

Lecture 2

Job Satisfaction

Myers-briggs personality tests: Most commonly used personality test used when attempting to hire a person for a job.

Continuous commitment

Doesn't want to leave because of the consequences of leaving. The person stays because they would have no job.

Why are values important?

One way of looking at job satisfaction -> Does it satisfy my values?

You have to look at the properties that are valuable to you.

(1)Value fulfillment

Value percent theory:

$$(\text{dis})\text{satisfaction} = (V_{\text{Want}} - V_{\text{have}}) * (V_{\text{importance}})$$

V_{have} = How much of a value an employee wants

V_{Want} = How much of that value the job supplies.

How can we track job satisfaction?

Job descriptive index

- Stimulating
- Boring
- Slow
- ETC.

Strengths:

- Simple questions, easy to use
- Tracks 5 most commonly assessed facets + overall satisfaction
- Publicly available benchmarks
- Compare across time

Benchmarks:

- Represent people's responses to questions
- Compare those results to a minimum standard.

Work is more satisfying when it provides 3 critical psychological states.

1. Meaningfulness of work
2. Responsibility for outcomes
3. Knowledge of results.

(2) Job Characteristics Theory

Job Characteristic Theory: What is it?

5 Core Characteristics:

Variety: Difference activities requiring different skills and talents

Identity: Extent to which an employee can complete a whole, identifiable piece of work

Significance: The degree of importance of a job

Autonomy: Degree of freedom, independence

Feedback: Degree to which a job provides clear information about how well the individual is performing the work

Job Enrichment = Maximizing the amount of core characteristics in a job.

(3) Mood and Emotions

Mood

State of feelings, mild intensity, last for a while, not directed towards anything

Emotions

Intense feelings. Can be short, clearly directed towards something

Example: Your boss asks for you to come to see him immediately

What do you feel: Stress, Excitement, Anxiety,

Example: Your college buys you coffee after you help them

What do you feel: Satisfied, happy

Example: You're overlooked for a promotion

What do you feel: Disappointment, undervalued