

Performance Bonus Practices and its Impact on Job Satisfaction among Operational Employees towards Technology-Delivered Interventions: Tales from the Logistics Industry

Archie Tradio Escala¹, Rommel Pilapil Sergio²
York St. John University / Abu Dhabi School of Management

Abstract

The study aims to determine the correlation between performance bonus and job satisfaction among employees under the operational level and category in the logistics industry across the Middle East and Africa region. The Equity Theory was used as a framework to determine the relationship of performance bonus and job satisfaction. A survey questionnaire was sent out to the respondents (n=162) electronically through SurveyMonkey® portal. The responses were collected and gathered using the same platform and were analyzed accordingly. The Pearson's Correlation Coefficient was the statistical analysis used to measure the strength and direction of correlation, on the extent between performance bonus and job satisfaction of employees. This study reveals that operational level employees are unsatisfied with the present scheme of performance bonus. The study ascertained that the same is not competitive internally and externally thus affecting the level of job satisfaction. A set of technology-based interventions are introduced, thereby promoting the most efficient and effective scheme on performance pay administration for the employees under the operational level and category.

Keywords: employee satisfaction; job satisfaction; logistics industry; performance bonus practices; technology-delivered interventions