

| | | | |
|-------------------------|--|----------------------|--------------|
| 2.5 | Information from existing files and documents to determine how serious staff dissatisfaction is. | F recruitment policy | |
| | | G case study | |
| | | | (3 × 2) [10] |
| TOTAL SECTION A: | | | 40 |

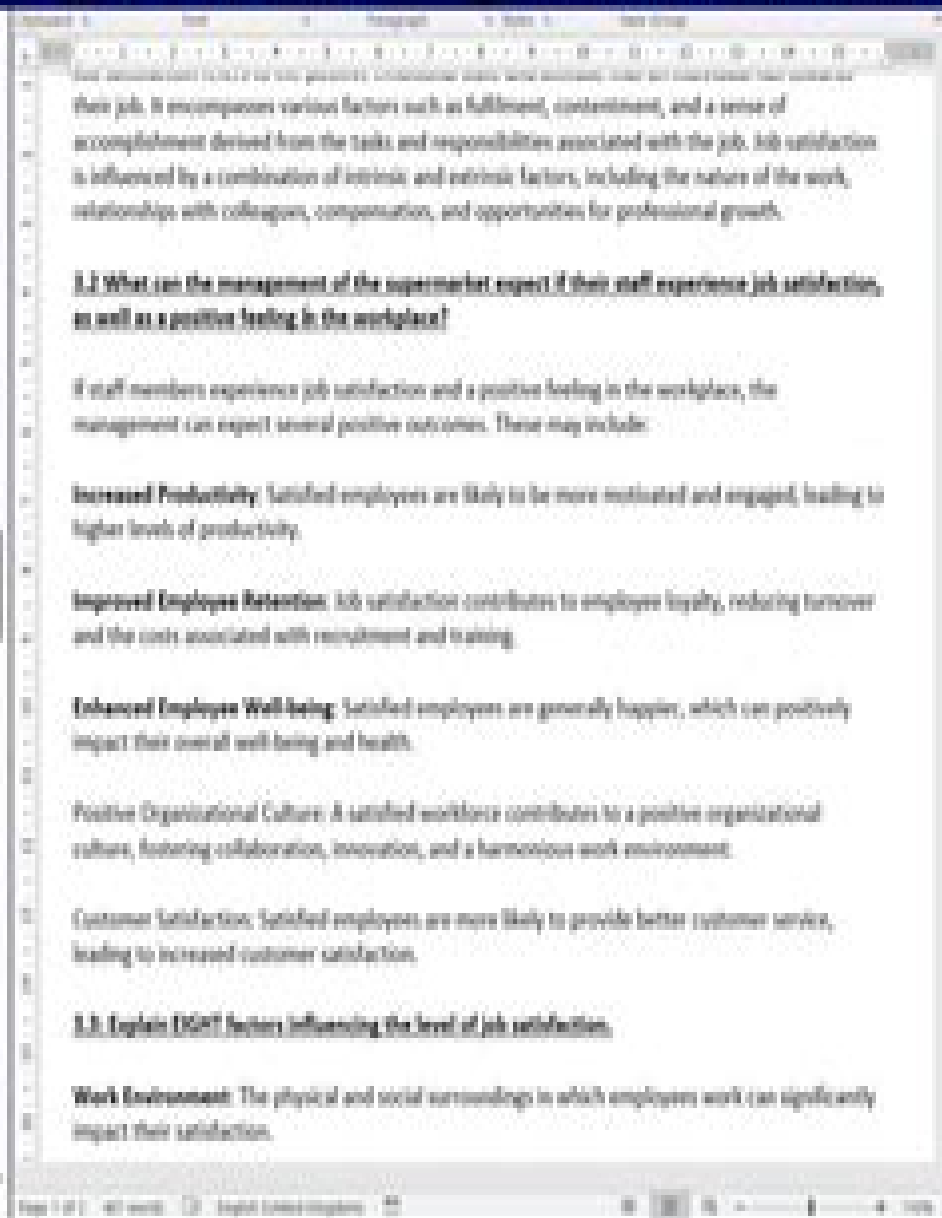
SECTION B

Answer any FOUR questions in this section.

