

## CHAPTER 10

### JOB SATISFACTION

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#### **Job satisfaction**

- Employee's feelings or state-of-mind regarding the nature of their work
- It will affect employee's reaction towards the job; positive attitude towards one's job

#### **Factors that influence the job satisfaction:**

##### a) Working environment

- A quality and conducive working environment with proper working system
- Environment that promotes health and safety at work place, proper facilities

##### b) Job challenge

- Nature and scope of the job itself (required one's creativity or involved in the whole process)
- Employees should be given authority and power, for example involved in decision making process

##### c) Relationship with their supervisor

- Employer should try to build relationship with their employees; they will feel being appreciated by the company
- Respect the employees and always treat them as human beings/persons

##### d) Relationship among employees

- Try to build a close working relationship among the employees within the department or across departments
- They will feel being respected and recognised by the working colleagues

##### e) Reward system

- A fair reward system in payment of salary and bonus
- Employment benefits also will help to boost employee's satisfaction (bonus, increment, company's trip)

##### f) Career advancement

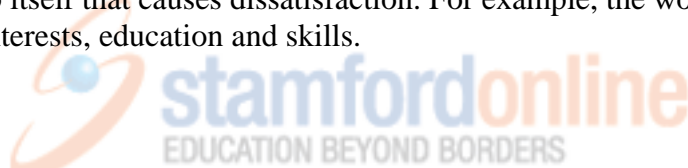
- Opportunity to be promoted and build up a career in the organisation
- Training and development will be provided from time to time to improve the employees' skills and knowledge

## **Ways to increase job satisfaction:**

- a) Improve your job skills
    - Joining courses that can help to improve your skills and confidence
  - b) Set new challenges
    - Take on a project that can motivate you
    - Set reliable targets to achieve
  - c) Stay positive
    - Changing your attitude about work
    - Stop having negative thoughts; remember everyone encounters good days and bad days on the job
  - d) Learn from your mistakes
    - When you make a mistake at work, learn from it and try again
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## **Job dissatisfaction**

Sometimes it's the job itself that causes dissatisfaction. For example, the work may be boring, or ill-suited to your interests, education and skills.



## **Signs of job dissatisfaction**

- Often bored at work
- Feel tired or chronically fatigued
- Take work stress home
- Have no enthusiasm or sense of self-worth
- Question the choice of industry or occupation

## **Why are people dissatisfied with their jobs?**

- Conflict between co-workers or supervisor
- They don't feel valued
- They work below their capabilities
- Not being appropriately paid
- Not having the necessary equipment or resources to succeed
- Lack of opportunities for promotion
- Fear of losing job through downsizing or outsourcing

## **Effects of job dissatisfaction**

Those with low job satisfaction are most likely to experience emotional burn-out, have reduced self-esteem and raised anxiety and depression.