

ASPECTS CONCERNING EMPLOYEES' DEGREE OF SATISFACTION

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Keywords: management, human resources, work satisfaction

Abstract: This work has a special importance because work satisfaction is a very important component of human resources, being one of the essential factors on which work efficiency depends. Work satisfaction is determined by the individual assessment of the work performed by employees. The assessment is personal and internal or partially external, influenced by manager and colleagues, the feelings related to the results obtained being determinant. The professional satisfaction has more dimensions: work satisfaction itself, wages, the relationship with managers and colleagues, etc. Each dimension contributes to the establishment of the feeling of work satisfaction, although work in one position is defined in various ways by people.

INTRODUCTION

Work satisfaction represents the condition of equilibrium reached by a person at the moment when it responds completely to some requirements or conscious or unconscious expectations.

There are several factors determining employees' satisfaction in work, namely: work taken as an assembly of activities, remuneration, professional promotion or evolution, work conditions, management style, interpersonal relationships and team work, possibility to perform an activity, company policy and culture, company credit, etc.

The concept of satisfaction should be comprised within a model or theory of work motivation. This conclusion may be drawn not only from the numerous definitions of satisfaction, but also from the idea that satisfaction plays an extremely important role in the theory of motivation.

Satisfaction as result of the behavioral cycle reflects the assessment of accomplishments in comparison with the needs, reasons, values and objectives that are important for one person.

Each person who is not satisfied with he receives is motivated to look for all possible improvements. This thing may affect some persons or may refer to the way in which a complex situation may be approached, and also to the way in which the life objectives are set. If the employee is satisfied, then he will strive to repeat the behavioral cycle until more important needs will appear.

The elements of approach between motivation and work satisfaction are the following:

- both rely on the same theories;
- both try to explain performance;
- both lead to numerous management procedures aiming at the improvement of the level of satisfaction or motivation.

MATERIALS AND METHODS

This research represents an investigation, researching the configuration of the satisfaction degree belonging to employees in a company from Timisoara. This study had an exploratory character and was performed on an availability sample. The number of employees taken into study was $N = 25$, of the total number of 35 employees.

Employees received a questionnaire and they were asked to check off the satisfaction degree for the following attributes: wage, job safety, work conditions, location.

RESULTS AND DISCUSSIONS

The objective of this study is consisted of the interception of the professional satisfaction multi-dimensionality of the employees investigated.

The first question: "Please check off the satisfaction degree related to job safety?"

Regarding job safety in the company analyzed, 80% of the employees investigated say they are very satisfied, 15% satisfied and only 5% are totally unsatisfied.

The second question: "Please specify how satisfied are you with the general relationship with your direct chief?" (fig.1)

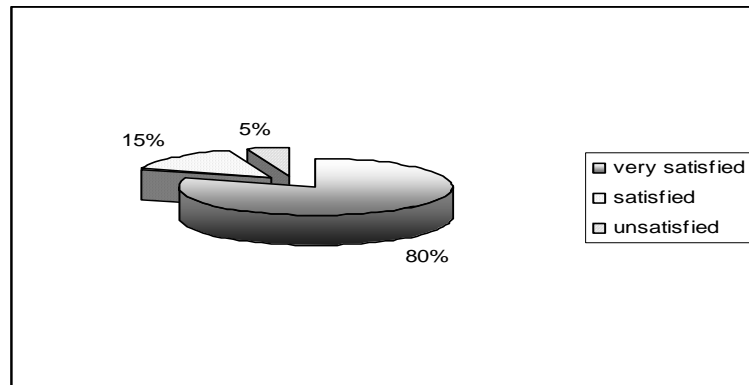


Figure1

Satisfaction degree regarding job safety

At this question, a percentage of 55% employees are very satisfied, 28% are satisfied, and 17% say they are moderately unsatisfied with their relationship with the direct chief (fig. 2).

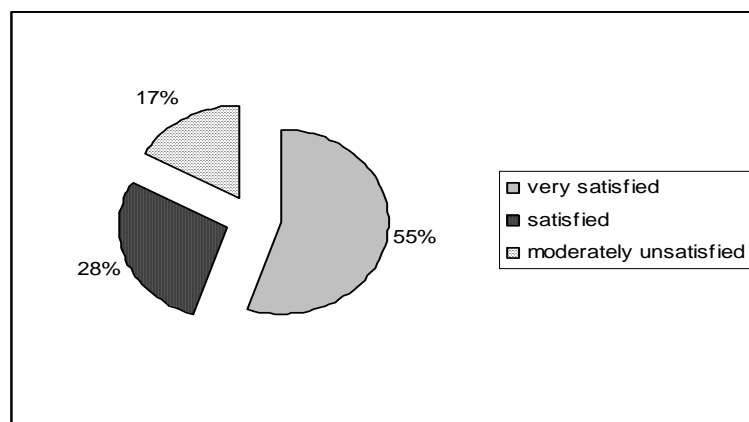


Figure 2

Percentage representing employees' satisfaction in relationship with their chief

Another question in this questionnaire refers to employees' satisfaction degree with regards to the wage obtained for their main job?

