

RESEARCH ARTICLE

EXPERIENCES OF MEASURING JOB SATISFACTION BY STUDENTS

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Abstract

In the learning process students not only enhance their academic concepts, but it is very important to reflect these concepts through case studies as well as classroom discussions. Basic requirements are that examples must be from organizations where they work. Achieving the highest level of potential job satisfaction, it is important in order to understand the basic elements that make it possible. These relations are based on formal as well as informal indication of the concrete and tangible for everyone.

Nothing great in this life is achieved without enthusiasm, without passion, set in everything people do. No success is achieved by chance if this is not the result of a great ambition, a continuous positive energy and a clear vision. All this positive feedback of an employee is achieved if he/she is satisfied in the workplace.

Herzberg argues that attitudes towards work are a powerful force and are functionally linked with productivity, stability and adaptation of the workforce. The study of job satisfaction is important for individuals as well as for the organization itself, "when individuals find pleasure and when the work has meaning for them, the organization benefits from the efficient use of energy and their talent. But when pleasure and work for them does not mean, individuals withdraw, become resistance, or rebel. Ultimately, all lose"

This paper attempts to provide an overview of academic concepts that students receive during lectures and their implementation in daily practice in the workplace.

The paper may serve to further enrich the experience, which can be given to students in the following courses, as a possible model for implementation.

Keywords: *organization, job satisfaction, manager, salary, environment.*

Introduction

Satisfaction depends on many factors with which individual faces during the realization of his work. Satisfaction is a positive emotional state resulting from a number of factors internal and external related to work. It refers to the attitudes that employees hold about their work¹.

The study of factors that affect job satisfaction takes a special importance, as it is through detection of the degree of influence that special factors, maybe we can developed work programs in order to increase the level of job satisfaction. Overall levels of job satisfaction also depend on demographic factors, gender, age, education level, etc.

One of the primary problems that appear wherever we work is to clearly understand your requirements as an organization in order to achieve objectives, but without disregarding the demands of the workers, their needs, the real possibilities that they have for achieving an excellent performance at their workplace, but also for the organization as a whole. The fulfillment of these conditions for employees translates into success for the organization.

Many are the problems as well as frustrations that accompany individuals in their work, which students must study not only in the academic way, but they have to learn how to implement them in practice, in order to be clear to understand the elements that would be the positive side in the working environment. Many students state that during the development of the questionnaire and interviewing, some workers did not take seriously and some of them felt that the questions

¹ Gary Johns and Alan M. Saks, *Organizational Behavior*. p.111, 2005.

were mocking them. Obviously there is noticed a slightly different angle, which will address in the following.

Author to whom students are referred in their case studies offered definitions regarding job satisfaction, as well as factors affecting it. However there are plentiful authors in number regarding this subject and most of them agree with each other's theories, but there are also times when a theory rejects another or contrary to it. Among the authors mostly cited by students are: Maslow, Herzberg, McClelland, Nitin Nohra, Alderfer etc.

Methodology

The method used by students for collecting data is questionnaires and interviews by taking notes. Generally students state that all the participants answered the questionnaires, starting with those in the highest positions in the managerial level to the lowest level. Questions have been short and clearly understandable, where through each question will understand the level of satisfaction and dissatisfaction of every employee in the organization.

After preparing the questionnaires the employees took two to three days to complete them. Responses have been short-yes, no, or cross marking the answer. An important part of the information was obtained through interviews with employees. Many students state that they took notes all times, word by word as expressed in their works, particularly when respondents express what they called satisfactory or not in the labor environment. Draws attention the structure of questionnaires, which contain sections on specific issues, the question of open/closed, specifically, what helps in getting complete information about the topic object of study.

Furthermore the study of the level of job satisfaction takes a special importance because job satisfaction is an important element for psychological health and also affects satisfaction in life. Satisfaction at work related with absenteeism of workers on the job. The more satisfied on their work the less absenteeism on their workplace and if not satisfied on the workplace more disappointed and a lot of absenteeism in work.

Layoffs are a very important element for organizations because of the double negative consequences, because, on the one hand become an obstacle to the continuation of work in the organization and, in turn, require high cost of training new employees who will replace the departed employees. Herzberg (1973) asserts that the high level of satisfaction at work affecting the higher level of performance. Iaffaldano and Muchinsky², conducting a study on the results of studies conducted by researchers and other additives,

related with relations that exists between satisfaction and performance at workplace. They concluded that there is a relationship between them. Based on this result, although there is not a strong connection, it is important that organizations must have programs to increase satisfaction and performance at workplace.