QUESTION 3

Caroline Solomon is the general manager of Khumedi supermarket in Polokwane. She knows how important it is for staff members to experience job satisfaction. Part of the process of creating job satisfaction is to enrich the work of staff.

- 3.1 Explain the meaning of job satisfaction. (8)
 - 3.2 What can the management of the supermarket expect if their staff experience job satisfaction, as well as a positive feeling in the workplace? (10)
 - 3.3 Explain EXHIB factors influencing the level of job satisfaction. (8 × 2) (16)
 - 3.4 Achievement awards are motivational incentives used to reward outstanding, hard and consistently good work by employees, based on results achieved.
Name THREE different forms of achievement awards. (3 × 2) (6)
- [40]**



Job satisfaction refers to the positive emotional state and attitude that an employee has towards their job. It encompasses various factors such as fulfillment, contentment, and a sense of accomplishment derived from the tasks and responsibilities associated with the job. Job satisfaction is influenced by a combination of intrinsic and extrinsic factors, including the nature of the work, relationships with colleagues, compensation, and opportunities for professional growth.

3.1 What can the management of the supermarket expect if their staff experience job satisfaction, as well as a positive feeling in the workplace?

If staff members experience job satisfaction and a positive feeling in the workplace, the management can expect several positive outcomes. These may include:

- Increased Productivity:** Satisfied employees are likely to be more motivated and engaged, leading to higher levels of productivity.
- Improved Employee Retention:** Job satisfaction contributes to employee loyalty, reducing turnover and the costs associated with recruitment and training.
- Enhanced Employee Well-being:** Satisfied employees are generally happier, which can positively impact their overall well-being and health.
- Positive Organizational Culture:** A satisfied workforce contributes to a positive organizational culture, fostering collaboration, innovation, and a harmonious work environment.
- Customer Satisfaction:** Satisfied employees are more likely to provide better customer service, leading to increased customer satisfaction.

3.3 Explain EXHIB factors influencing the level of job satisfaction.

Work Environment: The physical and social surroundings in which employees work can significantly impact their satisfaction.

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B Lingard



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The Practice of Management ,1980 **Human Resources Management** ,1986 *Personnel Management Abstracts* ,2000 *Professional Practices of Human Resource Management in Hong Kong* Anna P.Y. Tsui,K.T. Lai,2009-08-01 Faced with external and internal challenges such as globalization social changes and responsiveness to customers technological development cost containment and structural changes organizations now experience increasing levels of competition Evidence has shown a positive relationship between HR practices and business performance outcomes such as increased profitability and productivity Indeed HRM practices influence employee skills through the acquisition and development of human capital Also the use of well designed performance management systems and pay for performance incentives are important motivations in the workplace Written by HR professionals consultants legal experts and academics with decades of professional experience this volume covers the full spectrum of HRM practices in relation to their strategic contributions to organizations In a hands on and lively fashion it provides up to date HRM knowledge and skills with practical guidelines The purpose of the book is to enhance people management and gain competitive advantage in the fast moving business environment **VRA Extension and Increases in the GI Bill Rates** United States. Congress. House. Committee on Veterans' Affairs. Subcommittee on Education, Training, and Employment,1983 **Industrial Welfare and Personnel Management** ,1950 *Personnel Management* ,1982 **Federal Register** ,1979-07 Principles of Personnel Management Edwin B. Flippo,1976 **Human Resource Management** Lawrence S. Kleiman,2004 The general management approach in this text emphasizes how the human resource function helps an organization gain competitive advantage Rather than focusing on detailed theoretical coverage geared to the Human Resource Professional this book focuses each chapter on developing a clear understanding of the various HR functions and on the working relationship between the HR department and other organizational departments The information presented is targeted to the 90% of students who will not become HR professionals The Conference Board Personnel Management Record ,1949 Modern Veterinary Practice ,1986 **Harvard Business School ... Catalog of Teaching Materials** ,1998 Resources in Education ,1988 **Mechanical World and Engineering Record** ,1938 **Mark Lane Express** ,1894 **Sales Management** ,1922 *Parliamentary Papers* Queensland. Parliament. Legislative Assembly,1997 Municipal Journal ,1988-10 **The Electrical Engineer** ,1905

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