

Current condition of compensation, organization commitment, training, recruitment, and employee satisfaction of Logistic service provider business in Beijing China

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ABSTRACT

The research investigated the current condition of compensation, organization commitment, training, recruitment, and employee satisfaction of Logistic service provider business in Beijing China. The conceptual framework was developed from the literature review, survey, and other contemporary research in human resource management. Accordingly, the researchers consider the importance of compensation, organization commitment, training, and recruitment on employee satisfaction of Logistic service provider business in Beijing China. In this, the researchers employed the quantitative research approaches. The instruments of research were the steps of a questionnaire. Data were collected from 211 people who are entrepreneurs of logistic service provider business in Beijing China. The data collected were analyzed using descriptive statistics as mean, standard deviation, and percentage on the basis of observing the actual employee satisfaction of logistic service provider business in Beijing China studied through all operational links in human resource management. Findings are applications of compensation, organization commitment, training, recruitment, and employee satisfaction are mostly-level.

Keyword: compensation, organization commitment, training, recruitment, employee satisfaction

INTRODUCTION

Employee satisfaction is the index of enterprise happiness, is to a certain extent can see the team spirit of the enterprise, is a comprehensive index. At present, how to improve employee satisfaction has become an important topic for scholars to study. Foreign scholars started earlier in their research on employee satisfaction. As early as in the early 20th century, F.W. Taylor put forward the important conclusion that high reward is equal to high satisfaction, thus opening the door of scientific management, and was called the "father of scientific management". Hoppock (1935) took the lead in putting forward the concept of job satisfaction in the book "Job Satisfaction", believing that employee satisfaction is the subjective satisfaction of the work itself and its work environment from both psychological and physiological aspects. However, since the research intention of employee satisfaction is very different, So the corresponding definition is also different, Sha Yunyu (2021) summarizes its concept into three concepts: the first is a comprehensive definition, Considering employee satisfaction as a single concept, That is, employees' subjective feelings of the work itself and the environment; The second is the expectation gap definition, That is, the gap between the labor remuneration they want to get after working hard and the labor remuneration they actually get, Can affect the work enthusiasm of employees to a large extent; The third is the reference architectural definition, This view holds that employee satisfaction is a subjective feeling of employees formed by comparing their personal gains and work achievements with a self-reference

framework, This reference architecture is easily influenced by other factors such as past experience and colleagues around you.

Research objective

Current condition of compensation, organization commitment, training, and recruitment on employee satisfaction of Logistic service provider business in Beijing China

METHODOLOGY

The study current condition of compensation, organization commitment, training, and recruitment on employee satisfaction of Logistic service provider business in Beijing China, the researcher has studied documents, textbooks, concepts, theories, and related research consistent with the study's objectives. This research is quantitative research in the format is survey research. The research tool was a questionnaire. Data was collected by instrument-based interviews. The population is manager of logistics service provider business in Beijing, the total number of manager is 445 company in Beijing, China. The survey sample was 211 residents from manager of logistics service provider business in Beijing, China. The researchers used a simple random sampling method to conduct a random sample size, as determined according to the Taro Yamane formula (Yamane, 1973). The researchers conducted a simple random sampling calculation using the Taro Yamane formula, and based on the calculation results, the number of samples was 211. The confidence level is 95%. The tolerance of the sample is at the level of 0.05. The data from the questionnaire, the researcher analyzed and processed the data by using a statistical package and analyzing various aspects of the data. Compensation, organization commitment, training, and recruitment on employee satisfaction of logistics service provider business the mean (\bar{X}) and the standard deviation (S.D.) were analyzed using a 5-interval approximation scale to count and weight each performance level and the performance level of the sample group of respondents by assigning numbers instead of weights. The researcher used a 5-level estimation scale by choosing the Likert method and at each level, there was a range value derived from the following calculation formula.

