

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 EIGHT 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.
- 3.4.1 Name THREE different forms of achievement awards. (3 × 2) (6)
- [40]**

...the satisfaction level of the general manager. Organizational issues and employee issues are discussed that relate to 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 EIGHT 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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Wolfgang Guggemos



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