

Employee Satisfaction & employee morale

Employee Satisfaction

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- Employee Satisfaction Measurement

Definition of Satisfaction



Satisfaction is the feeling of personnel toward anything related to their way of working and the organization they are affiliated with. Satisfaction can only be achieved if it satisfies the needs in the best and most complete way. And preferences can also change based on individual values and experiences. Including the satisfaction level of each person will have different standards as well

Definition of Satisfaction



Working Satisfaction is a feeling in a good direction, as well as a positive attitude towards the work performed. The personnel received a good response from the organization, which will create morale and morale in work, including being happy at work that will result in increased work efficiency. And also resulted in the organization being successful according to the goals set as well.

Factors Affecting Employee Satisfaction



- 1. person**
- 2. Job**
- 3. Opportunities for advancement**
- 4. Wage rate and welfare**
- 5. Working environment**
- 6. Personnel management**
- 7. The situation of businesses and organizations at that time**

1. person



5 Dimension Satisfaction

Dimension 1 : Satisfaction with colleagues

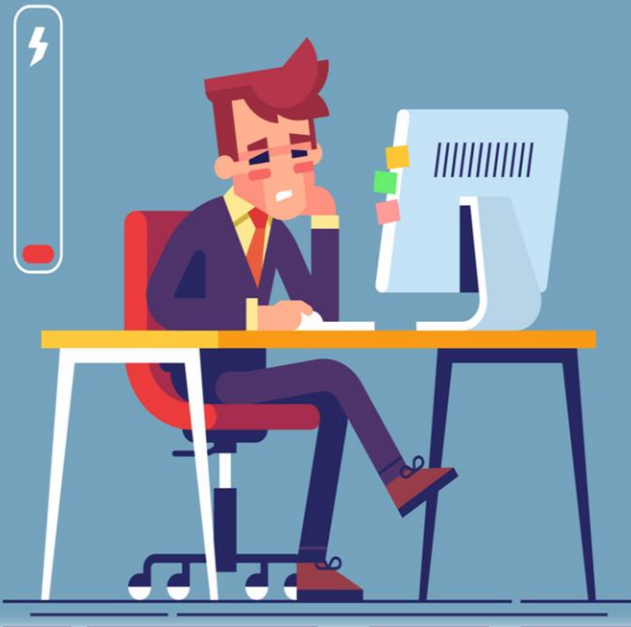
Dimension 2: Satisfaction with supervisors

Dimension 3: Satisfaction with Subordinates

Dimension 4: Satisfaction with executives

Dimension 5: Satisfaction with the organization

2.Job



The job I like, the job I like, but I'm not happy

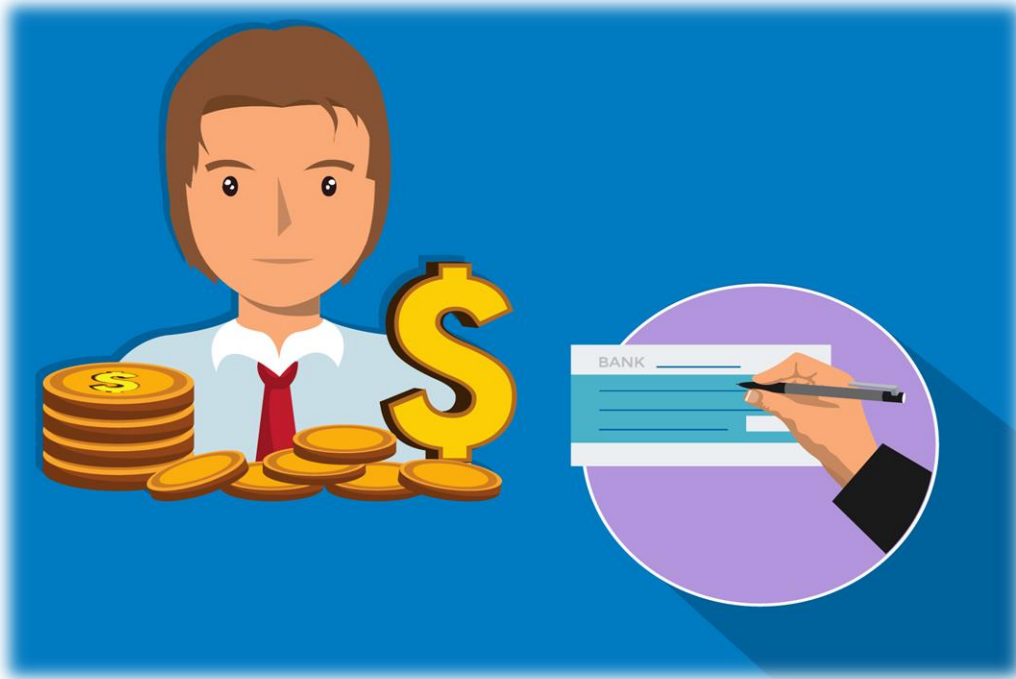
- 1. Work that is not challenging causes boredom**
- 2. Obstacles and problems in work**
- 3. Colleagues are incompetent**
- 4. The company does not promote the work that is properly done**
- 5. Inferior abilities to others**