Job dissatisfaction is not antonym of satisfaction in the workplace. Dissatisfaction refers to "a feeling that you have when you're not satisfied"³.

Literature Review.

By observing different opinions on the work of the students regarding factors that cause satisfaction / dissatisfaction at work, we can see numerous theories on job satisfaction that are presented and discussed in different times. Traditional theories have argued that job satisfaction and dissatisfaction are part of the same space. When there are positive factors, the employees are described with positive feeling and when these factors absent, caused resentments. Also, traditionalists have argued that factors internal or external have the ability to create satisfaction / dissatisfaction.

Maslow⁴ sees job satisfaction as a result of meeting the needs which he categorized into five steps. The lower rate includes basic physiological needs, such as water, food and shelter. The second degree is physical and financial security. In the third degree are social needs that include feelings of belonging, or participation in a group, the love and acceptance of others. The fourth level is the sense of self and situation of complete satisfaction. This is achieved only for a short time. When one of the wishes is reached, another desire occupies its place, and so on. This means that employees will not always proportional satisfied with their work. If they have been pleased with their work over the past year, this does not necessarily mean that they will be at the same level of job satisfaction for the moment, or even in the future. In some paper works students try to explain such theories in the context of the actual treatment of Maslow theories. So as basic needs in the context of business area they mentioned having a secure job, a house to live, and to have a monthly payment in order to have a normal life etc. This is good because is telling us that students do have clear academic concept, but on the other hand the implementation in practice of such concepts and as a result more and more knowledge everyday is actualized.

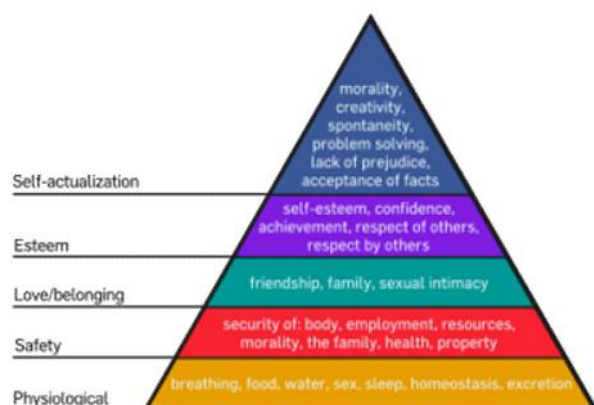
Maslow theory was applied to provide an explanation of how the work environment motivates employees. In accordance with the theory of Maslow (which in fact developed this theory not to explain the behavior in the

² Job Satisfaction and Job Performance: A Meta-Analysis. Iaffaldano, Michelle T.; Muchinsky, Paul M. Psychological Bulletin, Vol 97 (2), Mar 1985, 251-273

³ New Oxford Advanced Learner's Dictionary Genie Cd, 2003, A.S. Hornby, Sally Wehmeier, 0194315975, 9780194315975, Oxford University Press, 2003

⁴ 1954-quoted by McShane and Von Glinow, OB, 2012, p.95

workplace), employees try to satisfy their needs in a hierarchical manner.



Although this theory is widely known, in the workplace is proven to have been a poor predictor of the behavior of employees. Maslow theorized that people will not seek to meet the need of a higher level without fulfilling their lowest level. In fact, it was determined that there was little empirical support for the idea that employees in workplace trying to meet their needs only in a hierarchically way.

The main theories regarding job satisfaction are two factors theory of motivation - hygiene theory, theory of equality, the three needs theory, the four needs, setting objectives, etc. Already nowadays is accepted that to motivate human resource is not enough a motivation theory.

In the group of factors that bring satisfaction (motivators), are including: career opportunities, evaluation / recognition, work (nature of work), responsibility and professional development⁵.

In the group of factors that lead to dissatisfaction (hygiene factors) part of them are factors, such as politics and administration of the institution, the management, salary, working conditions, relationships with management, relationships with colleagues, as well as for workplace safety. Hygiene factors are born from the external factors regarding the nature of work, while motivating factors derived from the intrinsic nature of the work.⁶

In the book entitled “Balancing Job Satisfaction and Performance.” by Westport, is noted that satisfied employees are more motivated, are more productive at work, not missing a lot and stay in the same job for a long time.

