

Factors of job Satisfaction That Influence Organisational Behavior: A Correlational Analysis in Event Companies

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Abstract: Organising an event is a process that integrates agents from various tourism sectors such as restaurants, hotels, travel agencies and transportation companies; and as in any organisation, it requires an adequate management of its human resources. Organisational behavior defines the way in which people act in the organisation and the impacts it generates; the key to a company's success is to generate a solid organisational culture that allows a positive organisational behavior within the company and that achieves that the collaborators provide greater productivity and profitability to the company. The purpose of this research is to determine the relationship between organisational behaviour and job satisfaction in a company that organises events in Lima, capital of Peru. The research has a correlational, cross-sectional and non-experimental design; the sample consisted of 20 employees, the type of sampling was census and the technique used was the survey. The data was processed and analysed by the SPSS program, using descriptive and inferential statistics. The results show that 55% of the collaborators indicate that there is a good organisational climate in the company, which is reflected in the behaviour of the workers; also, 50% have a high level of job satisfaction in the organisation where they work. A correlation level of 0.976 and $\text{sig} = 0.00 < 0.05$ were obtained as a result, showing the correlation between the variables. It is concluded that organisational behaviour maintains a direct and significant relationship with job satisfaction in the study group.

Keywords: Company, Customer, Employees, Organisation, Organisational culture

1. Introduction

The internal study of organisations is a key element in this globalised world, if you want to prosper knowing how it works effectively, helps to save costs in companies and obtain greater profitability (Suarez et al. 2020; Alles, 2007). Globally, organisations seek tools to improve their management and achieve their profitability objectives, for this, they plan, organise, direct and act to control organisational behaviour in a positive way (Kiesnere et al. 2019; Islam et al. 2022). There are also many countries that have developed indicators of job satisfaction and organisational behaviour through employee questionnaires (Malla 2010; Pintado 2011).

In the same way, Wang (2021) indicates that an adequate agreement between the goals of the employees and those of the leader in the organisation connects motivationally with work performance, this generates a collective development that drives growth and the career line; and has a greater impact when accompanied by constant training, recognition, and better remuneration. Likewise, it is essential in any organisation to maintain a strong organisational culture to influence the development of workers (Kondrysova et al. 2022).

In the event organisation company under study, there is an opportunity for improvement in aspects related to organisational control and interpersonal relationships. Therefore, the problem under study is: What is the relationship between organisational behaviour and employee satisfaction in a company that organises events?

In Latin America, managers focus their efforts on actions to develop a good working environment, integrate employees and motivate them (Amir et al. 2020). However, many organisations in the region do not have motivated employees with respect to their daily work in the company, which causes situations such as

absenteeism, turnover, or poor performance; therefore, it is not only enough to have adequate remuneration, but also that employees feel stable and secure (Kourtiti et al. 2020).

1.1 Objectives

Therefore, the main objective of the research is to determine the relationship between organisational behaviour and job satisfaction in an event management company in Lima, the capital of Peru. The hypothesis is that there is a significant relationship between organisational behaviour and job satisfaction in an event planning company.

2. Literature Review

There are several theories that indicate that organisational behaviour is a behavioural science that has been applied in shaping the attitudes of employees, since they are not always governed by a single indicator, it can be measured according to components, such as the organisational control that exists in the company, the motivation that employees feel in their workplace, the interpersonal relationships they maintain within the company, the communication processes between colleagues and managers, and the planning processes that the organization has in order to obtain greater productivity, stimulate change and innovation of workers (Robbins 2009).

Likewise, Chiavenato (2009) indicates that organisational behaviour is a discipline that depends on situations and is linked to practical issues with the aim of helping employees and companies to achieve higher levels of performance. He also indicates that the intrinsic value of a company is based mainly on intangible assets, i.e., those that are not observed, these are the human capital, the set of talents that keep the organisation afloat. On the other hand, Tufuor (2022) argues that the skills and knowledge that are exercised in the labour market are the employee's own, and he/she has developed them in his/her school. Consequently, Jasinenko & Steuber (2022) argue that the purpose of how organisational behaviour is applied influences the life and personal development of employees. In the same way, Nienaber et al. (2022) conclude that companies recruit employees from different cultural backgrounds and should encourage activities that develop their confidence, thus increasing productivity in the organisation.

