

*M. Khodakivska, Master Student  
I. Voynalovich, PhD in Ec., research advisor  
N. Krushynska, language advisor  
Zhytomyr State Technological University*

## **JOB SATISFACTION AND ITS EVALUATION**

Job satisfaction, its maintenance, evaluation and improvement are important issues for companies because satisfied workers can be a key to success of the company.

Work is a purposeful human activity in which it affects the nature and it is used to produce material goods necessary to meet people's needs. The work is one of the basic conditions of human life and society. It is a work activity on the basis of social relations and it affects relations and people interaction. Moreover, it is of great importance in the process of identifying formation. Based on this, job satisfaction is a state of balance between the requirements of the worker to the content, kind and conditions of the work, and subjective assessment of these requests feasibility.

Currently scientists use two approaches to interpretation of job satisfaction. The first approach is based on understanding work as a process of human needs. Thus to the theory of job satisfaction there were introduced terms such as demand, motivations, attitudes, attitude. Accordingly, the direction of job satisfaction is implied into assessment of satisfying needs that person seeks to meet in areas related to the process of labor.

The second approach comes from a different view on the concept of "work" which is interpreted as the social division of functions, which realized the existence system, or as an activity in the social division of labor. Society is understood as a product of human interaction based on the division of labor.

Based on these approaches, job satisfaction can be seen as a process by which human needs are satisfied by social division of functions. Thus, based on these approaches, scientists isolated job satisfaction theory, the meaning of which is revealed through the following concepts:

- social status - a status of an individual (or a group) in the social relations and relations caused by its membership in a particular social community and defines a set of rights and responsibilities;

- social sharing - a special type of social action - stimulatory reactions of the people.

- social comparison - a concept that means matching the subject of some of its own characteristics with the characteristics of another subject which based on the adopted system of values.

Job satisfaction can be viewed at two levels:

Level 1 - affective job satisfaction;

Level 2 – cognitive job satisfaction.

Affective job satisfaction is an emotional feeling about the work as a whole. The cognitive one is considered as cognitive job satisfaction and it shows how happy employees are, it reveals their feelings about some aspects of work, such as wages, other tangible and intangible benefits.

Job satisfaction is influenced by several factors, including the most important:

- 1) wages;
- 2) work;
- 3) personal interest to the work;
- 4) promotion possibility ;
- 5) leadership style;
- 6) colleagues;
- 7) working conditions.

Job satisfaction of employees is an important part and should pay attention to the management of the company and monitor its condition from time to time.

Assessment of the of job satisfaction status at an enterprise is possible by comparing the expectations of the employee regarding working conditions, payment, career opportunities, training, labor protection.

After studying and analyzing methods of research and measurement of job satisfaction we concluded that most effective one is the implementation of a sociological research based on the polling. This questionnaire includes questions about concerning factors influencing the job satisfaction level of the employee.

The indicators determining job satisfaction comprise relationship with colleagues, high level of safety, high level of wages, the favorable sanitary and hygienic working conditions, modern equipment, opportunity for career growth, the existence of an inverse association with the administration of the enterprise, the possibility of training and improvement of qualifications, scientific work organization, diversity works, a creative and innovative approach to work performance, work motivation, organization of leisure of employees and encouraging them to active rest with the team.

Evaluation of job satisfaction of the employees at the enterprise should be on the basis for management decisions in the sphere of personnel management and finding ways to minimize the negative impact of certain factors that affect its level.

Increasing the level of job satisfaction is going to change the attitude to work in the direction of its perception as the essential values of human life.

## **REFERENCES**

1. Іляш О.І. Економіка праці та соціально-трудоі відносини: навч. посіб. / О.І. Іляш, С.С. Гринкевич. – К.: Знання, 2010. – 476 с.
2. Лукашевич М. Соціологія праці: Підручник для студ. вищ. навч. закладів. – К.: Либідь, 2004. – 440 с.
3. Ильясов Ф.Н. Удовлетворенность трудом (анализ структуры, измерение, связь с производственным поведением). / [Под ред. В.Г. Андреевкова]. – Ашхабад: (Наука), 1988. – 100 с.
4. Верещагіна Л.А. Оцінка задоволеності роботою. Практикум з психології менеджменту та професійної діяльності. / [Під ред. Г. С.Никифорова, М.А. Дмитрієвої, В.М. Снеткова}. – СПб.: Мова, 2007.