RESULTS

Opinion level results on effect of compensation, organization commitment, training, and recruitment on employee satisfaction of Logistic service provider business in Beijing China

Part 1 Personal characteristics of manager for Logistic service provider business in Beijing China in Beijing China

Table 1 Personal characteristics of manager for Logistic service provider business

Characteristics of entrepreneurs	number (n=211)	Percentage
1. Gender		
- Male	112	53.08
- Female	99	46.92
2. Age		
- 18 - 25 Year	55	26.06
- 26 – 35 year	42	19.91
- 36 – 45 year	61	28.91
- More than 46 year	53	25.12

3. Marital status		
- single	81	38.39
- married	72	34.12
- divorced	58	27.49
4. Degree of education		
- lower than bachelor's degree	60	28.44
- Bachelor's degree	72	34.12
- Graduated	79	37.44
5. Working time		
- 1-3 years	71	33.65
- 4-6 years	88	41.71
- More than 7 years	52	24.64
6. Monthly income		
- 1000-3000 Yuan	74	35.07
- 3001-5000 Yuan	76	36.02
- 5001-8000 Yuan	61	28.91

From the table 1, the perspective of gender, male are significantly higher than female, accounting for 53.08 percentage, and female 46.92 percentage.

Regarding the age of entrepreneurs, the mostly proportion was 36 - 45 years old, accounting for 28.91%, followed by entrepreneurs aged 18-25 years and entrepreneurs of SME aged 26-35 years, accounting for 26.06% and 19.91%, respectively, and entrepreneurs over 46 years old. Representing 25.12% said that entrepreneurs of SME who responded to the survey were generally middle age.

Regarding marital status, 34.12% were single, 38.39% were divorced, and 27.49% were related to the age distribution. The company had many young managers.

From the perspective of educational background, entrepreneurs in Beijing generally have lower than bachelor's degree, bachelor's degree, and graduate accounting for 28.44, 34.12 and 37.44% respectively.

From the perspective of working years, the entrepreneurs in Beijing are generally in the range of 1-3 years, 4-6 years of entrepreneurs, accounting for 33.65 and 41.71 respectively, and an entrepreneurs who have worked for more than 7 years also account for a certain proportion, 24.64%.

In terms of monthly income, 36.02% of entrepreneurs have a monthly income of 3000-5000 Yuan, 28.91% of entrepreneurs have a monthly income of 5000-8000 Yuan, and only 35.07% of entrepreneurs have a monthly income of 1000-3000 Yuan, indicating that the average monthly income of manager has basically reached the middle-income level.

To study Effect of compensation, organization commitment, training, and recruitment on employee satisfaction of Logistic service provider business in Beijing China

1. Compensation

Table 2 the level of opinion about compensation

Compensation	Mean	S.D.	Level	Rank
1 . Employees get fair compensation for working.	4.218	.722	mostly	2
2. Employees get a steady salary increase.	4.233	.697	mostly	1
3 . Employees supposed to be rewarded in other ways by a higher organization.	4.168	.699	most	3
4. Employees happy with my chance to raise my salary	4.102	.749	most	5
5. Employees get enough vacation days from work.	4.114	.734	most	4
Total	4.167	.720	most	

From Table 2, the mean and standard deviation of the opinion level of the compensation variable is at a most level, with the mean value at a most level being 4.167. Comprehensive from all aspects, the average of the mostly side is "Employees get a steady salary increase" mostly level average of 4.233, followed by "Employees get fair compensation for working" mostly level of average of 4.218, "Employees supposed to be rewarded in other ways by a higher organization", most level average of 4.168, "Employees get enough vacation days from work" most level average of 4.114, the last is " Employees happy with my chance to raise my salary" the average is 4.102, in the most level.

2. Organization commitment

Table 3 the level of opinion about organization commitment

Organization commitment	Mean	S.D.	Level	Rank
1. Even if the unit benefit is poor, I do not leave	4.202	.677	mostly	4
2. I am willing to contribute all my efforts to the unit	4.326	.622	mostly	1
3. I have a deep affection for the work unit	4.227	.654	mostly	3
4. I am willing to contribute all my spare time energy to my unit	4.301	.702	mostly	2
5. I think job-hopping is immoral	4.111	.734	most	7

6. I have an obligation to the unit	4.154	.721	most	5
7. I have a lot of promotion opportunities in this unit	4.137	.699	most	6
Total	4.208	.687	mostly	

From Table 3, both the mean value and the standard deviation regarding the opinion level affecting the organization commitment are at a mostly overall level, with the mean value at a mostly level being 4.208. From the various aspects of the variables involved, we found that the mostly average is "I am willing to contribute all my efforts to the unit" (4.326), at a mostly level, followed by "I am willing to contribute all my spare time energy to my unit" (4.301), at a mostly level, "I have a deep affection for the work unit" (4.227), at a mostly level, "Even if the unit benefit is poor, I do not leave" (4.202), at a mostly level, "I have an obligation to the unit" (4.154), at a most level, "I have a lot of promotion opportunities in this unit" (4.137), at a most level, the lowest is "I think job-hopping is immoral" the average of 4.111, in the same most level.