According to Ninoska (2017) considers that there are several factors that influence organisational behaviour in companies, such as motivation, interpersonal relationships that maintain the mood of workers, communication processes and organisational control within the company. Likewise, Góngora (2019) reaffirms that planning is key to obtain a positive organisational behaviour, since through its collective objectives are established. Motivation is related to the effort to achieve goals, which has three elements, intensity, direction, and persistence, since a high intensity is likely to lead to favorable work performance for the organizational (Robbins 2013). Individual goals that are mapped to meet group objectives are those that directly guide employee outcomes and ultimately that organisations direct (Roselia 2016, Kim 2019).

Job satisfaction is defined as the emotions or group of feelings that can be favourable or unfavourable, which identify the employees' opinion of their work (Alles, 2007). The job performance performed by collaborators is reflected in the productivity of employees and integration with leaders, since these interpersonal relationships are based on communication and the mood with which they remain within the company (Hong et. al, 2016). Additionally, Dailey's study (1990) reaffirms that organisational control is vital to offer rewards to employees and create solid work teams that strive for the same goal.

3. Methods

The research design is descriptive, insofar as phenomena, situations, contexts, or events are described and the characteristics of people are detailed; non-experimental, since the variables are not modified or alternated (Hernández et al. 2014). It is correlational, because these results were tested by correlating the hypothesis with the results obtained from the questionnaires given to the collaborators (Hernández and Mendoza, 2020).

The unit of analysis is made up of an employee working in the company that organises events. The population consisted of 20 collaborators, the sample was of census type since it is made up of all the collaborators of the company (Ramírez, 2010); 80% were from the logistics area and 20% from the administration area.

4. Results and Discussion

Data collection

The technique used for the collection of information was the survey. The instruments were two questionnaires to measure the variables: organisational behavior and job satisfaction.

Two surveys were used to measure both variables, organisational behaviour, and job satisfaction. The surveys were structured based on the Likert scale and were constructed considering the indicators and dimensions of the variables.

Table 1: Reliability of the Instrument - Organizational Behavior Variable

Cronbach's alpha	N of items
.976	42

Table 2: Reliability of the Instrument - job Satisfaction Variable

Cronbach's alpha	N of items
.978	45

Figure 1 indicates that 55% of workers consider that the company has a good organisational climate, 25% that they have a bad organisational climate and 20% that they have an excellent organisational climate.

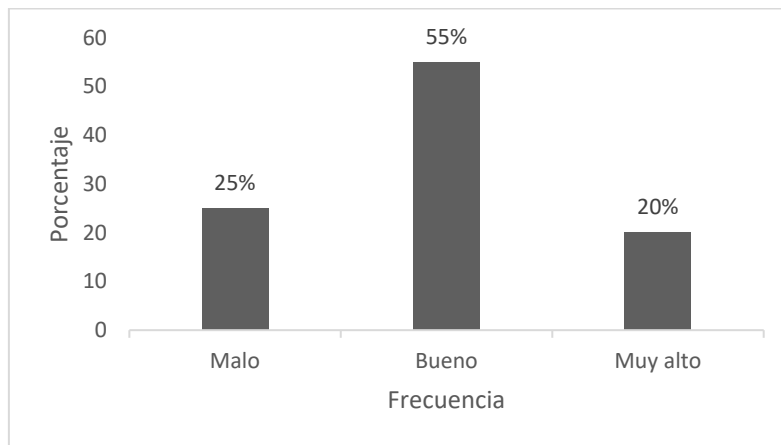


Figure 1: Descriptive Analysis of the Variable: Organisational Behaviour

Figure 2 indicates that 50% of workers have average job satisfaction, 30% have low job satisfaction, and 20% are well satisfied with their jobs.

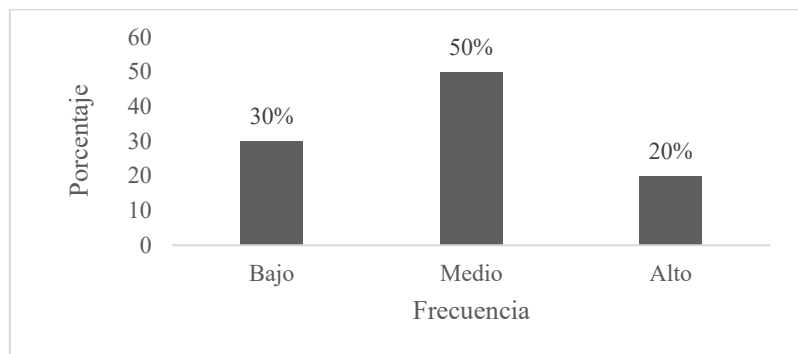


Figure 2: Descriptive Analysis of the Variable: Job Satisfaction

Correlational analysis

To test the hypothesis, data was obtained and processed in the SPSS program. The method used was the Rho Spearman's coefficient. Taking into account that the probability value is set below 5% (0.5), in that sense for the alternative hypothesis to confirm the existence of a relationship, it must have a result less than 0.05, rejecting the null hypothesis.

