

Skills for the Workplace

Module Assignment Submission

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A report on employee satisfaction in workplace relevant methodologies and ethical data collection.



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Introduction

In this report, the aim is to discuss employee satisfaction and business to employee relations. In addition, the researcher will investigate secondary data sources and explain the aspects, factors of employee satisfaction. Furthermore, an explanation on research design Qualitative, Quantitative methodologies and describe the method used in gathering the data. In addition, the report will explore and produce survey based on Quantitative data design by using random sample method. The main purpose of this Quantitative report is to explore and find out how workers feel in their work environments. Relating to their opportunities given to them at work, problem-solving by the employer of issues concerning worker. Furthermore, we also investigate other aspects such as how the business communicates with the employee and if the employer has access to materials, the equipment needed to do the work.

Literature Review

Employee satisfaction has a direct link with effective communication at the workplace as suggested by (Cogut and Zander,1996) the performance of an entity evolve from the social quality of the Business. This has a lot to say about the relationship between the employer and employee how does the worker feel at work. According to (Grant and Barker,2009) work relationships exercise a big effect on workers demeanor and conduct. For an employee having a good relationship with the employer is also beneficial because they get a good chance on promotions and other opportunities. Moreover, it gives the worker a good sense of mind coming to work and financial stability in working life (Dienesch and Liden,1986). In addition, employee satisfaction depends also on some other characteristics such as part-time work, having modern information technology facilities available and an employer that takes the environment in consideration with operational decision making (Mutsonziwa and Serumga-Zake,2015).

According to (shrm.org,2017) job satisfaction is high now but there is still room for improvements by employers. This can be done by increasing employee engagement at work. Furthermore, they indicate that integrity and clarity are essential theories that can have a lasting impact on both workers and employers. These fundamental paths can steer many businesses and create positive results such as job satisfaction, organizational commitment.

Happy workers are generally more productive according to researchers there exists a connection between productivity and workers sentiment (Iaffaldano and Muchinsky,1985). This evidence can help businesses work together with their employees to keep a good and healthy environment in the workplace. As suggested by (Gohel,2012) keeping a good employee sentiment can avoid sickness among staff and cost to an employer. This has a potential benefit for the employer because satisfied employees are likely to be more beneficial to the business.

Furthermore, employee satisfaction is time-related and can be affected by external influences such as economic, social situations (Bussing et al.,1999). This kind of disturbance cannot be controlled by the employer. Because these cases mostly happen in the workers' personal life. According to, (Gohel,2012) employee satisfaction is better explained as to how content employees are with their profession and the business they are working for. In addition, (Koustelios and Bagiatas,1997; Yee et al,2008) argue that it entails feedback to feelings in some current scenes and the approach to work.

The best way to get insight into employee satisfaction is to conduct a survey. This is used to gauge, observe, extract and evaluate information. Workers get the opportunity to share their thoughts about the situation and conditions they experience at work. This information is vital and very valuable to companies it can help them with planning and developing business methods. The results of a survey can be compared to the opinion and outlook of an employee of the company (Forbringer,2002; Warner, 1997).

Research Methodology

Qualitative data methods

To describe Qualitative data, you should see it as a feature of an item. You should be able to divide it into groups and classes of numbers. However, the numbers are not important because they stand in for the features (oecd.org,2018). According to, (abs.gov,2013) categorical variable results are Qualitative data outcomes.

In addition, there is three sorts of data groups in Qualitative information these are interviews, observations, and fieldwork, documents, (Patton,2015). According to, (Creswell,2007) Qualitative research is getting a firm understanding of a subject issue or group of issues.

Qualitative research concentrates mainly on minor samples sometimes even on single one pointed out with a purpose (Patton,1990). The quality of this data depends on the skills and training of the researcher. With the right practices and analysing skills, this data can achieve in-depth insight. However, this can be otherwise when these methodologies are not well applied (Patton,2015). Qualitative research always asks open-ended questions to get complete data according to(cyfer.org,2018) there are some facts about qualitative data for example.

- analysing certain patterns in data
- rich source of data ,however, costs can be high
- subject related data and is compiled by a single researcher
- not as reliable compared to other methods

Quantitative data methods

Quantitative data represent things that can be counted for example a group of ten individuals. Sometimes these groups of data can be divided into a subgroup for example sex, ethnicity, religion, other. However, the data needs to be set up to certain limits to get effective information out. This must be done by using mathematical techniques (oecd.org,2018).

In addition (Patton,2015) argues that quantitative data has some advantages when you want to identify a greater view of opinion over allot of people.

According to, (abs.gov,2013) numerical variable represents a quantitative data result.

Population

A population can not only be defined by a group of human beings but also identified by other associations. For example, enterprise, items, automobiles and other things this form of population groups are identified because of their shared distinctive they have (abs.gov,2013). A population needs to be known by the researcher to able to get the right information.

Sample

A sample is a small group the population that is chosen to embody the whole populace. This group has the same specifics in one or other way. This can be male or female, buildings and sizes. This selected group of the population comes out of the sample

frame list, however, there are different ways to select the sample frame such as (Upton,Cook,2008).

- Random = gives every sample 50=50 chance of selection
- Cluster sampling = this is used for geographic sampling and money saving
- Systematic = like cluster but uses the k sampling interval

My sample in this survey is 50 local people around southwest London. The questions were structured well and only needed to be answered by several choices: Strongly Agree, Agree, don't know, Disagree, Strongly Disagree. The method used to choose the people was Random simple sampling of the selected employed adults in the community.

