

Job satisfaction and its importance in the workplace education essay

[Business](#), [Work](#)



Job satisfaction is progressively going of import in the workplace. Employers now recognise that the `` happier " their employees are, the better will be their attitudes towards the work, the higher their motive and the better will be their public presentation.

Job satisfaction in any field of work depends a batch on how contributing the workenvironmentis. The work itself, the wage and the range for publicity are merely some of the factors which have an impact on occupation satisfaction.

`` Educators ' occupation satisfaction is of import as it has a direct impact on pupils ' accomplishment and their hereafter calling " (Pitkoff, 1993) . An pedagogue who is unsatisfied with his/her occupation tends to be unmotivated and more likely to get away from his/her duties. In these fortunes, we tend to see an addition in absenteeism among instructors. Such pedagogues normally show small concern in school affairs and this evidently has a negative impact on the public presentation of our kids.

Assorted surveies have been carried out in the yesteryear to measure the impact of motive and occupation satisfaction on employee productiveness and public presentation (Vroom, 1964) . Some of these surveies have found a positive relationship between occupation satisfaction and occupation public presentation which leads to the decision that satisfied employees tend to execute much better than less satisfied 1s.

2. 1 Definition of occupation satisfaction

Job satisfaction is one of the most investigated subjects in the Fieldss of organisational behavior. The most-used research definition of occupation

satisfaction is by Locke (1976) , who defined it as `` . . . a enjoyable or positive emotional province ensuing from the assessment of one 's occupation or occupation experiences " (p. 1304) . It is now recognized that occupation satisfaction is a planetary construct that besides comprises assorted aspects (Judge et al. , 2001) including wage, publicities, colleagues, supervising, the work itself, acknowledgment, working conditions, and company and direction.

Job satisfaction has besides been defined as `` the extent to which a staff member has favorable or positive feelings about work or the work environment " (De Nobile, 2003) . It refers to the positive attitudes or emotional temperaments people may derive from work or through facets of work (Furnham, 1997 ; Locke, 1976) . Ivancevich et Al. (1997) defined occupation satisfaction as the feeling and perceptual experience of a worker sing his/her work and how he or she feels himself good in an organisation.

Davis and Newstrom (2003) and Dessler (2001) depict occupation satisfaction as a set of favourable or unfavourable feelings for the employees to comprehend their work and that determine the possibility of a major temperament to accomplish higher public presentation. Therefore, occupation satisfaction refers to an person 's general attitude toward his or her occupation (Robbins, 1998) .

Jensen (2000) defines occupation satisfaction as: `` a sense of personal growing most frequently measured by the extent of new challenges and larning state of affairss experienced " (p. 1) .

On the other hand, occupation dissatisfaction refers to "unhappy or negative feelings about work or the work environment" (Furnham, 1997).

There exist many factors which may ensue in occupation dissatisfaction.

Some of them are hapless on the job conditions, overwork, low degrees of wage, no range of publicity or calling promotion and deficiency of

acknowledgment. But what is worst are the effects of occupation dissatisfaction which evidently affect both the employees and the

organisation. It may ensue in loss of motive, deficiency of involvement,

defeat, hapless productiveness, absenteeism and even high turnover rates.

To sum up, we can state that occupation satisfaction describes how content an individual is with his or her occupation and besides implies making a occupation one enjoys, making it good, and being appropriately rewarded for one's

attempts. Job satisfaction further implies enthusiasm and felicity with one's

work.

2.2 Factors impacting occupation satisfaction

Job satisfaction depends on several different factors such as satisfaction with wage, publicity chances, periphery benefits, occupation security, relationship

with colleagues and supervisors and communicating within the

administration. (Nguyen, Taylor, & A ; Bradley, 2003). Job satisfaction may

take to be decrease by cut down absences, undertaking mistakes,

struggles at work and turnover. As work is an of import facet of people's

lives and most people spend a big portion of their working lives at work,

understanding the factors involved in occupation satisfaction is important to

bettering employees' public presentation and productiveness.

2. 2. 1 Age

Age is one of the factors impacting occupation satisfaction. Assorted surveys carried out in this field have shown that occupation satisfaction tends to increase with age. That is older employees tend to describe higher satisfaction and younger employees report the lowest occupation satisfaction rates (Warr, 1992) . However, the survey carried out by Oshagbemi (2003) in United Kingdom (UK) , found that the relationship between occupation satisfaction and age was undistinguished for employees of the UK universities.

2. 2. 2 Gender

Several research workers have examined the relationship between occupation satisfaction and gender (Mason, 1995) . However, most surveys have shown contradictions in the relationship between occupation satisfaction and gender of the employees. On one hand, some surveys have found adult females to be more satisfied than work forces (Ward and Sloane, 1998) , whereas other surveys have found work forces to be more satisfied than adult females (Forgionne and Peters, 1982) .