Table 3: Spearman's Correlation Coefficient

Spearman's coefficient value	Degree of correlation
-0.91 to -1.00	Perfect negative correlation

Spearman's coefficient value	Degree of correlation
-0.76 to -0.090	Very strong negative correlation
-0.51 to -0.75	Significant negative correlation
-0.11 to -0.50	Moderate negative correlation
-0.01 to -0.10	Weak negative correlation
0.00	There is no correlation between the variables
+0.01 to +0.10	Weak positive correlation
+0.11 to +0.50	Moderate positive correlation
+0.51 to +0.75	Significant positive correlation
+0.76 to +0.90	Very strong correlation
+0.91 to +1.00	Perfect positive correlation

Note: The table contains Spearman's correlation coefficient values and their interpretation from perfect negative correlation (-1.0) to perfect positive correlation (+1.0). Source: Santabarbara (2019).

General hypothesis

H0: There is no relationship between organisational behaviour and job satisfaction in the event management company.

H1: There is a significant relationship between organisational behaviour and job satisfaction in the event management company.

Table 4 presents the results of correlation between the variables, Spearman's Rho indicates a coefficient of 0.976, with a sig. level $p=0.000 < 0.05$, this shows that there is a positive and highly significant correlation between the variables, so the null hypothesis is rejected, and the alternative hypothesis is accepted.

Specific hypothesis 1

H0: There is no relationship between organisational control and job satisfaction in the events company.

H1: There is a significant relationship between organisational control and job satisfaction in the events company.

Table 4: Correlational Analysis Between Organisational Behaviour and job Satisfaction

		Organizational Behavior	Job Satisfaction
Rho de Spearman	Organizational Behavior	Correlation coefficient	1,000
		Sig. (bilateral)	,976**
		N	20
	Job Satisfaction	Correlation coefficient	,976**
		Sig. (bilateral)	1,000
		N	20

In Table 5, Spearman's Rho indicates a coefficient of 0.868, with a sig. level $p=0.000 < 0.05$, which shows a highly significant positive correlation between the organisational control dimension and the job satisfaction variable, so the null hypothesis is rejected, and the alternative hypothesis is accepted.

Table 5: Correlational Analysis Between Organisational Control and job Satisfaction

		Organizational Control	Job Satisfaction
Organizational Control	Correlation coefficient	1	,868**
			Sig. (bilateral)
			,000
	N	20	20

		Organizational Control	Job Satisfaction
Job Satisfaction	Correlation coefficient	,868**	1
	Sig. (bilateral)	,000	
	N	20	20

Specific hypothesis 2

H0: There is no relationship between motivation and job satisfaction in the events company.

H1: There is a relationship between motivation and job satisfaction in the events company.

In Table 6, Spearman's Rho indicates a coefficient of 0.921, with a sig. level $p=0.000 < 0.05$, which shows a highly significant positive correlation between the motivation dimension and the job satisfaction variable, so the null hypothesis is rejected, and the alternate hypothesis is accepted.

Table 6: Correlational Analysis Between Motivation and job Satisfaction

		Motivation	Job Satisfaction
Motivation	Correlation coefficient	1	,921**
	Sig. (bilateral)		,000
	N	20	20
Job Satisfaction	Correlation coefficient	,921**	1
	Sig. (bilateral)	,000	
	N	20	20

Specific hypothesis 3

H0: There is no relationship between interpersonal relationships and job satisfaction in the events company.

H1: There is a relationship between interpersonal relationships and job satisfaction in the events company.

In Table 7, Spearman's Rho indicates a coefficient of 0.975, with a sig. level $p=0.000 < 0.05$, which shows a highly significant positive correlation between the interpersonal relations dimension and the job satisfaction variable, so the null hypothesis is rejected, and the alternative hypothesis is accepted.

