

Chapter 5

Job Satisfaction

- What are attitudes? Fairly stable (un)favourable evaluations of
 - Specific objects situations, people
- Components:
 - Affective (feel) + Cognitive (think) = Behaviour
 - Feeling and think guides your behaviour
- Job Satisfaction
 - A pleasurable emotional state resulting from the appraisal of one's job.
 - How one feels and thinks about one's job.
- What determines job satisfaction?
 - **One. Disposition:** Some people are predisposed to be more satisfied. (who people are at their very core) (collection of personality traits, life experiences that make us who we are today)
 - Two. Value fulfillment
 - Value-precept theory
 - Dissatisfaction = $(V_{\text{want}} - V_{\text{have}}) \times (V_{\text{importance}})$
 - Psychological contracts
 - Ex. Billy makes \$60,000 annually. How likely is he satisfied with his job overall? We can't answer. We need to know how much he wants to make and how important salary is to him.
 - Overall Job satisfaction
 - Facets of satisfaction: (typical values we try to fulfill through our work).
 - Pay
 - Promotions
 - Supervisors
 - Co-workers
 - Work tasks (work itself)
 - See commonly assessed work values on page 139 and correlations between satisfaction facets and overall job satisfaction on page 143
 - Three. The work itself
 - Job characteristics theory
 - Variety
 - Identity
 - Significance
 - Autonomy
 - Feedback
 - These characteristics are similar to job enrichment
 - Knowledge and skill
 - Growth, need, strength
 - Analyze your job with the characteristics theory

- Pg. 198-169
- Mood and emotions
 - Affective events theory:
 - Workplace events (praise from boss or difficult customer) → Emotional reactions → job satisfaction & behaviours
 - Satisfaction can fluctuate on a daily basis
- See book for emotional labour and emotional contagion
 - Pg. 157-158