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Diploma Thesis Abstract

**Factors Influencing Satisfaction of Employees in a Section
of the Ministry of Education, Youth and Sports**

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Abstract

The diploma thesis is focused on the issue of factors influencing satisfaction of employees. The main objective of this thesis is to analyze satisfaction of employees in a particular organization and to identify potential sources of dissatisfaction. The ultimate goal is to propose possible measures which could eliminate shortcomings and increase the job satisfaction.

There are defined theoretical basis of job satisfaction, job satisfaction theories and factors influencing satisfaction of employees in the literature overview.

The practical part is focused on a section of Operational programmes in the Ministry of Education, Youth and Sport. It describes methods of collecting the data and characteristics of respondents and organization. Subsequently, there are analysis of results of survey and proposals of possible measures.

Keywords: Satisfaction, Employees, Motivation, Benefits, Factors of satisfaction, Workplace, Human resources

Objectives

The main aims of the thesis are to determine satisfaction of employees, factors influencing satisfaction of employees and to propose solution which leads to higher satisfaction of employees in a Section of the Ministry of Education, Youth and Sports in the Czech Republic.

The following hypotheses will be tested:

H1: The career progression is important for employee

H2: If the employee improved qualification, he/she would get a better position

H3: The level of salary corresponds to workload of employee

H4: The flexibility of working hours is important for employee

H5: The relationship in workplace is an important factor of satisfaction for employee

Methodology

The literature review of diploma thesis dealt with theoretical knowledge in the field of satisfaction and factors influencing job satisfaction.

The methodology was based on study of primary sources obtained from qualitative and quantitative methods. The qualitative method was based on interview with two employees to get in-depth view. The quantitative method was represented by questionnaire survey. It was distributed to all employees of EU Operational Programmes Section in the Ministry of

Education, Youth and Sports to gather data about perception of satisfaction of employees. The questionnaire included 32 questions. Questionnaire was created by the author and sent to all employees via internal e-mail containing the link to it. The pilot survey was given out to the three employees to reaffirm the author that the questions were understandable. The hypotheses were analyzed by statistical program IBM SPSS.

Results

H1: Career progression is important for employees: There are 52 % of respondents who found this statement important and 10 % of respondents who found this statement critical. The hypothesis is approved

H2: If the employee improved qualification, he/she would get a better position: There were 60 % of respondents who disagree with this statement, 5 % who strongly disagree. According to this survey, the hypothesis was not approved.

H3: The level of salary corresponds to workload of employees: There were 21 % employees who absolutely agreed on this statement and 63 % who agreed. According to this survey, the hypothesis was approved.

H4: Flexibility of working hours is important for employees: There are 63% of respondents who agreed with this statement, 24% absolutely agreed. According to this survey the hypothesis is approved.

H5: Relationships in workplace is an important factor of satisfaction of employees: There are 72 % of respondents who found good relationship with co-workers critical and 28 % important. There are 62 % of respondents who found good relationship with supervisor critical and 37 % important. The hypothesis is approved.

Recommendation

The offices are allocated in Harfa office and there is no lunchroom, if employees bring their own food for lunch they have no place to eat it. The solution could be creation of lunch room. It could be connected with relax zone for short breaks or informal meetings. Another recommendation is to acquire coffee makers. There is no possibility to buy or make a proper coffee. There is a lack of team building activities. The teams should spend more time on team activities ex. bowling, escape room, etc.

The organization creates Fund of Cultural and Social Services. The employees would appreciate widening of utilization ex. Multisport card. The same recommendation is for the Cafeteria system.

Another factor which influences satisfaction of employees is flexibility of working hours and home office. It is recommended to permit home office for all employees who do not have to be in office to perform their work.

Conclusion

The aim of the thesis was to evaluate factors influencing satisfaction of employees and to propose possible measures that could lead to improvements of current situation. On the basis of the used methods it was found out that employees are rather satisfied in the workplace. The employees expressed a high level of satisfaction with some of the factors which are moreover considered as important by them.

Even though the employees showed high level of satisfaction it is possible to perform a number of measures that could lead to increase of job satisfaction. Employees are dissatisfied with flexibility of working hours and working environment. It follows from the importance of factors that managers should be concerned with identified shortcomings. The dissatisfaction of employee could cause decrease of employee's performance. The mentioned sources of dissatisfaction affect not only employees but also development of the organization. It could more precisely affect reaching the organizational goals.

In order to eliminate the sources of dissatisfaction which negatively affect employees, it was supposed a number of measures. The recommendations could improve current situation and increase the level of satisfaction of employees. The higher level of satisfaction of employees will be shown in psychic state of employees which will be shown indirectly in employee's performance. The proposed recommendation can lead to efficiency of all organization.

The management of the organization should consider the proposed measures and it should strive for highest level of satisfaction of its employees. Human resources could be a main competitive advantage of the organization. The organization needs to have skilled workers. The way how the organization can acquire and retain qualified employees is to invest primarily in human asset and take care of employees. That is the only way to gain the success of the organization.

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