3. Opportunities for Advancement



In a world that is evolving day by day Many organizations have serious organizational and personnel development plans. Organizations without good organizational development Or there is no opportunity for advancement for employees to see Does not encourage employees to advance or develop It will inevitably cause employees to be dissatisfied with their work. and dissatisfaction with the organization Because all human beings always want to improve themselves. Therefore, personnel will go to a place where they have developed more advanced. There will be a job move. Can move the organization

4. Wage rate and welfare



Money as well as wages and welfare are very important and sensitive. Organizations with good human resource management will pay careful and serious attention to this matter. Employment at a rate suitable for obligations as well as providing valuable welfare It plays a huge part in making employees satisfied with their work and the organization they work for. which results in long-term work and loyalty to the organization as well And this is the first factor. which affects employee satisfaction the most as well

5. Working Environment



Place and object environment

Personnel environment

6. Personnel Management



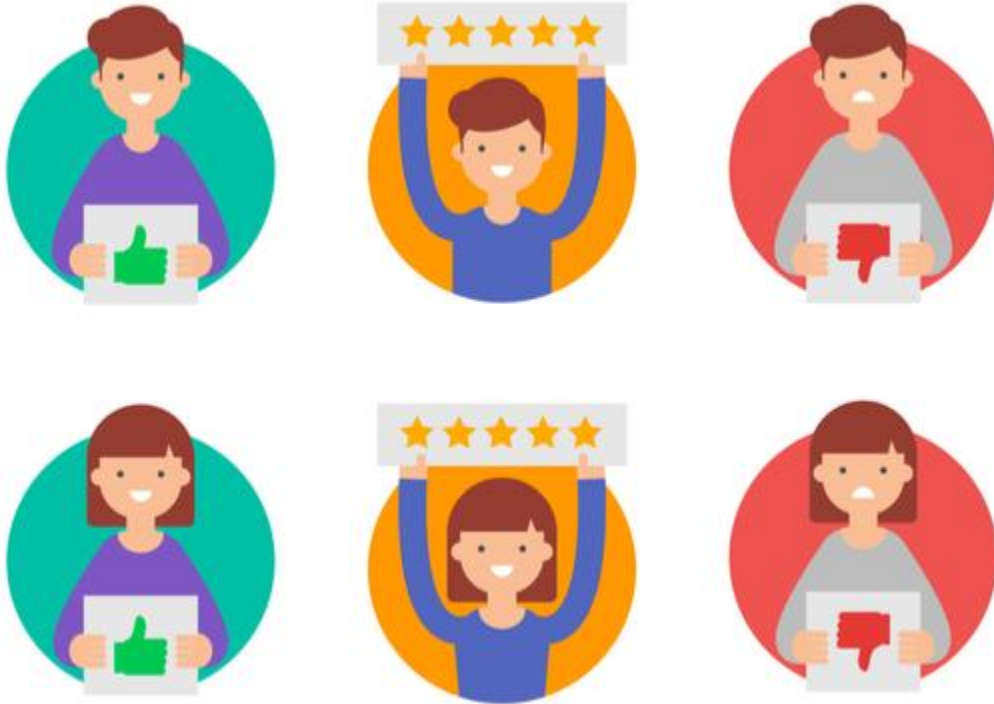
The human resources department (HR) responsible for managing personnel plays a very important role in ensuring satisfaction. or create dissatisfaction with employees easily Efficient human resource management can help build customer satisfaction. From wages, welfare, personnel development programs, to various grievances. or even small things that may easily impress Or if ignored, it may create a bad feeling. It's also easy to lose satisfaction.

7. The situation of businesses and organizations at that time



Sometimes the factors of job and organization dissatisfaction depend on the company or business situation at that time. For example, in the case of a company with negative news or image

Employee Satisfaction Measurement



- 1. Setting up a satisfaction survey**
- 2. Prepare a satisfaction survey**
- 3. Choose the right survey method**
- 4. Evaluate the survey results and summarize the results.**