JOB SATISFACTION

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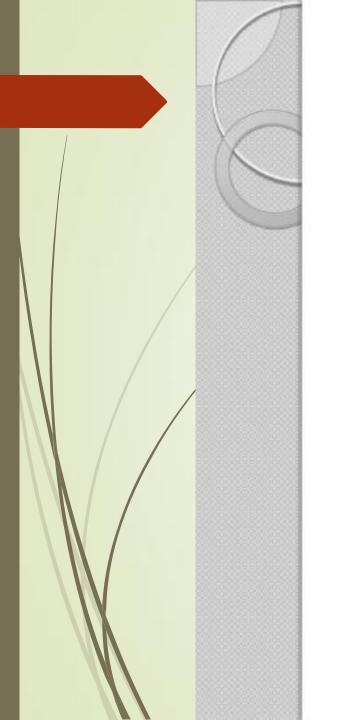
SOS MANAGEMENT

JIWAJI UNIVERSITY, GWALIOR

JOB SATISFACTION…

Job satisfaction is the collection of feelings and beliefs people have about their current jobs.

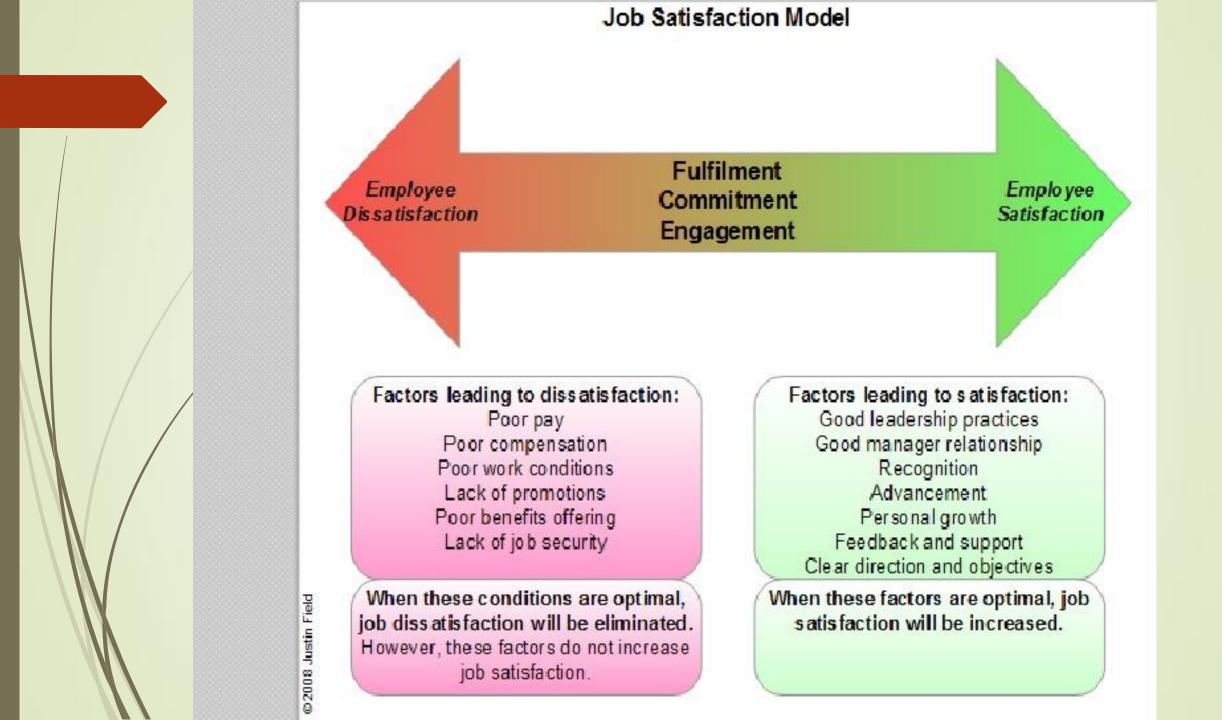Job satisfaction is a positive feeling about your job resulting from an evaluation of its characteristics.
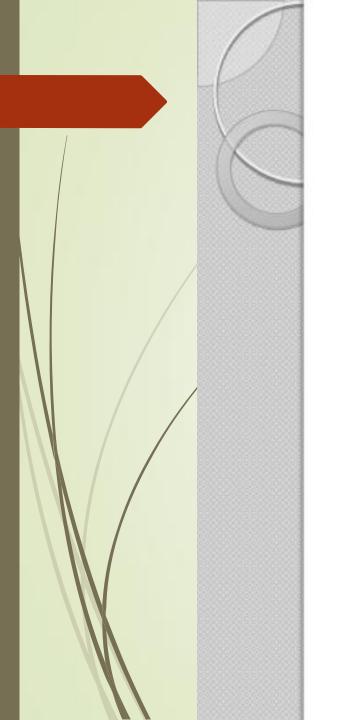
JOB SATISFACTION...

