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INCREASED EMPLOYEE MOTIVATION AND JOB SATISFACTION**Zhailaubayev A.***Suleyman Demirel University, Kaskelen, Kazakhstan*

Abstract: The purpose of this study is to explain job satisfaction and motivation in brief. Previous studies and researches related to the subject are scanned. This research was prepared especially to provide support to the studies of increasing personnel motivation and job satisfaction of managers.

The research shows that, people with high job satisfaction have as well as much better both the spiritual and physical health, they can learn new tasks soon, help others and avoid from conflicts, they can minimize the risk of accidents at work, take more positive approach to their customers, serve them and even they are persons exhibiting participant behavior.

Key words: Motivation, Job satisfaction, Staff, Conflict, Employee

INTRODUCTION

Pace of globalization gets faster and the world gets smaller, competition in enterprises is also increasing. Increased competition has changed perspectives of business owners and employees. Developing human resource management employees in the enterprise work efficiently every day and be adapted to use a variety of methods. The relationship between job satisfaction and motivation has an important place in enterprises.

The main aim of this paper is to analyze job satisfaction and motivation in short. Previous studies and research on this subject is scanned. This research particularly shows the satisfaction of staff with the work of managers in business and to provide support to other studies on increasing the level of motivation.

The importance of the study: Success in organizations, financial and physical resources, is the result of the integration of appropriate human resources. Developing organizations flourish not only with the development of financial and physical resources, but also they are aware that, improvement of human resources, by motivating workers, is important to succeed (Brown, 2003, 31). As it can boost the production by performance of employees, it can also limit the production. This feature of the human factor has brought the need to motivate people to work (Bowen & Radhakrishna, 1991). Today, in addition to attract people to work with, organizations are experiencing difficulties in retaining people within the organization. This factor has brought the need to satisfy people with their jobs.

Job satisfaction is very important for the continuity of a business. A high level of employees' job satisfaction increases the efficiency with organizational commitment. The employees work efficiently and effectively within the organization when they feel a large extent of job satisfaction. Therefore the organizations should put an effort to improve the factors that affect the job satisfaction of employees [1] [2].

METHODS AND TECHNIQUES

This study was prepared by compiling previously conducted research and written articles on the topic. It is intended to be improved the awareness about the issue of working with this study using the technical literature. Books, magazines, articles, internet sources and other materials have been published on this subject were used.

CHALLENGES AND LIMITATIONS

Due to the many studies on this subject, it was extremely difficult to put an original work.

DEFINITIONS

Various researchers defined motivation as: an internal drive to satisfy an unsatisfied need [3]; and the will to achieve [4]. For this study, motivation is defined as the inner force that pushes individuals to achieve organizational goals.

Many researchers have defined job satisfaction as: the pleasurable emotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values [5]; and the extent to which people like or dislike their jobs [6].

MOTIVATION AND JOB SATISFACTION

Motivation was seen as a dynamic concept by Maslow. According to him, the concept of motivation involves changing both social and personality variables in Hierarchy of Needs model; people are motivated to meet five levels of needs: physiological, safety, social, self-esteem and self-actualization needs [7]. For instance, humans work to get money and to meet physiological needs such as food and house. People work to have a sense of security, knowing that at the end of each month they will receive their salary that will enable them to live as securely as before. Some people may enjoy working because it provides them a social environment where they could network and deal with other people. In so doing, their social needs are fulfilled. People's esteem needs may be fulfilled when they receive respect and recognition for their work; and for some very lucky people, their self-actualization needs may be met by them doing work that they really enjoy and excel at. Employee's persistence, productivity and performance are influence by motivation [8], [9]. Motivated employees are more loyal with their work and organization as compare to less motivate [10], which shows motivated employees will be more responsible development opportunities offered. Motivated employees show more commitment with the jobs [11]; They do more struggle to achieve the organization goals as compare to low motivated employees.