Among the employees investigated, only 25% said that they are very satisfied with their wage, 38% are moderately satisfied and 37% are unsatisfied. (fig.3)

On the whole, when employees perceive that the proportion contribution-compensation in work is different from the others, they become tensioned and unsatisfied.

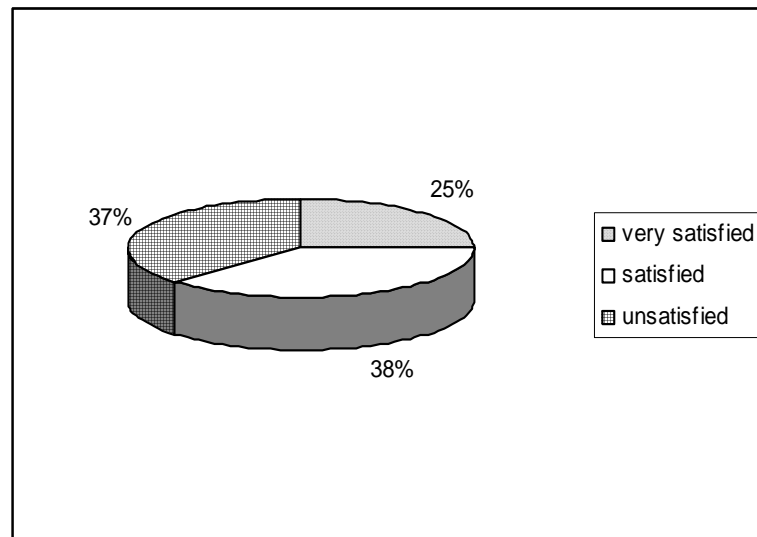


Figure 3

Satisfaction generated by the wage obtained at work

Regarding the opportunity of promotion in the company, 55% of the persons investigated are very satisfied, 25% are satisfied and 20% are unsatisfied (fig. 4).

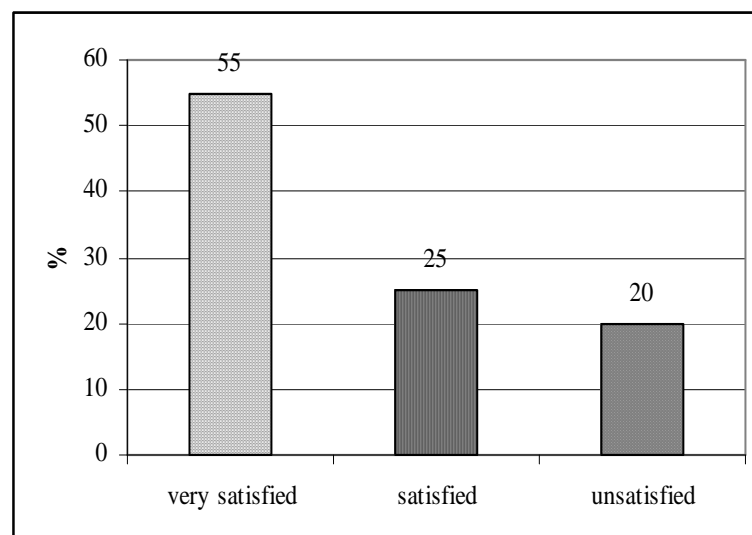


Figure 4

Opportunity of promotion in company

The human resources (fig. 5) in the company analyzed are very satisfied with work conditions (70%), and 30% are satisfied enough with work conditions.

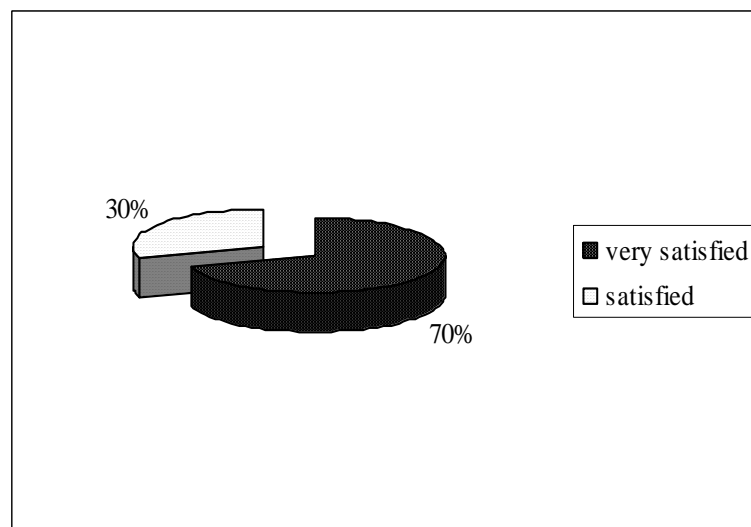


Figure 5

Employees' satisfaction regarding work conditions

CONCLUSIONS

In Romania, some companies tend to increase their attention paid to facilities in order to enhance the degree of social and professional implementation and work satisfaction.

The study performed on work satisfaction leads to the conclusion that 55% employees are very satisfied with their relationship with the chief, only 25% are very satisfied with their wage and, regarding work conditions, 70% employees are very satisfied.

Employees are satisfied when they carry out their objectives and unsatisfied when this achievement did not take place.

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