o Job satisfaction is an important work attitude in organizational behavior because it affects a wide range of behaviors and contributes to workers' well-being. It is one of the most well researched work attitudes.
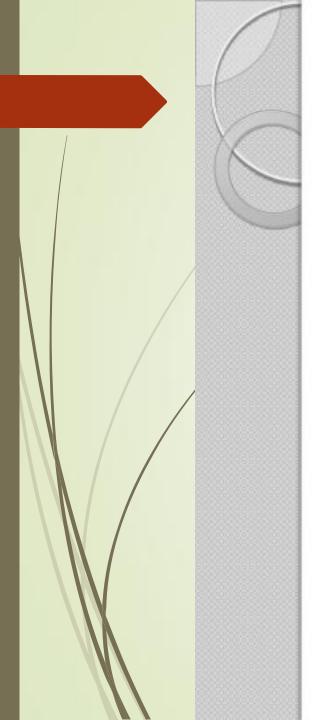
What Determines Job Satisfaction?

- –Mentally Challenging Work
- –Independence
- –Equitable Rewards
- –Supportive Working Conditions
- –Supportive Colleagues
- –Personality - Job Fit
- –Heredity/Genes

Job Satisfaction Model

Employee Dissatisfaction

Fulfilment
Commitment
Engagement

Employee Satisfaction

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Factors leading to dissatisfaction:
Poor pay
Poor compensation
Poor work conditions
Lack of promotions
Poor benefits offering
Lack of job security

When these conditions are optimal, job dissatisfaction will be eliminated. However, these factors do not increase job satisfaction.

Factors leading to satisfaction:
Good leadership practices
Good manager relationship
Recognition
Advancement
Personal growth
Feedback and support
Clear direction and objectives

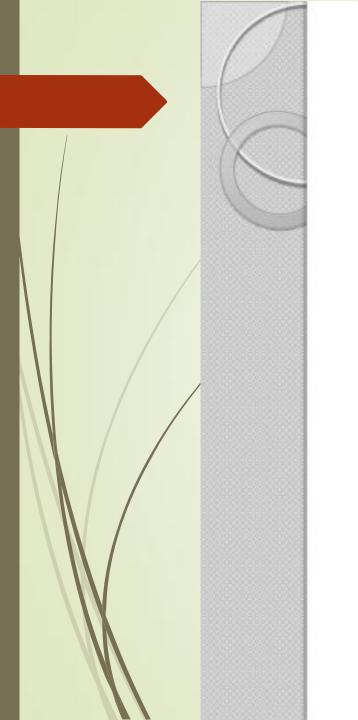When these factors are optimal, job satisfaction will be increased.

What Determines Job Satisfaction?

- Realize that some workers will be more satisfied that others with the same job because of different personalities and work values. Job satisfaction can be increased because it is determined not only by personalities but also by the situation.

What Determines Job Satisfaction?

