

THE RELATIONSHIP BETWEEN JOB SATISFACTION AND EMPLOYEE PERFORMANCE: AN HRM LITERATURE PERSPECTIVE

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Abstract

Job satisfaction and employee performance are two crucial aspects that are interrelated in human resource management. Research shows that there is a positive correlation between job satisfaction and employee performance, where satisfied employees tend to show higher productivity, stronger levels of commitment, and lower absenteeism. However, the literature also indicates that this relationship is influenced by various other factors, such as intrinsic motivation, personal values, and work environment conditions. Therefore, management needs to consider the broader context to ensure sustainable improvements in employee performance. Contemporary approaches emphasise the importance of an integrated strategy, which not only increases job satisfaction but also creates a supportive work environment to achieve optimal performance. An effective HRM strategy will take into account both psychological and structural aspects to maximise employee performance and thus have a positive impact on the whole organisation.

Keywords: Job Satisfaction, Employee Performance, HRM Literature.

Introduction

Since the era of globalisation and increasingly fierce business competition, human resources (HR) have become a very important asset for every organisation. Human resources (HR) are individuals who work and contribute to the organisation through their various roles and responsibilities (Kollmann et al., 2020). HR encompasses all employees, from top management to operational workers, who bring their skills, knowledge and abilities to bear on achieving organisational goals. In the context of HR management, the term also encompasses the various practices and policies implemented to effectively manage employees, including recruitment, training, development, performance appraisal, and compensation (Nurjanah et al., 2020).

HR is the most valuable asset for any organisation, as the performance and success of the organisation largely depends on the quality and productivity of employees. Effective HR management can increase motivation and job satisfaction, which has a direct impact on improving individual performance and, ultimately, overall organisational performance. In addition, quality HR can provide a competitive advantage through innovation, initiative, and adaptability to market changes (Ali &