Table 7: Correlational Analysis Between Interpersonal Relationships and job Satisfaction

		Interpersonal Relationships	Job Satisfaction
Interpersonal Relationships	Correlation coefficient	1	,975**
	Sig. (bilateral)		,000
	N	20	20
Job Satisfaction	Correlation coefficient	,975**	1
	Sig. (bilateral)	,000	
	N	20	20

Specific hypothesis 4

H0: There is no relationship between communication processes and job satisfaction in the events company.

H1: There is a relationship between communication processes and job satisfaction in the events company.

In Table 8, Spearman's Rho indicates a coefficient of 0.916, with a sig. level $p=0.000 < 0.05$, which shows a highly significant positive correlation between the communication processes dimension and the job satisfaction variable, so the null hypothesis is rejected, and the alternate hypothesis is accepted.

Table 8: Correlational Analysis Between Communication Processes and job Satisfaction

		Communication Processes	Job Satisfaction
Communication Processes	Correlation coefficient	1	,916**
	Sig. (bilateral)		,000
	N	20	20
Job Satisfaction	Correlation coefficient	,916**	1
	Sig. (bilateral)	,000	
	N	20	20

Specific hypothesis 5

H0: There is no relationship between planning processes and job satisfaction in the events company.

H1: There is a relationship between planning processes and job satisfaction in the events company.

In Table 9, Spearman's Rho indicates a coefficient of 0.868, with a sig. level $p=0.000 < 0.05$, which shows a positive and significant correlation between the planning processes dimension and the job satisfaction variable, so the null hypothesis is rejected, and the alternative hypothesis is accepted.

Table 9: Correlation Between Planning Processes and job Satisfaction

		Planning Processes	Job satisfaction
Planning Processes	Correlation coefficient	1	,868**
	Sig. (bilateral)		,000
	N	20	20
Job satisfaction	Correlation coefficient	,868**	1
	Sig. (bilateral)	,000	
	N	20	20

The results found demonstrate the general alternative hypothesis that indicates that there is a significant relationship between organizational behavior and job satisfaction in the event management company. In the same way, Prieto et al. (2022) conclude that in the labor market the environment is fundamental, since in organisations satisfaction is related to productivity, which is applied in the performance of the employee's daily activities. For this reason, rewards, competitive salaries, and recognition granted in companies are evaluated.

However, Matabanchoy (2018) determines that organisational behaviour is based on the identity of the collaborators. On the contrary, Tufuor (2022) states that it is determinant to acquire skills, knowledge, competencies in the labor market to be more competent and obtain better opportunities, this is obtained with communication planning in the workplace.

The results obtained in this study are related to (Bruzual 2016), which aimed to know the relationship between organisational climate and job satisfaction of employees of the service company Reliability and Risk Management, this concludes that employees have a positive and moderate linear effect on work in relation to the level of organisational climate. Therefore, it can be said that the better the organisational culture, the higher or higher the job satisfaction felt by the employees of Reliability and Risk management service company, and positive changes are observed in the organization such as improvement in its productivity and profitability of the company. Likewise, Gibbons et al. (2021) reaffirms that organisational culture does influence job performance, since it was evidenced that attitudes reflect the job satisfaction they maintain within the organisation.

To this end, it is important to understand that it is essential to maintain fair remuneration, an optimal working environment and to provide workers with work motivation (Amir et al. 2020). Likewise, (Lizandro et al. 2016) conclude that job satisfaction lies in creating a harmonious environment among employees that increases productivity and generates greater integration among collaborators.

Finally, it is determined that the Pearson correlation coefficient R has a value of 0.976, with a bilateral Sig of 0 less than 0.05, therefore, it is determined that there is a significant relationship between the degree of organisational climate and satisfaction among the employees of the events company.

5. Conclusion

It is concluded that organisational behaviour maintains a significant relationship with the satisfaction of employees in the events company, because if there is a good organisational climate, with optimal conditions in the organisation, a solid organisational behaviour will be obtained based on employee satisfaction, which will positively impact their work performance due to the high degree of satisfaction that they maintain. This will be reflected in the productivity and higher profitability of the company. That is why the main axis of any company is to value its employees by providing fair remuneration, encouraging professional growth, and enhancing their skills within the organisation.

With respect to the relationship between organisational behaviour and employee satisfaction in the events company, it is affirmed that this relationship is significant, therefore, it is determined that the components of organisational behaviour: organisational control, motivation, communication, and organisational planning maintain a direct and significant relationship with the job satisfaction of employees in the events company. Likewise, this shows that interpersonal relations is the dimension that has the greatest relationship with employee satisfaction according to the results obtained.

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