Data Analysis

⁵ Herzberg, 1968 cited by Andrzej A, Huczyniki and David A. Buchanan, sixth edition, 2007, p.258

⁶ Bruce and Blackburn (1992 and Bruce, W. M., & Blackburn, J. (1992).

Case studies from the students point out that besides the satisfaction of employees and multiple data regarding job satisfaction, information obtained from case studies conducted in one country may not be valid for other organizations and of course, the findings or information for a study of a particular profession may not be valid for all occupations. Referring to the case study company tuttumobili fpm, and particularly based on data collected from the questionnaire, we observe an average level of satisfaction in the work environment. Maybe this is due to wage factor, because for developing countries as our country wages remains a key factor of job satisfaction.

In some studies argue that the right of non-payment of overtime labor may be due. There are students who emphasize in their works, that during the interview process, especially in informal conversations, some respondents expressed (in most cases under voice) that's ridiculous bonuses are differentiated. However, we take not only the negative side of the course assignments or case studies, because generally there are a lot of positive cases mostly in relations within the group as well as in relations with supervisors, who often interact and work exactly as if they ordinary workers. This positively affects the achievement of the goals of the companies, but the fighting spirit and collaborative, in terms of better life work conditions in order to move forward and improve the image of organization.

Many companies have recognized only increase and increase their productive capacity, opening of new branch offices, participation in various fairs which advertised their product. There are organizations where students point out that even in the event of any technical error regarding payments; employees have the right to request clarification on the payroll office. Generally all labor contracts are clear where defined position and working conditions.

In most organizations, where students are employed an element that influences job satisfaction is the reward they receive at the end of the year, but also cases where companies provide major benefits. The holidays at the end of the year in some organizations, are turning to the festive evening for the pleasure of all employees, which closely know each other.

All the questioners prepared by students consist of analysis of gender, age and status of the employee, the level of job satisfaction that was shown by employees, analysis of relationships with coworkers and supervisors as well as analysis and possibilities for promotion.

General description:

The number of case studies consisting of about 25 which belong entirely private sector. Total Years of

employees in their organizations are less than 3 / 3-5 years / More than 5.

Categories according to gender.

Gender	Number	%
Male	14	56%
Female	11	44%

-The Category according to age of employee /Years
1965-1981/after 1981/before 1985

Age of employee	%
after 1981	34%
1965-1980	52%
1945-1964	14%
before 1945	0%

Let's look more specifically:

The five most important contributors to job satisfaction:

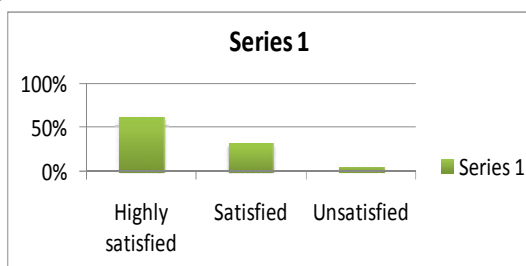
Relations with superiors, Salaries and bonuses, Collaboration with peers, Opportunities for career advancement, Work itself.⁷

Relations with superiors.

In their works based on questionnaires and interviews conducted with employees, students point out that employees have assessed their relationship with supervisors as the most important factor than benefits and bonuses, while good relations with superiors is directly related to the success of and progress in their career.

Regarding the concept of work, shows that employees can share their concerns with supervisors discussing not only work problems but also personal issues. Nearly three-quarters of 62% of interviewing employees were more satisfied with this aspect of job satisfaction, while 32% were satisfied while approximately 6% were dissatisfied.

2-Pay and Bonuses



Regarding salary and bonuses, employees in the company Mushiq shpk. were satisfied with their salary where 16% were very satisfied, 36% somewhat satisfied, 48% dissatisfied.