2. 2. 3 Working environment

It is indispensable to supply employees with a work environment which is contributing to their overall development. They need an environment which is healthy and safe and which caters for both personal comfort and facilitates making a good occupation. As mentioned earlier, people spend a high percentage of their life-time at work. So we can state that employees expect more than money for the work they do. Hence, it can be said that holding a

friendly and supportive environment can take to increased occupation satisfaction. Syptak, Marshland and Ulmer (1999) advise administrations to make everything they can to maintain the company 's equipment and installations up to day of the month. In their article, they besides recommend administrations to `` avoid overcrowding and let each employee his or her ain personal infinite, whether it is a desk, a cabinet or even merely a drawer " (p. 1) .

2. 2. 4 Fair policies and patterns

`` Persons who perceive that publicity determinations are made in a just and merely mode are likely to see satisfaction from their occupations " (Witt and Nye, 1992) . Very frequently employees are demotivated and dissatisfied with their occupations because unjust policies and patterns prevail at their topographic point of work. It is hence of extreme importance for organisation to hold a just and equal system in footings of patterns and policies so that there is no favoritism and defeat. It is a fact that organisation which follows the right processs to advance employees creates a civilization of trust, trueness and beliefs in the whole organisation. When an employee gets just publicity, which is by and large based on his true appraisal, he gets a type of acknowledgment, and therefore, increases his occupation satisfaction. In other words, we can state that publicity provides chances for personal growing, more duties, and increased societal position.

2. 2. 5 Caring organisation

Taylor (2000) suggested that occupation satisfaction is straight related to a company 's investing in its employees ' well- being. Arthur (2001) pointed

out that employees want to believe their company truly cares about them. Care can be shown in assorted ways, but by and large it takes into consideration calling development, grownup intervention, being taken earnestly and being appreciated for a occupation good done. (p. 221) . When people feel that the organisation for which they are working attentions for them and takes actions in order to better their work and lives, they are happy and this creates higher satisfaction. These employees moreover become loyal and committed.

Advantages of occupation satisfaction to the administration

The Frederick Herzberg 's theory and occupation satisfaction

To better understand what keeps occupation satisfaction high, it is of import to remember Frederick Herzberg 's theory. The latter put frontward that satisfaction on the occupation depends on two elements: hygiene issues and incentives.

Hygiene issues (dissatisfiers) Incentives (satisfiers)

Organizational policies Work itself

Kind of supervising Achievement

Salary Recognition

Interpersonal dealings Duty

Working conditions Growth chances

Job security

Harmonizing to the Herzberg 's theory, `` Hygiene issues can non actuate employees but they can assist to minimise dissatisfaction, if handled decently " (p. 1) . These issues are straight related to the employee 's working environment. On the other manus, incentives create satisfaction by carry throughing person 's demands for significance and personal growing (Syptak, Marshland and Ulmer, 1999) . The above theory can be really helpful in steering organisations on how to keep employee satisfaction.

Job satisfaction and productiveness

Surveies have shown that, merely a few organisations believe that occupation satisfaction is a important component in their overall scheme and really small is being done to advance it. This can be due to the fact that many administrations fail to understand the nexus between occupation satisfaction and productiveness. Should we non care about occupation satisfaction? Is it true to state that happy workers are productive 1s? In fact, in the right conditions and scenes, occupation satisfaction can to a great degree lead to higher productiveness. If employees feel that their occupations are fun and interesting, they will be more willing to give excess attempt at work for the benefit of the whole organisation. Alternatively if employees have the feeling that their businesss are nonmeaningful and deadening, they will hold a negative attitude which will decidedly take to a diminution in productiveness.

Job satisfaction helps to make a better working environment

When employees are basking a higher grade of occupation satisfaction they tend to be more helpful and friendly with their co-workers at work. This helps to advance teamwork where sharing of information and cognition is enhanced. Furthermore surveies have shown that occupation satisfaction among employees may take to a better and safer working environment with lesser negative struggles which otherwise would hinder the smooth running of the organisation.

Job satisfaction and absenteeism and turnover

High rate of turnover has ever been a great job to many organisations. It evidently consequences in loss of potencies and endowments and causes immense losings in footings of extra costs. Harmonizing to Sattler and Mullen, by and large, the more productive people are, the more satisfied they tend to be and when employees feel satisfied they are less likely to go forth the organisation. (2007) . From this, we can state that in order to retain gifted people in the administrations, directors need to invent schemes in order to convey about occupation satisfaction. Once employees are happy and satisfied at work, the rate of absenteeism and turnover will be lower.

