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Mündliche Reife- & Diplomprüfung Englisch  
HAK

Themenbereich: *World of Work*

Schwerpunkt: *Job satisfaction, Employee of the year award*

## Job satisfaction

You have recently joined the HR team of Vienna International Airport, which has lately got a reputation for not being a very good employer to work for.



You are now meeting with your team to find ways to improve the situation.

### Part 1: Individual long-turn

After attending a seminar on job satisfaction (-see attachment 1 below) you give a 5-minute presentation to the team.

- Introduce the main aspects of a humanized work place.
- Explain **six** of the ten important factors determining satisfaction at work that you learned about.
- Outline possible action points for each that you would suggest (-your ideas).

### Part 2: Interaction

After your presentation, it is time to decide on concrete steps. A first one is to select the “Employee of the year”

You are meeting for a short conference with your senior colleague (i.e. your teacher):

- identify possible ways of how to select the top three employees of the year considering criteria.
- suggest an award-giving event including some relevant details regarding venue, guests...
- evaluate how the award could promote the company as a whole

## Attachment 1: (abridged)

<http://www.spring.org.uk/2011/07/10-psychological-keys-to-job-satisfaction.php>

### Do you get a pleasant satisfied feeling after a hard day at work?

FACTS: a third of us are considering a change of job. Clearly many are finding it hard to get a feeling of satisfaction from work.

Job satisfaction:

- boosts work performance but also because it
- increases our quality of life.

Job dissatisfying = the rest of life soon follows.

Everyone's job is different but here are 10 factors that psychologists regularly find are important in how satisfied people are with their jobs.

#### 1. Little hassles

If you ask doctors what is the worst part of their jobs, what do you think they say? Carrying out difficult, painful procedures? Telling people they've only got months to live? No, it's something that might seem much less stressful: administration.

We tend to downplay day-to-day irritations, thinking we've got bigger fish to fry. But actually people's job satisfaction is surprisingly sensitive to daily hassles. It might not seem like much but when it happens almost every day and it's beyond our control, it hits job satisfaction hard.

*Action points:*.....

#### 2. Perception of fair pay

Whatever your job, for you to be satisfied the pay should be fair. The bigger the difference between what you think you should earn and what you do earn, the less satisfied you'll be.

*Action points:* .....

#### 3. Achievement

People feel more satisfied with their job if they've achieved something. In some jobs achievements are obvious, but for others they're not.

*Action points:* .....

#### 4. Feedback

There's nothing worse than not knowing whether or not you're doing a good job. When it comes to job satisfaction, no news is bad news.

*Action points:*.....

#### 5. Complexity and variety

People generally find jobs more satisfying if they are more complex and offer more variety. People seem to like complex (but not impossible) jobs, perhaps because it pushes them more. Too easy and people get bored.

*Action points:*.....

#### 6. Control

You may have certain tasks you have to do, but *how* you do them should be up to you. The more control people perceive in how they carry out their job, the more satisfaction they experience.

If people aren't given some control, they will attempt to retake it by cutting corners, stealing small amounts or finding other ways to undermine the system

*Action points:* .....

#### 7. Organisational support

Workers want to know their organisation cares about them: that they are getting something back for what they are putting in. This is primarily communicated through things like how bosses treat us, the kinds of fringe benefits we get and other subtle messages. If people perceive more organisational support, they experience higher job satisfaction.

*Action points:* .....

**8. Work-home overflow**

Low job satisfaction isn't only the boss' or organisation's fault, sometimes it's down to home-life. Trouble at home breeds trouble at the office.

Some research, though, suggests that trouble at the office is more likely to spill over into the family domain compared with the other way around (Ford et al., 2007). Either way finding ways of distancing yourself from work while at home are likely to protect you against job stressors (Sonnetag et al., 2010)

Action points: .....

**9. Honeymoons and hangovers**

**Job honeymoons** and **hangovers** are often forgotten by psychologists but well-known to employees. People experience honeymoon periods after a month or two in a new job when their satisfaction shoots up. But then it normally begins to tail off after six months or so.

The honeymoon period at the start of a new job tends to be stronger when people were particularly dissatisfied with their previous job (Boswell et al., 2009). So hangovers from the last job tend to produce more intense honeymoons in the next job.

Action points: .....

**10. Easily pleased?**

Some of us are more easily satisfied (or dissatisfied) than others, no matter how good (or bad) the job is. To misquote a famous cliché: You can't satisfy all the people all the time.

Still, some jobs do seem better suited to certain types of people. A lot of work has been done on person-environment fit but because jobs vary so much it's difficult to summarise.

One generalisation we can make, though, is that people get more satisfied with their jobs as they get older.

On my darker days, though, I tend to think it's because young people have sky-high expectations (which are soon dashed) and older people have learned to live with their lot, however uninspiring it is.

**Why can't we all be satisfied?**

When you look at this list of what makes for a satisfying job, you might wonder why everyone can't have one. With a little thought, most of the predictors of satisfaction can be provided.

The answer is probably quite simple. Organisations pay lip-service to keeping their employees satisfied, but many don't really believe it makes a difference. What this research shows is that it can make a huge difference.

