

Assignment No 2

NAME: Vishal Shashikant Salvi
CLASS: TE COMPS

UID: 2019230069
BATCH: C

Attitude towards job is the terminology used to describe whether employees are happy, contented and fulfilling their desires and needs at work

Overview/Introduction

All job attitudes overlap and are highly related, thus providing us with a complete illustration of the way in which individuals approach their jobs, perform and make choices regarding their employment. In the following case study, we will follow an employee named Rahul through the evolution of his career in the Airline industry, focusing on the effects of his varying job attitudes over time. Rahul clearly enjoyed the Airline industry. At the young age of 20 he developed a desire to learn many skills that involved Aircraft Maintenance.

Details of Case

Rahul had been working as an engineer with airline industry for last 15 years. He started as Aircraft technician and moved up the ladder as senior Aircraft engineer. He enjoys working on aircrafts and during his tenure he has worked to clear many critical snags in major maintenance base at airline. He was enjoying his work and was satisfied with the perks which come along working with airline industry.

He was offered job in other airlines with higher pay scale and benefits. However, he refused to join other airline and continued working with the organization.

However due to some wrong policy decision by the management, the airline went into financial strain leading to job cuts and salary reduction. A plan was formed to help save the company by merging the airline with other airline leading to several changes in working conditions, job growth opportunities.

Due to negative environment and uncertainty about growth opportunities, Rahul has been dealing with performance change. Even though he is unhappy, he goes to work, trying to make the best out of the day because he likes his place of work and knows his responsibility.

Lately, Rahul became complacent and is careless in his work. He lost the motivation to work. His coworkers started to complain about his behavior, and he was barely present for his shifts and started to miss more days of work. He is also pained by the fact that his Airline, which was considered as the best airline, has now been overtaken by other competitors even though most of the employees are very well trained, efficient, and loyal.

Despite feeling increasingly negative towards his position at work, Rahul feels fulfilled outside of work through time spent with his wife and children, serving in the community, and helping kids, which he finds to be healthy distractions from his dissatisfaction with work.

This time when he got an offer from another airline, he decided to leave the airline he is working for even though he was getting less salary in his new job.

Analyze:

1) A person's behavior and satisfaction toward work can be affected by a combination of personality traits, level of loyalty to one's organization, level of immersion into one's work and dedication to one's profession.

In Rahul's case, evaluate his performance, job satisfaction and attachment with organization/profession according to his individual job facet satisfaction. Determine by examining specific facet areas relevant to his job, his global job satisfaction by analyzing the case and how this case is related to the topic we have studied.

Ans:

Job involvement is the level at which one immerses oneself into daily work. One's level of immersion can be determined by a number of factors including one's environment, personality, values and needs. Rahul's journey from starts of his career gave him lot of golden opportunities as well as situation to prove himself which helped him to climb the ladder from aircraft technician to senior aircraft engineer. The main reason behind progress of Rahul is not only enjoy his work but also satisfied in particular role or position. Throughout the evolution of his career in the Airline industry, focusing on the effects of his varying job attitudes over time. At the young age of 20 he developed a desire to learn many skills that involved Aircraft Maintenance. Rahul clearly enjoyed the Airline industry even when he was offered a job with higher pay scale, he decided to refuse the offer and continue in his organization. So, this clearly states that he was satisfied with his job and committed to the organization he was working in.

When the organization went into financial crisis, he tried to complete his work of responsibility. Even though he is unhappy he goes to work, trying to make best out of day because he likes his place of work and knows his role in organization. But at this time, he started feeling negative about the growth opportunities in his organization. This implies that no matter how committed you are to the organization, when the environment around you is negative, you lose the motivation to work which also effects on your personal life. An employee stays with an organization because they cannot afford to leave due to the inability to obtain a higher salary as well as benefits package elsewhere, in addition to retirement and pension plans that require a certain amount of the employee's time to be vested on order to be eligible for its withdrawal. As well as monetary benefits, continuance may also occur because the employee would lose company social ties or friendships. To overcome this, he fulfilled his feels outside by spending time with his friends as well as family also spend time in hobby. When he got a job offer from another organization, he made a decision to accept the offer this time as he was not satisfied with the organization he is working even when he was getting higher salary there. When someone sees that the organization is losing its reputation even after so much of hard work, there is negative impact on the employees. After all it is not just the salary that matters when it comes to job satisfaction but the overall commitment of the person towards working in that organization and how the organization treats you back.

2) This in turn, could assist the Airline he works for in diagnosing organizational issues, and highlight areas for intervention. Suggest some interventions to the department which will lead to greater job satisfaction leading to improved performance.

Ans:

- 1. The role of leadership**
- 2. Provide a positive working environment**
- 3. Develop the skills and potential of your workforce**

Training and education motivate people and makes them more productive and innovative. There are many reasons training and development makes sense. Well-trained employees are more capable and willing to assume more control over their jobs. They need less

supervision, which frees management for other tasks. Employees are more capable to answer the questions of customers which builds better customer loyalty.

4. Reward and recognition

Small, informal celebrations are many times more effective than a once a quarter or once a year formal event.

5. Evaluation/Feedback

The primary purpose of evaluation is to measure progress and determine what needs improving. Continuous evaluation includes, but is not limited to, the measurement of attitudes, morale, and motivation of the workforce. It includes the identification of problem areas needing improvement and the design and implementation of an improvement plan. Good organizations conduct a job satisfaction survey at least once a year.