3. Training

Table 4 the level of opinion about training

Training	Mean	S.D.	Level	Rank
1. There is definitely a chance to get promoted if I get professional training.	3.786	.703	most	5
2. Employees here love to train until they are skilled in their work.	4.223	.745	mostly	3
3. I am very satisfied that the company gave me job training.	4.388	.711	mostly	1
4. I'm very satisfied with the promotion once I've mastered the training.	4.322	.699	mostly	2
5. The company arranges for all employees to receive thorough training.	4.109	.742	most	4
Total	4.166	.770	most	

From Table 4 the mean and standard deviation of the opinion level of the training variable is at a most level, with the mean value at a most level being 4.166. Comprehensive from all aspects, the average of the mostly side is "I am very satisfied that the company gave me job training" mostly level average of 4.388, followed by "I'm very satisfied with the promotion once I've mastered the training", mostly level of average of 4.322, "Employees here love to train until they are skilled in their work", mostly level of average of 4.233, "The company arranges for all employees to receive thorough training", most level of average of 4.109, the

last is "There is definitely a chance to get promoted if I get professional training" the average is 3.786, in the most level

4. Recruitment

Table 5 the level of opinion about recruitment

Recruitment	Mean	S.D.	Level	Rank
1. Employees are ready to work with the organization.	4.211	.719	most	4
2. Employees have appropriate qualifications for the position.	4.119	.722	mostly	5
3. Employees have expertise in the work they perform.	4.443	.705	mostly	1
4. Employees have good skills in responsible positions.	4.366	.722	mostly	2
5. Employees have convenience in traveling to work.	4.278	.734	most	3
Total	4.283	.720	mostly	

From Table 5 the mean and standard deviation of the opinion level of the recruitment variable is at a most level, with the mean value at a mostly level being 4.283. Comprehensive from all aspects, the average of the mostly side is "Employees have expertise in the work they perform" mostly level average of 4.443, followed by "Employees have good skills in responsible positions", mostly level of average of 4.366, "Employees have convenience in traveling to work", mostly level of average of 4.278, "Employees are ready to work with the organization", mostly level of average of 4.211, the last is "Employees have appropriate qualifications for the position" the average is 4.119, in the most level

5 Employee Satisfaction

Table 6 the level of opinion about employee satisfaction

Employee Satisfaction	Mean	S.D.	Level	Rank
1. Employees are satisfied with themselves an income	4.301	.722	mostly	1
2. Employees are satisfied with the reward for good job performance	4.101	.715	most	5
3. Employees are satisfied with the way that the company's policies are implemented	4.221	.751	mostly	2
4. Employees are satisfied with the way colleagues get along with each	4.199	.679	most	3
5. Employees are satisfied with the Job promotion opportunities	4.114	.711	most	4
Total	4.187	.716	mostly	

From Table 6, the mean and standard deviation of the opinion level of the employee satisfaction variable is at a mostly level, with the mean value at a mostly level being 4.187. Comprehensive from all aspects, the average of the mostly side is "Employees are satisfied with themselves an income", mostly level average of 4.301, "Employees are satisfied with the way that the company's policies are implemented", mostly level average of 4.221, "Employees are satisfied with the way colleagues get along with each", most level average of 4.199, "Employees are satisfied with the Job promotion opportunities", most level average of 4.114, the last is "Employees are satisfied with the reward for good job performance", the average is 4.101, in the most level.

CONCLUSION

The mean and standard deviation of opinion levels regarding factors affecting employee satisfaction are at a mostly overall level, with a most-level mean at 4.202. From each variable, we found that the mostly average was recruitment (4.283) at a mostly level, followed by organization commitment (4.208) at a mostly level, employee satisfaction (4.187) at a most level, compensation(4.167), at a most level, and the lowest was training, with an average of (4.166) at a most level.

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