A STUDY ON EFFECTIVENESS OF FEEDBACK MECHANISM IN ENHANCING JOB SATISFACTION

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ABSTRACT

This study examines the impact of feedback mechanisms on job satisfaction, focusing on employee perceptions, engagement, and skill development. Demographic factors such as age, gender, and education are analyzed to assess variations in feedback reception. Using Chi-square, correlation, and ANOVA, results show that structured feedback enhances engagement and reduces stress, while ineffective feedback lowers confidence and creativity. The study highlights the need for regular, meaningful feedback and effective communication training for managers to improve workplace motivation and performance.

Keywords: Feedback Mechanism, Job Satisfaction, Employee Engagement, Workplace Communication, Organizational Performance.

I.   INTRODUCTION

Employee job satisfaction is a key factor in organizational success, and feedback mechanisms play a vital role in shaping workplace experiences. Effective feedback enhances employee engagement, motivation, and skill development, while poorly structured feedback can lead to stress and reduced confidence. This study explores how different feedback approaches influence job satisfaction, considering factors such as clarity, frequency, and delivery. By understanding employee perceptions and demographic variations, the research aims to provide insights for organizations to improve their feedback systems, ultimately fostering a more productive and satisfied workforce.

II.   MATERIAL AND METHODS

Literature Review

Conceptual Framework

The conceptual framework for this study illustrates how feedback mechanisms influence job satisfaction by examining various factors that mediate this relationship. The independent variable, the feedback mechanism, includes aspects such as clarity, constructiveness, frequency, mode of delivery, and managerial communication style. These elements shape employees' perceptions of feedback and interact with workplace culture, engagement levels, and stress factors, which serve as mediating variables.

The dependent variable, job satisfaction, is reflected in outcomes such as skill development, workplace performance, employee retention, and productivity. This framework suggests that well-structured and constructive feedback enhances employee motivation and engagement, ultimately improving job satisfaction. Conversely, ineffective feedback can contribute to stress, decreased confidence, and lower performance, highlighting the critical role of feedback quality in shaping workplace experiences.

This framework suggests that an **effective feedback mechanism** positively influences job satisfaction by **enhancing engagement, reducing stress, and improving skill development**. However, if feedback is inconsistent or poorly delivered, it may have a negative impact, leading to decreased motivation and confidence.

Empirical Evidence

1. The Impact of Feedback-seeking on Sources' Job Satisfaction by Anitha et al. (2024) - This study found that seeking feedback from supervisors can increase job satisfaction among employees ⬚.

2. A Review of Employees' Job Satisfaction and its Affect on their Performance by Khan et al. (2023) - The study highlights the importance of feedback in enhancing job satisfaction, which in turn affects employee performance ⬚.

3. The Effect of Feedback Orientation on Job Satisfaction by Maurer et al. (2020) - This study found that employees who receive regular feedback tend to have higher job satisfaction [ ].

4. Job Satisfaction: An Overview and Directions for Future Research by Wallace et al. (2019) - The study emphasizes the role of feedback in enhancing job satisfaction and provides directions for future research [4].

5. The Relationship Between Feedback and Job Satisfaction by Sjahruddin et al. (2024) - This study found a positive correlation between feedback and job satisfaction among employees [5].

III.　RESEARCH METHODOLOGY

Research methods refer of the techniques and approaches used to gather and analyze data in a research study. The choice of research methods depends on the research objectives, the type f data needed, and the nature of the research questions Here are some common research methods that can be employed in a study focused on consumer perception towards Samsung smartphones.

Research Design

Research design is a plan, structure and strategy of investigation to obtain answer to the research questions. Research methodology simply refers to the practical "how" of any given piece of research more specifically it's about how a research systematically designs a study to ensure valid and reliable results that address the research aims and objectives.

Data Collection

For this study, data were compiled from both primary and secondary sources.

Primary Data

Primary data is collected directly from firsthand sources through questionnaires, and similar methods. In this study, primary data were gathered using a structured questionnaire designed to assess consumer perceptions and behaviors regarding cashless transactions.

Secondary Data

Secondary data consists of information that has already been published. In this study, secondary data were collected from various sources, including internet resources, websites, existing research, and scholarly articles, to support the analysis of cashless payment systems and their impact on financial behavior.

