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The job satisfaction as a regulator of the working behaviour

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Abstract

The level of job satisfaction of employees is reflected in the working behaviour of the man. The low level of job satisfaction may be reflected by reduced stability, discipline, responsibility, as well as lower power, fluctuation, lack of staff and so on. The aim of this paper is to determine the level of satisfaction with selected factors through the research of employees' job satisfaction. The factors of job satisfaction were divided into three dimensions—requirements and benefits of labour, status and relationships in the workplace and organizational settings. The theory of job satisfaction indicates a very strong relationship between employee age and its relationship to work (satisfaction with aspects of the work). In theory for the young respondents are the main factors of job satisfaction the career prospects and the nature of the work. For the older workers the nature of the relationship between employees and management is becoming less important. For this reason, the intention of the research was to verify the validity of conclusions theories on employees operating in Slovakia. Within the research was used the method of questioning (interview). To evaluation of the data were used statistical tools and methods (analysis of variance, Duncan test).

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1. Introduction

The importance of working in human life is undeniable. Job satisfaction of the working-age person plays one of the most important tasks in terms of its motivation, performance, work efficiency, not least in terms of mental health (Potkany, 2008; Potkany, & Giertl, 2013). The assessment of the man's work conditions is reflected in the attitudes, which are the unit of measurement of job satisfaction. During the investigation of job satisfaction, it is necessary to distinguish whether a person is completely satisfied at work, or is satisfied only by several factors, the extent to which various aspects of the work are important to him (intensity), the still and current ones, and equally to recognize when it is only current state of satisfaction / dissatisfaction of man. Many authors of job satisfaction researches see the essence of the approach to different aspects of the employment situation, many of which have social and psychological nature (Nakonecny, 2005; Kollarik, 2010; Malloy, & Penprase, 2010). There are also studies that seek to affect the relationship between job satisfaction and organizational culture (Lovas, 2007; Fleskova, & Podolcova, 2010), socially responsible business and job satisfaction (Vagnerova, 2007; Fleskova, 2011)

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but also between the job satisfaction and the leadership style of the working group (Havig, Skogstad, Veenstra, & Romoren, 2011).

2. Definition of job satisfaction and its interpretation

The first studies of man's work satisfaction appeared in the 30th years of 20th century (following the findings of E. Maya). The studies considered the problems of human work, human inclusion in the labour process and his relationship to his work. Research of job satisfaction in Slovakia was paid particular attention from the sixties to the eighties, which dealt mainly Jurovsky (1976), Kollarik (1979;1986), Dubayova (1976) and others.

Currently, we meet with a few differences in the perception of the term "Job Satisfaction". Luthans in Vyrost and Slamenik (1998) define job satisfaction as favorable or emotional condition that results from the evaluation of work or work experience. Kollarik (1986) means a summary value that reflects a number of factors related to work and non-work and work conditions under job satisfaction.

In the literature, we also meet with an equivalent term "job satisfaction". Arnold (2007) sees job satisfaction as an indicator of psychological well-being of man, or mental health. Pauknerova et al. (2006) assumes that, right job satisfaction encourages and motivates a person to perform better, and is a precondition for the efficient use of labour.

The means of identifying and expressing satisfaction in work are the attitudes. The attitudes are evaluating relationships to people, subject, phenomena and events and in the human personality play an important role. Kolesarova (2010) states that to the shaping of job satisfaction sub-stances are involved. Jurovsky (1971) reflected the relationship between attitudes and job satisfaction. He states that certain relationships to work with the individual stopped, and so they wins in content, directedness and durability that can be observed from the outside as well as relatively stable and its hallmark mental laws that determine more - less sustained focus on work. Therefore Jurovsky (1971) understood the job satisfaction as "a generalized attitude" of people to their work and to everything related to it and can be estimated and measured. Positive attitudes are associated with job satisfaction and the dissatisfaction with the negative ones.

But there are some specifics between job satisfaction and attitude. Vyrost and Slamenik (1998) indicate that satisfaction is usually less stable than attitudes that are firmly anchored and connected to each other. The satisfaction varies in relation to the change of age. That argument is also evidenced by studies that deny that job satisfaction was constant throughout the all life of the individual. It is important to note that the opinions of experts are partially divided on the age range question of employees in which job satisfaction is declining. The study results of Clark, Oswald and Warr (1996) on a sample of 5000 respondents indicate that the degree of satisfaction with the work during the life changing. According to research, by teenagers job satisfaction has risen, by the twenties decreased, and by the forty again soared. For the young respondents the main factors of job satisfaction are possibilities of a term process and the nature of the work. For older workers is becoming less important nature of the relationship between employees and management, which results from their greater independence and their greater prestige in the working collective. According to Sutekova (2012) job satisfaction tends to increase with age, but conducted researches have shown a decline in satisfaction in the age group from 40 to 50 years of age. According to Sheppard and Herrick (1972), Vagnerova (2007) is again the largest share of disgruntled employees just among young people aged 20-29 years. As a proof they state that after the initial enthusiasm, which young people inserted to work at the beginning of their working life comes a significant drop in satisfaction, with the largest drop in the 3rd decade of life. From about 30 years satisfaction increased again (Crites, 1963). One explanation is that satisfaction is related to the expectations with which young people starting their work. At the beginning of their careers are highly unrealistic about their expectations, and very soon they face barriers of reality, which results in dissatisfaction with working conditions. With age, it is believed that people's expectations are more realistic and also more people adapt to the working environment, thereby is diminishing their dissatisfaction.

Since a person is satisfied with their work / dissatisfied determines subjective view of the individual nature of the work and other aspects of employment, which we call the factors of job satisfaction.

2.1 Factors of job satisfaction

Mozny (1971) defines satisfaction factors as elements to which overall feeling of job satisfaction layout. Jurovsky (1971) states that job satisfaction is determined by those experiential components that a person has in

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