recommend putting into action the proposed organizational development intervention plan, which can maximize employees' job satisfaction.



	Objectives	Competencies Skills to be Acquired	Activity	Timeframe	Person in Charge	Department Involve	Budget
<b>Individual Intervention</b>	<ul style="list-style-type: none"> <li>To help a person attain his/her full potential through a well-rounded personality.</li> </ul>	Improved employees' esteem needs	Personality Determinants and Insights into Ones' Personal Development Seminar	Annually	Human Resource Management	All Department	PHP 500,000
<b>Group Intervention</b>	<ul style="list-style-type: none"> <li>To focus on developing the skills of the employees in the context of fun games that require people to use language to express ideas.</li> <li>To allow employees to get fresh air, sunshine, enjoy nature and can be a positive mood booster</li> </ul>	Enhanced relationships with colleagues.	Communication Team Building and Outdoor Team Building	Annually	Employers	All department	PHP 1,000,000
<b>Setting Work Schedule</b>	<ul style="list-style-type: none"> <li>To lessen the time that the employees feel worn out from too much tasks.</li> </ul>	Uplift work-life balance	Reassessment and Revision of Work Schedule	Annually	Human Resource Management	Top and Middle Management	PHP 50,000
<b>Workplace Safety and Security</b>	<ul style="list-style-type: none"> <li>To enhance security measures.</li> </ul>	Developed employees' knowledge and skills about safety and security in workplace.	Orientation and Training for Safety: An Essential Step	Semiannual	Human Resource Management	All Employees	PHP 200,000

**Figure 3:**

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