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Class: TY BSc

Subject : Psychology of Human Behaviour at Work

Subject Code: PUSASQF601

Chapter: Unit 1 Chp 2b

Chapter Name: Attitudes and Job Satisfaction

Today's Agenda

1. Job satisfaction and Job performance
2. Job satisfaction and Organizational Citizenship Behaviour (OCB)
3. Job satisfaction and Customer Satisfaction
4. Job satisfaction and Absenteeism
5. Job satisfaction and Employee turnover
6. Job satisfaction and Workplace deviance
7. OPEN ENDED QUESTIONS

1.0

JOB SATISFACTION AND JOB
PERFORMANCE

Happy workers are productive workers.

- Good job makes you feel good from within.
- Cycle of high productivity = rewards in the form of pay raise, greater recognition, promotion, etc = job satisfaction
- Satisfied employees tend to be more productive and effective.

3.0 JOB SATISFACTION AND CUSTOMER SATISFACTION

Satisfied internal customers (employees) create satisfied external customers

- SATISFIED EMPLOYEES - less likely to leave the organization = experienced employees who offer superior service to customers = customer loyalty and satisfaction.
- DISSATISFIED CUSTOMERS - they are rude, sometimes abusive and often make reasonable demands = negative effect on employee satisfaction

3.0 JOB SATISFACTION AND CUSTOMER SATISFACTION

Measures take to improve employee satisfaction while ads to customer satisfaction are:-

- Training employees to understand and optimise customer satisfaction.
- Rewarding employees who provide very good customer service.
- Creating a positive work environment.
- Conducting regular employee satisfaction surveys.

4.0 JOB SATISFACTION AND ABSENTEEISM

Lower job satisfaction leads to a greater possibility of being absent at work.

- Employee absenteeism disrupts Organizational schedules and the production process.
- Encouraging absenteeism by providing liberal sick leave benefits allows employees to take a break. This in turn makes work more satisfying.

5.0 JOB SATISFACTION AND EMPLOYEE TURNOVER

Employee turnover is the rate at which people leave an organization.

- Lower the level of job satisfaction = higher chances of resignation and seeking other opportunities.
- Higher the level of job satisfaction = less likely to look for a new job and will remain longer with the organization.

5.0 JOB SATISFACTION AND EMPLOYEE TURNOVER

Other factors that influence employee turnover are:-

- **EMPLOYMENT OPPORTUNITIES** - When employees have alternative employment opportunities, those who are dissatisfied with their current job are more likely to quit.
- **HUMAN CAPITAL** - Employees who are high in education and ability (human capital) are more likely to quit when they are dissatisfied with their jobs.

6.0 JOB SATISFACTION AND WORKPLACE DEVIANCE

Dissatisfaction is often the root cause of a variety of deviant behaviors. Such behaviors are also called employee withdrawal behaviors. The exact nature of deviant behavior is very difficult to understand as it can take different forms.

- Like, reporting late to work.
- Surfing on the internet during work hours.
- Not respecting company property.
- Unpleasant interaction/ relation with co-workers.
- Substance abuse during work hours.
- Theft in the form Of company information, stationary, equipments, etc
- Use of company services without permission.

6.0 JOB SATISFACTION AND WORKPLACE DEVIANCE

Employee deviant behavior is the employees way of gaining revenge. Manager should not pay attention on the action of the employees but the cause of it, in order to eliminate it. Reasons for such work place deviance are:-

- The feeling that they are being exploited by the organization
- The feeling that they are being overworked and not compensated for the same.
- Supervisor is not treating them well and just using them as tools for the organization.
- Frustration due to impersonal treatment given to them in the organization.

2.2

FUNCTION/WORK
OF A MANAGER

	To highlight something important
	To ask a question
	When giving a reference to extra/additional reading
	Question to be solved (in class)
	Important definition
	To quote someone