- Try to place newcomers in groups whose members are satisfied with their jobs.

- Identify the facets of the job that are important to workers and try to increase their satisfaction by providing these facets.

- Assess subordinates' levels of job satisfaction using scales to monitor their levels of job satisfaction.

- Realize the workers' job satisfaction levels depend on their perceptions of their jobs, not yours;

- changing some facets of the job may boost job satisfaction longer than others
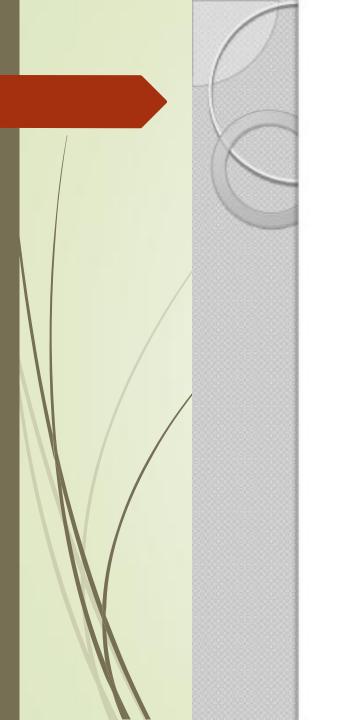
How Employees Can Express Dissatisfaction?

- There are a number of ways employees can express dissatisfaction
  - Exit
  - Voice
  - Loyalty
  - Neglect

How Employees Can Express Dissatisfaction...

- ***Exit:***
  Behavior directed toward leaving the organization, including looking for a new position *as* well as resigning.
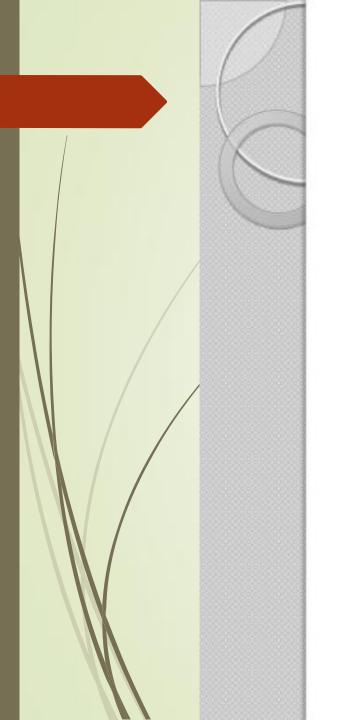
- ***Voice:***
  Actively and constructively attempting to improve conditions, including *suggesting* improvements, discussing problems with superiors, and some forms of union activity.
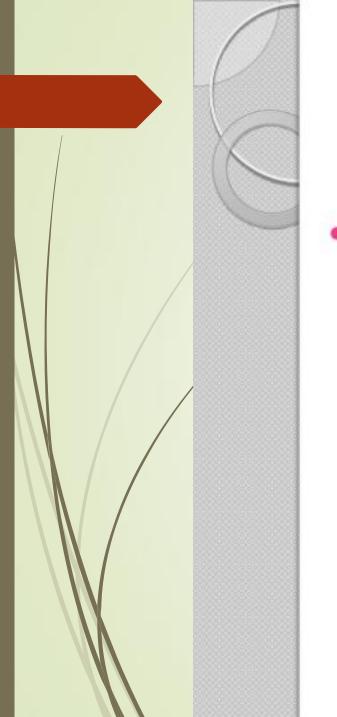
How Employees Can Express Dissatisfaction...

