

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

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

Job satisfaction is a positive emotional state and attitude that an individual has toward his or her 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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**Clemens Wendtner**



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1. Understanding the eBook Personel Management Question Paper June 2n5
  - The Rise of Digital Reading Personel Management Question Paper June 2n5
  - Advantages of eBooks Over Traditional Books
2. Identifying Personel Management Question Paper June 2n5
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Personel Management Question Paper June 2n5
  - User-Friendly Interface
4. Exploring eBook Recommendations from Personel Management Question Paper June 2n5
  - Personalized Recommendations
  - Personel Management Question Paper June 2n5 User Reviews and Ratings
  - Personel Management Question Paper June 2n5 and Bestseller Lists

5. Accessing Personel Management Question Paper June 2n5 Free and Paid eBooks
  - Personel Management Question Paper June 2n5 Public Domain eBooks
  - Personel Management Question Paper June 2n5 eBook Subscription Services
  - Personel Management Question Paper June 2n5 Budget-Friendly Options
6. Navigating Personel Management Question Paper June 2n5 eBook Formats
  - ePub, PDF, MOBI, and More
  - Personel Management Question Paper June 2n5 Compatibility with Devices
  - Personel Management Question Paper June 2n5 Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Personel Management Question Paper June 2n5
  - Highlighting and Note-Taking Personel Management Question Paper June 2n5
  - Interactive Elements Personel Management Question Paper June 2n5
8. Staying Engaged with Personel Management Question Paper June 2n5
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Personel Management Question Paper June 2n5
9. Balancing eBooks and Physical Books Personel Management Question Paper June 2n5
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Personel Management Question Paper June 2n5
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Personel Management Question Paper June 2n5
  - Setting Reading Goals Personel Management Question Paper June 2n5
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Personel Management Question Paper June 2n5
  - Fact-Checking eBook Content of Personel Management Question Paper June 2n5
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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