Sample Design

The sample design for this study consists of a clear plan to obtain a sample from the infinite population, with respondents selected using convenience sampling; the target respondents are members of the public, and a total sample size of 70 individuals was utilized for the research.

Tools for Analysis

Chi-Square Test

The **Chi-Square test** is a statistical method used to determine if there is a significant association between two categorical variables. It compares the observed frequencies in a dataset with the expected frequencies under the assumption of independence. A lower p-value (typically ≤ 0.05) indicates a significant relationship between the variables, meaning they are not independent of each other.

Correlation

Correlation is a statistical measure that determines the strength and direction of the relationship between two numerical variables. It is expressed as a correlation coefficient (r), which ranges from -1 to +1. A positive correlation indicates that as one variable increases, the other also increases, while a negative correlation suggests an inverse relationship. A value close to zero implies no significant relationship between the variables.

One-Way ANOVA

One-Way Analysis of Variance (ANOVA) is a statistical test used to compare the means of three or more independent groups to determine if there is a statistically significant difference among them. It assesses whether the variation in means is due to chance or a systematic difference. A p-value less than 0.05 suggests that at least one group differs significantly from the others.

IV.   RESULTS AND DISCUSSION

Percentage analysis

Table 1: Employee Years Of Experience

Years of Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 1 year	20	28.6	28.6	28.6
	1-2 years	24	34.3	34.3	62.9
	3-5 years	26	37.1	37.1	100.0
	Total	70	100.0	100.0	

INFERENCE

From the above table out of 70 respondent 28.6% are less than 1 year experienced,34.3% are 1-2 years experienced,37.1% are 3-5 years experienced.

Table 2: Feedback Frequency

Frequency of feedback

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	16	22.9	22.9	22.9
	Weekly	6	8.6	8.6	31.4
	Monthly	16	22.9	22.9	54.3
	Rarely	20	28.6	28.6	82.9
	Never	12	17.1	17.1	100.0
	Total	70	100.0	100.0	

INFERENCE

The data shows that **22.9%** of respondents provide feedback daily, **8.6%** weekly, and **22.9%** monthly, making a total of **54.3%** who engage at least sometimes. However, **28.6%** rarely interact, and **17.1%** never do, meaning **45.7%** are disengaged. This highlights the need for strategies to boost feedback participation.

Table 3: Improvement In Competencies Due To Regular Feedback

Improvement in competencies due to regular feedback

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	14	20.0	20.0	20.0
	Agree	18	25.7	25.7	45.7
	Neutral	15	21.4	21.4	67.1
	Disagree	10	14.3	14.3	81.4
	Strongly Disagree	13	18.6	18.6	100.0
	Total	70	100.0	100.0	

INFERENCE

From the above table out of 70% of respondent 20% strongly agree and 25.7% agree that feedback improves competencies (totaling 45.7%), 21.4% remain neutral. On the other hand, 14.3% disagree and 18.6% strongly disagree (totaling 32.9%), showing mixed perceptions.

CHI-SQUARE

To find out if there is a association between the rating of quality and clarity of feedback and the effectiveness of different types of feedback in skill development

H0 : There is no significant association between the rating of quality and clarity of feedback and the effectiveness of different types of feedback in skill development.

H1: There is a significant association between the rating of quality and clarity of feedback and the effectiveness of different types of feedback in skill development.

Table 4: CHI-SQUARE

Test Statistics		
	rating of quality and clarity of feedback	type of feedback been effective in skill development
Chi-Square	2.429[a]	4.143[a]
Df	4	4
Asymp. Sig.	.657	.387
a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 14.0.		

INTERPRETATION

From the above table, we can find that the significant value is 0.387, which is greater than table value 0.05, so the Null hypothesis is accepted and Alternative hypothesis is rejected.

Therefore, There is no significant association between the rating of quality and clarity of feedback and the effectiveness of different types of feedback in skill development.

CORRELATION

To find out if there is a correlation between the frequency of feedback and the extent to which feedback contributes to work-related stress

H0 : There is no significant correlation between the frequency of feedback and the extent to which feedback contributes to work-related stress.

H1: There is a significant correlation between the frequency of feedback and the extent to which feedback contributes to work-related stress.