There is a positive relationship between job satisfaction and life satisfaction. If People, who spend a significant portion of their lives in the work environment, are happy with their jobs, it makes positive contribution to their life satisfaction [12]. In this context, a staff with high power of job satisfaction provides a positive contribution to the state in terms of the macro and micro in organizations. The benefits of micro and macro context of job satisfaction are lined up as follows:

Table 1. Benefits of Micro and Macro Perspective of Job Satisfaction

BENEFITS OF MICRO PERSPECTIVE	BENEFITS OF MACRO PERSPECTIVE
<ul style="list-style-type: none"> -Effective use of business resources -An increase in productivity -To creation a peaceful working environment -Creating trust between employees and employers -To increase the quality of activities -To reduce costs and to increase profitability -To add the company a competitive advantage 	<ul style="list-style-type: none"> -To form society with individuals due to job satisfaction and life satisfaction -To increase the importance of employment policy -To ensure the confidence of people in the community with high life satisfaction -To increase in state tax revenues by increasing the profitability of the company

Source: A. Pehlivan, B. Gerekan, "A Research on Determining the Job Satisfaction Levels of Public Internal Audit Staff", Afyon Kocatepe University, İ.İ.B.F. Journal, V.12, N 1, 2010, p.32.

CONCLUSION

Work is an important part of human life. Hence, satisfaction of employees' work conditions affect their lives. It is important in terms of business efficiency. Happiness of the employees is especially important to be satisfied with their jobs. Normally an employee of the company who are happy to work in business will be more useful. In this case, as well as business productivity will increase organizational commitment.

Motivation is concerned directly with the source of the behavior. And the intensity of how behavior can be guided or directed behavior of attitude tries to demonstrate how it can be enhanced. The reason for the need of people's nature is dynamic and can be quickly influenced using different methods. Major element of human resources management business falls in providing the motivation. To increase employee productivity and job satisfaction is possible with motivation in organization. Therefore, workers with high job satisfaction are productive and happy employees.

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ПОВЫШЕНИЕ МОТИВАЦИИ И УДОВЛЕТВОРЕННОСТИ РАБОТОЙ

Аннотация: Цель данного исследования состоит в поиске путей и методов повышения мотивации и удовлетворенности выполняемой работой. Проведенные исследования показали такие результаты, что если люди получают большое удовлетворение от выполняемой ими работы, то они и духовно, и физически намного крепче тех, кто этого не имеет. Они более творчески относятся к выполняемым заданиям, могут принимать самостоятельные и ответственные решения, более коммуникабельны и позитивно настроены к окружающим коллегам. Также такие люди меньше подвержены различным стрессам и рискам, с большим пониманием и сочувствием относятся к чужим проблемам, более уважительно и тактично относятся к посетителям.

Ключевые слова: Мотивация, удовлетворенность работой, персонал, конфликт, работник.

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ҚЫЗМЕТКЕЛЕРДІҢ УӘЖ ЖӘНЕ ЖҰМЫСТАН ҚАНАҒАТТАНУ ДЕНГЕЙІН КӨТЕРУ

Аңдатпа: Бұл зерттеудің ең басты мақсаты жұмыстан қанағат алу мен мотивацияны қысқаша түсіндіру болып табылады. Тақырыпқа байланысты көптеген алдыңғы зерттеулер қарастырылады. Бұл зерттеу менеджерлердің жұмыстан қанағаттануы мен қызметкерлердің мотивацияларын көтеру жайлы ғылыми жұмыстарға қосымша үлес қосу үшін дайындалып отыр.

Бұл зерттеу, жұмысынан қанағаттанған адамдардың басқаларға қарағанда рухани және тәни денсаулығының жақсара отырып, берілген тапсырмаларды қысқа мерзімде орындап, өзгелерге қосымша көмек көрсетуі мен өздерін қақтығыстардан аулақ ұстап, жұмыс орындарында апат қауіптерін барынша азайтуға үлесін қоса отырып, клиенттеріне оң көзқарас көрсетумен қоймай, сонымен қатар оларға керемет қызмет көрсетіп, клиенттердің іс-әрекеттеріне тікелей ықпал жасайтынын көрсетеді.

Кілт сөздер: Уәж, жұмыстан қанағаттану, қызметкер, қақтығыс, жұмысшы