

SOS POLITICAL SCIENCE AND PUBLIC ADMINISTRATION

MBA HRD 405

SUBJECT NAME: INDUSTRIAL PSYCHOLOGY

UNIT V

TOPIC NAME: JOB SATISFACTION & MORALE



JOB SATISFACTION & MORALE



What is job satisfaction?????

“job satisfaction is the extent of positive feelings or attitudes that individuals have towards their jobs”

Definition

“job satisfaction will be defined as the amount of overall positive affect or feelings that individual have towards their job”

Factors influencing job satisfaction

- ▶ **ORGANISATIONAL FACTORS**
- ▶ **WORK ENVIRONMENT FACTORS**
- ▶ **WORK ITSELF**
- ▶ **PERSONAL FACTORS**

Organisational factors

- ▶ Salaries and wages
- ▶ Promotion changes
- ▶ Company policies

Work environmental factors

- ▶ ***SUPERVISION***
- ▶ ***WORK GROUP***
- ▶ ***WORKING CONDITIONS***

Work itself

- ▶ **Job scope**
- ▶ **Variety**
- ▶ **Autonomy and freedom**
- ▶ **Role ambiguity and role conflict**
- ▶ **Interesting groups**

Personal factors

- ▶ Age and seniority
- ▶ Tenure
- ▶ personality

Consequences of job satisfaction

“job dissatisfaction produces low morale among workers and low morale at work is highly undesirable”

Relation of JS with other factors

- ▶ **JOB SATISFACTION AND PRODUCTIVITY**
- ▶ **JOB SATISFACTION AND EMPLOYEE TURNOVER**
- ▶ **JOB SATISFACTION AND ABSENTEEISM**
- ▶ **JOB SATISFACTION AND UNION ACTIVITIES**
- ▶ **JOB SATISFACTION AND SAFETY**

THEORIES OF JOB SATISFACTION

- ▶ **Need fulfillment theory**
- ▶ **Equity theory**
- ▶ **Two factor theory**
- ▶ **Discrepancy theory**
- ▶ **Equity discrepancy theory**
- ▶ **Social reference group theory**

MORALE



Morale

Morale is an overall attitude of an individual and group towards all aspects of their work”

Flippo–”morale is a mental condition or attitude of individual and groups which determines their willingness to co-operate”

Individual and group morale

“INDIVIDUAL MORALE IS A SINGLE PERSON’S ATTITUDE TOWARDS WORK ,ENVIRONMENT ETC.”

“GROUP MORALE REFLECTS THE GENERAL ATTITUDE OF A GROUP OF PERSONS”

Morale **and** Motivation

..Morale is the attitude of a person forward his work and environment while**motivation** is a process to inspire people”

Morale and Productivity

There is positive relation among both morale and productivity
....high the moralehigh will be productivity.....

Factors affecting morale

- ▶ ***The organisation***
- ▶ ***The nature of work***
- ▶ ***The level of satisfaction***
- ▶ ***The level of supervision***
- ▶ ***Concept of self***
- ▶ ***Workers perception of reward system***
- ▶ ***The employees age***
- ▶ ***Occupational level***

Sign of low morale

- ▶ **High rate of absenteeism**
- ▶ **Tardiness**
- ▶ **High labour turnover**
- ▶ **Strikes**
- ▶ **Lack of pride in work**
- ▶ **Wastage and spoilage**



Signs of high morale

- ▶ **Internal cohesiveness**
- ▶ **Absence of sub groups within a group**
- ❖ **Ability to cope changing environment**
- ▶ **Feeling of belongingness**
- ▶ **Commonness of goals**

Factors improving morale

- ▶ **Two way communication**
- ▶ **Proper incentive system**
- ▶ **Human relation approach**
- ▶ **Welfare schemes**
- ▶ **Participation in management**
- ▶ **Improve workers training**
- ▶ **Job enrichment**

THANK YOU