Accomplishment and duty

Harmonizing to Herzberg theory, accomplishment and duty are two of import motivational factors which can be used to make occupation satisfaction at work. Noe (2005) suggests that larning can be facilitated by supplying employees with specific disputing ends and aims " (p. 111) . In this context, directors need to put clear and accomplishable ends to their employees. This

will assist to supply employees with a sense of accomplishment on completion of undertakings and may convey approximately more satisfaction. Furthermore administrations need to authorise and promote their employees to take more duty. Such schemes do assist to convey more satisfaction in employees and do them more loyal, committed and will hold ownership involvements in their occupations.

Employee satisfaction can take to client satisfaction

Numerous surveies have been carried out to look at the nexus between client and employee satisfaction. Many of them have shown a relationship between employee satisfaction, client satisfaction and profitableness. For illustration, a survey carried out at Sears Roebuck & A ; Co. showed that `` a five-point betterment in employee attitudes led to a 1. 3 rise in client satisfaction which, in bend, generated a 0. 5 addition in revenues. ``

Brooks (2000) reviewed the relationship between fiscal success and client and employee variables (e. g. , client satisfaction, employee satisfaction, etc.) and found that, depending on market section and industry, between 40 and 80 per centum of client satisfaction and client trueness was accounted for by the relationship between employee attitudes and customer-related variables. Similarly, Vilares and Cohelo (2000) found that sensed employee satisfaction, perceived employee trueness, and perceived employee committedness had a ample impact on sensed merchandise quality and on sensed service quality.

In other words, when our staff is happy, our clients will be excessively. At the bosom of these enterprises is a strong belief that today 's employee satisfaction, trueness and commitment influence tomorrow 's client satisfaction, trueness and commitment-and, finally, the organisation 's net income and growing.

Job satisfaction is a affair of great significance for employers. As shown above, organisations benefit a batch from satisfied employees in the undermentioned ways:

a^? Lower staff turnover

a^? Higher productiveness

a^? Reduction in struggles and ailments

a^? Punctuality (decreased lateness)

a^? Better worked morale

Therefore, we can state that occupation dissatisfaction affects both the administration and the employees negatively. If occupation dissatisfaction prevails, the administration is likely to be affected through hapless client service, quality production and profitableness. It is a clear and obvious that employees missing trueness and committedness will demo really small original thought and will remove themselves really frequently from work. All these put together will clearly ensue in hapless public presentation and low profitableness for the administration.

Job satisfaction in the primary educational sector

It is known to everyone that wages and acknowledgment are really scarce when it comes to the primary educational sector. Numerous surveys carried out by sociologists have confirmed this. Furthermore, as most of the instructors' work is being carried out within the walls of closed schoolrooms, instructors frequently find themselves isolated from others without any support from equals and higher-ups. Due to such organizational construction, instructors do not have appropriate feedback from others and frequently happen it difficult to work together so as to better their work. Harmonizing to Frase, 1992, many instructors leave learning within the first three old ages of employment as a consequence of these conditions. Decision shapers hence need to happen ways to retain instructors in the profession and maintain them motivated and at the same clip promote satisfaction.

Surveys have shown reasonably convincingly that instructors are motivated more by intrinsic than by extrinsic wages. Pastor and Erlandson (1982) Carried out a study which found that instructors identify their demands and mensurate their occupation satisfaction by factors such as engagement in decision-making, usage of valued accomplishments, freedom and independency, challenge, look of creativeness, and chance for larning.

In a study conducted by Brodinsky and Neill (1983) , a bulk of school decision makers (and instructors) cited three policies that efficaciously improved morale and motivated their staffs: shared administration, in-service instruction, and systematic and supportive rating.

New Theories of Teacher Motivation

Frase, 1992 identified two sets of factors that affect instructors ' ability to execute efficaciously and hence derive occupation satisfaction. These two factors are

1. Work context factors
2. Work content factors.

Work Context Factors

Work context factors are those which meet the basic demands such as

a^? the category size

a^? subject conditions

a^? handiness of learning stuffs

a^? the quality of the caput maestro 's supervising and his/her leading manner

Harmonizing to Frase, 1992, the above context factors do non convey occupation satisfaction as such. However, during their absences or if non good handled, jobs which might impact the instruction and larning procedure might harvest. They may therefore take to occupation dissatisfaction.

Work Content Factors

Harmonizing to Frase, one time once more, work content factors are intrinsic facets related to the work itself. They include chances for

a^? professional development such as farther on occupation developing taking to personal growing

a^? Recognition of difficult work

a^? challenging and varied undertakings

a^? increased duty and authorization

a^? accomplishment and authorization.

