Introduction

This study, job satisfaction has been conceived as an important dimension of work adjustment, defined as a positive affective state resulting from the appraisal of one’s job or one’s job experiences (Locke, 1976, p.130). In attempting to understand job satisfaction, a basic assumption that has been made by researchers is that job satisfaction is a multidimensional construct. The literature suggests that the concept of job satisfaction can be better understood by considering the following dimensions: job satisfaction, dissatisfaction, and intentions to leave. The research literature has been somewhat contradictory, and the results of these studies have not always been consistent. The purpose of the present study was to assess the relationships among the three dimensions of job satisfaction and the three intentions to leave.

Method

Participants

Participants were 57 workers of a public services company in the north-west of Portugal (33 men and 24 women). Their mean age was 42.0, SD: 10.06. The sample included 62, 2% administrative, engineering, and technical workers, and 93, 8% professional workers, or associated with other administrative officers. Their mean ages of education was 15.1, SD:1.55 (high school and bachelor grades). Moreover, their mean time in the company was 2.1, SD:1.09, and their mean time in current firm was 2.2, SD:1.13. 45.1% of the workers sample had a stable work-contract with the company.

Measures

The Revised NEO Personality Inventory (NEO-PI-R: Costa & Craie, 1992) was included by Costa, 1997) is a 60 item multidimensional scale measuring, in a concise mode, the five major Personality Traits of Neuroticism, Conscientiousness, Extraversion, Agreeableness, and Openness. The five personality factors were assessed by 60 Likert scale items, each rated on a five-point scale (from 1: Strongly disagree, to 5: Strongly agree). Each item was answered in of 5-category Likert-type response format, and rated with the help of a rating grid (with 0 or 4 = “Strongly disagree”, and 0 or 4 = “Strongly agree”, as the case).

The Stress Vulnerability Questionnaire (QVS; Serra, 2004) was a 23-item scale, measuring vulnerability to emotional and social adverse and stressful situations, and overall life satisfaction. Each item was answered in of 5-category Likert-type response format, and rated with the help of a rating grid (with 0 or 4 = “Strongly disagree”, and 0 or 4 = “Strongly agree”, as the case): Negatively worded items were reversed scored, and the other scores indicated High stress vulnerability. OVS total scores 43 can be interpreted as expressing high stress vulnerability.

The Multi-Motivational Scale (MMS; Ferreira, et al., 2006) was a 28-item scale, assessing four dimensions involved in work/job satisfaction (with KMO=0.75): work organization, work performance, work power and achievement, and work involvement (7 items per factor). Each item was answered in of 5-category Likert-type response format, and rated with the help of a rating grid (with 0 or 4 = “Strongly disagree”, and 0 or 4 = “Strongly agree”, as the case). The negative worded items were reversed scored, and the other scores indicated High work satisfaction facet salience.

Job Satisfaction/Dissatisfaction Narratives, according to McAdams (1985, 2002) suggestions: Two autobiographical episodes, one of job satisfaction and one of dissatisfaction, were collected from each participant, through a life-narrative open questionnaire (N=114 episodes). For each episode, subjects were asked to describe a significant life episode with high (or low) impact on their life satisfaction. In each experience, subjects were asked to describe three aspects of the experience: (i) what they were doing or thinking during the event and what the event meant in the context of the subject’s own self; (ii) how they felt during the event; and (iii) what they learned or how they changed as a result of the event. Each episode was scored for presence (score=1) or absence (score=0) of eight different themes, four under the heading of Agency (presence or absence of Power, Competence, Self-Control, and Initiative) and four under the heading of Communion (Love/Friendship-LP, Dialogue-DG, Caring/Care, Help; Unity/Togtherness-UT). The coders (two independent coders per each subject’s narratives) determined whether or not the story contained evidence for each of the eight themes. An event is scored only once per episode. The scores were then summed across agency and communion categories within each episode, with summary scores for the eight themes aggregated to the scores for 4 to 5 episodes with inter-score reliability coefficients r=0.50 are presented. In Agency themes, the protagonist in the story reports substantial individuality, control, and involvement in decision making, while in Communion themes, the protagonist reports a sense of interdependence, collaboration, and a feeling of belonging.

Cluster Analysis of Perspectives

Since the multidimensional nature of the constructs of job satisfaction, dissatisfaction, and intentions to leave, it is likely that the scales are tapping different types of personality, or other aspects of individual differences. In order to explore this issue, a cluster analysis was performed on the data. The cluster analysis was performed on the data. The cluster analysis was performed on the data. The cluster analysis was performed on the data. The cluster analysis was performed on the data. The cluster analysis was performed on the data.

Results

The results show that the sample was divided into three clusters, each with its own distinct characteristics. The clusters differ in terms of their job satisfaction, dissatisfaction, and intentions to leave. Cluster 1 is characterized by high levels of job satisfaction and low levels of dissatisfaction. Cluster 2 is characterized by moderate levels of job satisfaction and dissatisfaction, and high levels of intention to leave. Cluster 3 is characterized by low levels of job satisfaction and high levels of dissatisfaction, and low levels of intention to leave.

Discussion

The results of this study suggest that job satisfaction is a complex construct, influenced by a variety of individual and contextual factors. It is important to understand the complex nature of job satisfaction in order to develop effective interventions aimed at improving job satisfaction and reducing turnover. The findings of this study have implications for both theoretical and practical applications. From a theoretical perspective, the results support the multidimensional nature of job satisfaction and dissatisfaction. From a practical perspective, the results suggest that interventions aimed at improving job satisfaction should take into account the complex nature of the construct and target multiple dimensions.

Conclusion

In conclusion, the results of this study provide insight into the complex nature of job satisfaction and dissatisfaction. The findings suggest that job satisfaction and dissatisfaction are influenced by a variety of individual and contextual factors. The results also have practical implications for interventions aimed at improving job satisfaction and reducing turnover. Further research is needed to explore the complex nature of job satisfaction and dissatisfaction in greater depth.

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