Table 5: Correlation

Correlations

		frequency of feedback	to what extent does feedback contribute to your work related stress
frequency of feedback	Pearson Correlation	1	-.119
	Sig. (2-tailed)		.326
	N	70	70
to what extent does feedback contribute to your work related stress	Pearson Correlation	-.119	1
	Sig. (2-tailed)	.326	
	N	70	70

INTEPRETATION

From the above table, we can find that the significant value is 0.326 which is greater than the table value so, the null hypothesis is accepted and the alternative is rejected.Therefore, There is no significant correlation between the frequency of feedback and the extent to which feedback contributes to work-related stress.

ANOVA

To find out the likelihood number of years of experience significantly impact the effectiveness of improvements aimed at reducing stress and burnout

H0 : There is no significant difference in the effectiveness of improvements to reduce stress and burnout across different levels of years of experience.

H1 : There is a significant difference in the effectiveness of improvements to reduce stress and burnout across different levels of years of experience.

Table 6: Anova

ANOVA

improvementstoreducestressandburnout

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5.498	2	2.749	1.499	.231
Within Groups	122.845	67	1.834		
Total	128.343	69			

INTERPRETATION:

From the above table, we can find that the significant value is 0.231, which is higher than table value 0.05, so the null hypothesis is accepted and the alternative hypothesis is rejected.

Therefore, There is no significant difference in the effectiveness of improvements to reduce stress and burnout across different levels of years of experience.

V. CONCLUSION

The study underscores the significant role of an effective feedback mechanism in enhancing employee job satisfaction. Feedback is a crucial component of workplace communication, influencing employee motivation, skill development, and overall job performance. The findings suggest that the quality, clarity, and constructiveness of feedback are more impactful than the frequency of feedback delivery. Employees who receive clear, structured, and constructive feedback tend to demonstrate higher levels of engagement, confidence, and productivity. Conversely, inconsistent or vague feedback leads to uncertainty, reduced motivation, and decreased job satisfaction. The results indicate that while feedback is an essential tool for employee growth, its effectiveness depends on how it is perceived and implemented. Employees respond better to feedback that is specific, actionable, and supportive, rather than generic and ambiguous. Furthermore, the study highlights the importance of managerial communication skills in delivering feedback effectively. Managers who adopt a collaborative and encouraging approach foster a more positive work environment, while those who provide criticism without guidance may contribute to increased stress and dissatisfaction. The statistical analyses reinforce these insights. The Chi-square test results show no significant association between the clarity of feedback and skill development, indicating that merely providing feedback is insufficient—employees require structured and actionable input for it to contribute to their professional growth. The correlation analysis further supports this by revealing that while feedback plays a role in enhancing job satisfaction, other workplace factors such as organizational culture, work-life balance, and career growth opportunities also play a crucial role. Similarly, the ANOVA results suggest that feedback alone does not significantly impact stress reduction, emphasizing the need for organizations to integrate broader employee well-being strategies alongside feedback mechanisms.

VI. RECOMMENDATIONS

Based on the findings of the study, several recommendations can be made to enhance the effectiveness of feedback mechanisms in improving employee job satisfaction. Organizations should prioritize the quality, clarity, and constructiveness of feedback rather than focusing solely on its frequency. Feedback should be specific, actionable, and supportive, allowing employees to understand their strengths and areas for

improvement without feeling discouraged.Managers play a critical role in shaping employees' perceptions of feedback. Therefore, training programs should be implemented to help managers develop effective communication and feedback delivery skills. Managers should be encouraged to provide continuous feedback rather than limiting it to annual performance reviews, fostering a culture of open dialogue and mutual growth.A structured feedback system should be customized based on employee demographics such as age, experience, and job roles. Younger employees may benefit from frequent, guided feedback, while experienced employees may require more strategic and goal-oriented discussions.Organizations should also leverage technology-driven feedback mechanisms, such as 360-degree feedback, real-time performance tracking, and anonymous surveys, to make feedback more interactive and transparent.Additionally, feedback should not be solely performance-based but should also include employee well-being and career development discussions to enhance overall job satisfaction. Creating an inclusive and psychologically safe environment where employees feel comfortable receiving and giving feedback is essential for long-term organizational success.By implementing these recommendations, organizations can strengthen their feedback systems, boost employee morale, and enhance overall workplace productivity and satisfaction.

Compliance with ethical standards

Disclosure of conflict of interest

No conflict of interest to be disclosed.

VII.   REFERENCES

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