Surveys carried out by the National Center for Education Statistics in the United States (1997) have clearly shown that instructors who do not experience supported in the above fields are less motivated to make their best work in the schoolroom. Their informations confirm that `` staff acknowledgment, parental support, teacher engagement in school determination devising and control in the schoolroom are the factors most strongly associated with teacher satisfaction " .

Troubles pedagogues face in the schoolroom

As an pedagogue, it can convey much satisfaction to see pupils develop new accomplishments and competencies and accomplish success in footings of cognition. However, it may be thwarting when one is covering with unmotivated or disrespectful pupils. Very frequently, instructors must get by with boisterous behavior and force in the schools. Teachers may see

emphasis in covering with big categories, heavy work loads, or old schools that are run down and lack many modern installations.

Accountability criteria besides may increase emphasis degrees, with instructors expected to bring forth pupils who are able to exhibit satisfactory public presentation on standardized trials in nucleus topics. Many instructors are besides frustrated by the deficiency of control they have over what they are required to learn.

Working Conditionss

It takes a nice work environment to learn good. Art 8 or the 1966 ILO/UNESCO Recommendation states that, we must better the on the job conditions and school environment so as to `` best promote effectual acquisition and instruction, and enable instructors to concentrate on their professional undertakings. " Workload has to be just to be able to transport or tasks efficaciously and must non hold a negative impact on the wellness and safety of instructors. Besides, the governments must give equal instruction resources to all educational establishments.

School clime

The values, attitudes, outlooks and behaviour more or less shared by the members of a school community are by and large referred to as school clime. A positive school clime plays an of import function in furthering instructors ' public presentation, academic accomplishment of pupils and school motive. A positive school clime nurtures an ambiance of trust and common regard between each and everyone in the school. Teachers would

wish to work in schools where they can experience comfy with their co-workers and the school leading.

Therefore, making a healthy school environment for everyone Begins by back uping healthy relationships among the staff. Healthy relationships produce a clime conducive to honesty, unfastened communicating, and risk-taking (Ames & A ; Miller, 1994) . In a true acquisition community, concerted acquisition and common regard are expected of module every bit good as pupils. Establishing a supportive school environment additions self-esteem and accomplishment (Cantwell, 2003) .

Leadership

Teachers are more satisfied when their caput instructors are good and theoretical account leaders. This includes actuating employees to make a good occupation and endeavoring for excellence. Effective caput instructors create constructions in which it is clear that instructors have a certain authorization. In certain schools some head instructors empower their instructors to work on certain undertakings like making a media and audio ocular room, or making other constructions for the benefit and public assistance of pupils every bit good as for staff members.

Such sort of authorization and trust in employees yield committedness, trueness and higher public presentation at the topographic point of work. Such leaders motivate subsidiaries to make more than originally expected. They raise the consciousness of subsidiaries about the importance and value of designated results and ways of making them and, in bend, acquire

subsidiaries to exceed their aim immediate opportunisms for the interest of the mission and vision of the organisation. (Yammarino, Spangler and Bass, 1993) .

Teachers ' public presentation

Educators ' occupation is one which does non bring forth touchable goods whose quality could be measured quantitatively. Their occupations consist of fixing students of 5-11 old ages old academically and assist them in their overall development. As a affair of fact, it is hard to mensurate their public presentation. A few old ages back, with superior system at the CPE degree, inspectors and school caput instructors used to measure the public presentation of their staff by analysing the public presentation of pupils in the concluding test. However, this is non an ideal manner of mensurating public presentation as there are other factors apart from the CPE base on balls rate which are linked to the instructor 's public presentation.

Training

After completion of a two twelvemonth sheepskin class at the Mauritius Institute of Education (MIE) , the pedagogue is posted in a given school and is assigned the duty of a category. The MIE together with the Ministry of Education offer auxiliary classs so as to upgrade the criterions of pedagogues and at the same clip maintain them abreast alterations happening in footings of methodological analysis, contents and course of study.

Some of these classs are:

a^? Certificate in Educational Management

a^? Diploma in Educational Management

a^? Advanced Certificate in Educational Management

After the completion of these classes, pedagogues are eligible for a rise in their salary and furthermore are eligible to contend for occupations like Deputy Head Teacher and Head Teacher.

It is a fact that the more positive the perceptual experiences employees have referring the utility and range of promotion the preparation Sessions will supply to them, the higher will their occupation satisfaction.

Promotional chances

Promotion in the primary sector is based on senior status. It is merely after about 20 five old ages of service that a instructor will be automatically promoted to Deputy Head Teacher. From at that place, the latter will hold to wait for some five more old ages to draw a bead on to go the caput of a school. As a affair of fact, the promotional range is instead restricted and this is a existent demotivating factor to many pedagogues in the field.