- ***<u>Loyalty:</u>***
Passively but optimistically waiting for conditions to improve, including speaking up for the organization in the face of external criticism, and trusting the organization and its management to "do the right thing."
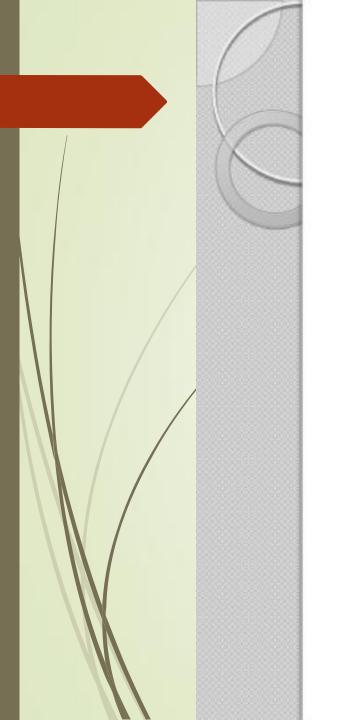
How Employees Can Express Dissatisfaction...

- Exit and neglect behaviors encompass our performance variables productivity, absenteeism, and turnover.

- Voice and loyalty are constructive behaviors allow individuals to tolerate unpleasant situations or to revive satisfactory working conditions. It helps us to understand situations, such as those sometimes found among unionized workers, where low job satisfaction is coupled with low turnover.

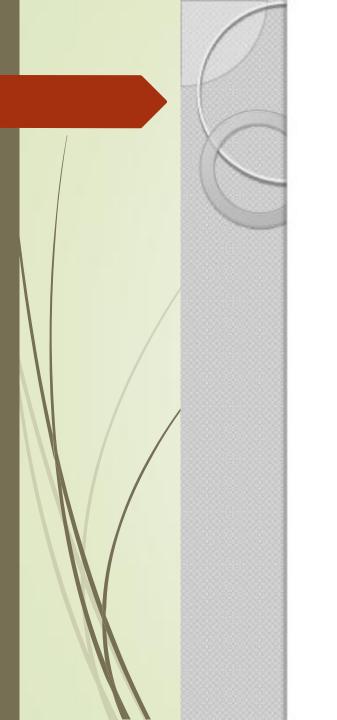# *Impact of satisfied and dissatisfied employees on work place...*

- <u>Job Satisfaction and employee performance:</u>
Some researcher used to believe the relationship between job satisfaction and job performance was a myth but a review of three hundred studies suggested the correlation is pretty strong. Organizations with more satisfied employees tend to be more effective.

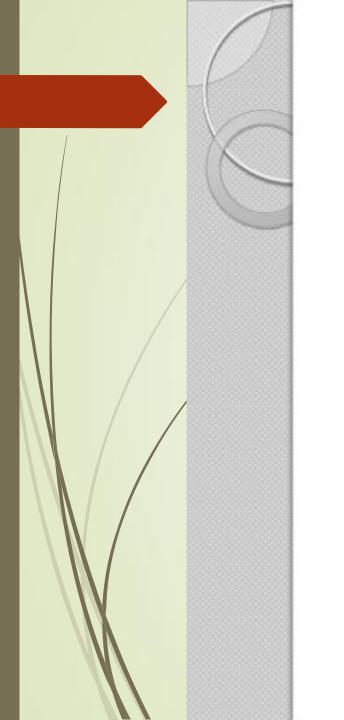# How Employees Can Express Dissatisfaction...

- <u>Job satisfaction and workplace deviance:</u>
  Job dissatisfaction and antagonistic relationship with co-workers predict a variety of behaviors organizations fine undesirable including unionization attempts, substance abuse, stealing at work, undue socializing and tardiness.

How Employees Can Express Dissatisfaction...

- <u>Job satisfaction and absenteeism:</u> There is negative relationship between satisfaction and absenteeism, but it is moderate to weak. While it certainly makes sense that dissatisfied employees are more likely to miss work other factors affect the relationship.

How Employees Can Express Dissatisfaction...

- <u>Job satisfaction and OCB:</u> Satisfied employees would seem more likely to talk positively about the organization, helps others and go beyond the normal expectations in their job. Those who feel their co-workers support them are more likely to engage in helpful behaviors, whereas those who have antagonistic relationship with co-workers are less likely to do so.