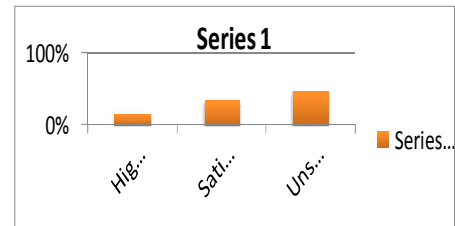
Bonuses:

Regarding bonuses about 14% of employees in the firm "Balz" ltd. were very satisfied, while 48%

Years in organization	%
Less than 3 years	56%
3-5 years	14%
More than 5years	30%

somewhat satisfied and the remaining approximately 38% were slightly or not at all satisfied,

3-Relation with collaborators:

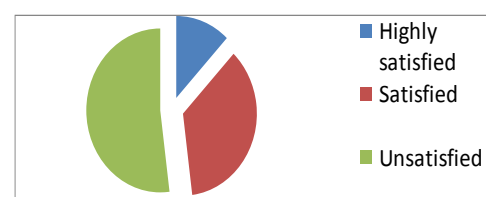


Employee Relations with co-workers were important to their success on the job because co-workers throughout the organization help employees to do their jobs. Building positive relationships at work makes work and work environment more attractive and as a result the job satisfaction is increased.

According to 62% of the employees, this was a very important factor for job satisfaction, while about 38% were less satisfied and there were no satisfy employee regarding the relations with their co-workers.

4-Training for promotions:

Employers in general try to provide specific training their employees in order to have the appropriate skills, enabling them to perform their duties effectively and in accordance with the skills acquired through training. This increases the reliability and productivity of the employees of the organization.



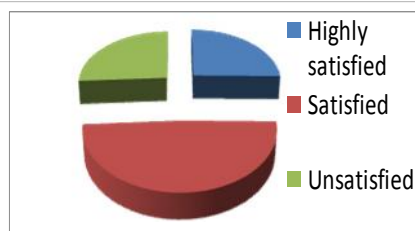
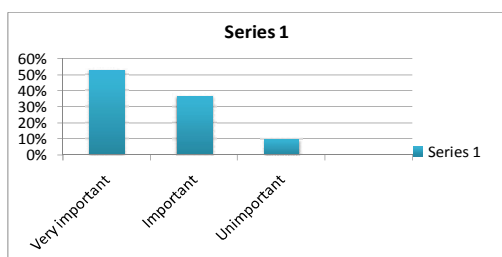
A third (33%) of employees have named training as very important factors in job satisfaction), while 64%

⁷ Tanku,G.(2012). Sjellje Organizative, Cikel Leksionesh, f.126.

were satisfied with the opportunities offered by organizations, and 34% are not satisfied.

The possibility for progress in career.

Students says that the organizations where they work about 12% were very satisfied with the opportunities offered for promotion, while 36% are somewhat satisfied and 52% are not satisfied with these opportunities.



5-Work in itself.

It is difficult for an employee to be motivated and satisfied with their work if it is not interesting, challenging or exciting.

More than half of employees (53%) listed job in itself as a very important factor for job satisfaction (as many years as to the estimated), while 37% ranked as less noticing and 10% as not at all important.

Conclusions

Based on cases studied students point out that about 80% of employees are satisfied with their work and seek to build better relations with supervisors. Engaging employees in their companies is at average levels. Findings indicate that employees are

dissatisfied with opportunities for career development and promotion, which are factors that affect the ability to engage in the organization.

A trend noted by students in their work to somehow hide the problems that exist in organizations perhaps to save the image of their organizations, due to the reason that mostly of them are from the region of Durres and knows each other.

Recommendations

Based on case studies of students would recommend the following:

Assessment of the needs of employees and staff participation in higher managerial levels, makes them feel they are the center of attention. This brings job satisfaction, high performance and reduces the desire for avoidance.

Knowledge of workplace values is very important, especially for improvisation of job satisfaction and image of the organization. It is the duty of the highest levels of management, to continuously train staff regarding the organization's values and the values required by each worker. Managers should assist staff to have achievements at work.

Creating the necessary climate in the organization is a foundation so that employees freely express their thoughts and feel that all of them are participants in the organizations.

In order to mitigate the disparity in salaries and giving them in the right time, it is important to review the pay roll system in accordance with personal skills as well as work overtime.

Improve conditions in the environment where work and take specific measures to protect workers from contaminants that are used during the working process. In the best job satisfaction increased, recommended taking measures to create a collaborative atmosphere and improve the conditions of meals for workers and recreational facilities which entirely absent.

During the learning process, it is important to discuss various cases of job satisfaction for comparison of performance from year to year, through mutual exchange of experiences, to consider the possibility of extending the case study during the learning process in their classes.

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