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[Business](#), [Human Resources](#)



The paper "Repairing Jobs That Fail to Satisfy" is a good example of an assignment on human resources. Although it's clear employees are not especially satisfied with their work, do you think this is a reason for concern? Does research suggest satisfied workers are actually better at their jobs? Are any other behavioral outcomes associated with job satisfaction?

When employees are not happy with their job, it is a definite concern for the company. Happy employees matter more than the managers at DrainFlow would think. Not only recent but age-old research suggests that companies with happier employees tend to do well in terms of revenues. They have a lower turnover rate and more productivity. Lower productivity because of employee disengagement costs over \$300 billion in the U. S. per year (Amabile & Kramer, 2012). The matter of employee dissatisfaction is the real cause for lower-income at DrainFlow. Many desired behavioral outcomes are associated with job satisfaction. Using job characteristics theory, explain why the present system of job design may be contributing to employee dissatisfaction. Describe some ways you could help employees feel more satisfied with their work by redesigning their jobs.

It is not always the job design that is the reason for dissatisfaction for a job. DrainFlow needs to look at their workforce. Research suggests that young people tend to show more dissatisfaction with their jobs than older people (Hodson & Sullivan 66). If their plumbers are relatively young then it could be a reason for dissatisfaction. Moreover, the company also needs to look at their workforce's tenure. If the same people are at the same job for too long then they tend to show more dissatisfaction. People who are fresh at their

jobs are enthusiastic about new challenges (Hodson & Sullivan 66). The case also suggests that the company cuts costs by hiring the minimum workforce. It means people are doing tasks that otherwise get delegated to other departments in the company. The company should reconsider hiring fresh plumbers who seem excited about their jobs. The company should also look into hiring more employees to disperse the work burden.

Reynaldo has a somewhat vague idea about how to implement the cash rewards system. Describe some of the specific ways you would make the reward system work better, based on the case.

The rewards system is a good idea. The only thing that the company should be careful about is its effective implementation. If there are only a handful of an employee winning the cash over and over again, it will further discourage other workers. They will start blaming the administration for having favorites in the company. It would be better to have this financial reward system intact along with a quality assurance department. This department will make sure that people are actually improving on average in terms of their productivity.

Explain the advantages and disadvantages of using financial incentives in a program of this nature. What, if any, potential problems might arise if people are given money for achieving customer satisfaction goals? What other types of incentives might be considered?

The reward plan should be based on promoting a company's values and

vision. The administration should always relate this reward system with the company's core values. The aim of the rewards management is to reward people for the value they create (Armstrong & Murlis 4). As discussed earlier, the reward system can potentially discourage the people that are unable to achieve that benchmark. Other types of rewards include promotion, vacation or additional parking space.

Create a specific plan to assess whether the reward system is working. What are the dependent variables that should change if the system works? How will you go about measuring success?

The customer feedback is the best way to measure the success of the reward system. Company survey suggests that only 60% of their customers feel satisfied with their job and they would like to hire the plumbers from DrainFlow again. If this number improves after implementing the reward system then it will clearly indicate its success. The dependent variables will be different for all the four departments.

What types of hiring recommendations would you make to find people better suited to these jobs? Which Big Five personality traits would be useful for customer service responsibilities and emotional labor?

People who are relatively younger are better suited for this job. Fresh candidates usually put extra efforts in their jobs. Compassion, helpfulness, and diligence are the most useful personality traits. People do not only want a skillful plumber, but they also need a polite, calm and sensible person. The

plumbers and the CSRs on the phone are a company representatives. If they behave badly, they are maligning the name of the company.