In addition, random sampling takes a lot of time and effort because each member out of the population needs to be identified individually. After this objective, the next step is to select out the sample size to pursue the survey outcome (Mitchell and Jolley,2010)

Sample size

To elaborate on sample size according to (Evans et al.2010, p33) it is known as the number of verified data in a sample that is counted towards the whole outcome. This is widely recognised by the symbol (N) in the statistical community.

Furthermore, as mentioned by (Dattalo,2008) researches usually know the high cost involved with investigating this kind of studies. That is why they prefer to select a small fraction to investigate instead of the whole. This is financially the better option and saves a lot of time. The proportion of this sub-group then counts as your sample size this then represents the whole population in your investigation.

Findings, Analysis and Discussion

Method: quantitative data survey of employee satisfaction

Survey Questions

Q1: Do you agree your employer offers enough equal development and promotion opportunities to all staff.

Q2: The operation for getting your problems resolved at work by management is easy and simple.

Q3: Your employer divides the workload equally among your team members.

Q4: Based on your most recent experience, your superiors communicate company news timely and effectively.

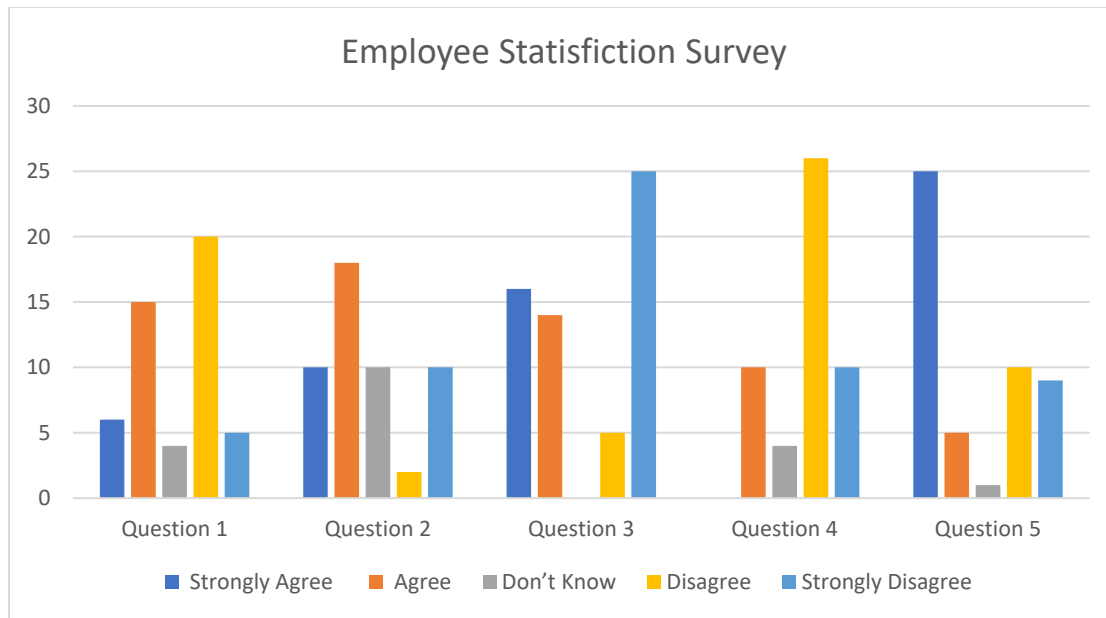
Q5: Your employer has the necessary tools and technologies available for you to complete your work.

Population = 50

Sample size= 50

Sample error = 1%

Confidence level = 95%



Conclusion

This report has been able to explain certain factors and conditions for optimal employee satisfaction in the workplace. These conditions are mainly communication and employer to employee relations. This can affect the business in different ways both positive and negatively. Communication is vital in how we perform our duties in the workplace and in social circles. For employers, it is a tool that can be an asset to their organisation because it can help them with higher productivity, good employee satisfaction, and greater business success. It is more likely for employees with high employee satisfaction to stay in an organisation longer this helps business with staff retention. Satisfaction has a lot to do with feelings of an employee this can be affected by outside influences. These influences can be out of the control of the employer such as economic, social issues. Feelings are also important it shows a lot about the worker, as good feelings show happy employees that are more beneficial to the employer.

Furthermore, the report focusses on Quantitative research on employee satisfaction this was conducted in the local area southwest London with 50 individuals that were full-time employed. The method used to assess this was Quantitative data analysis it gave the researcher a chance to divide the data into groups and sub-groups. The method makes it easy for researchers to extract valuable information. It also represents data that can be counted and helps with identification of large opinions and views. In addition, Qualitative methods were elaborated on the benefits and processes. It is commonly used to get very good knowledge in research issues and focusses on small samples that can be chosen for a purpose. The Quality of this data is not as reliable as other methods it can also be influenced by the skills of the researcher.

To continue, the report also discussed other methodologies such as population, sample, sample size. Researchers know how important correct information is about the population that is involved in their research. The population is often identified by things that have certain common characteristics. It is an important starting point in any research to identify the population. This report also described what the function of a sample is and how it is created. A sample is a small piece out of the whole population that is picked out of a list. The sample is created by listing the whole population in specific groups this then becomes the sample frame. There are a variety of ways to get a sample using different methods such as random, cluster, systematic ways of sampling.

The survey was designed with 5 questions and the opportunity to choose the appropriate from these answers: strongly agree, agree, do not know, disagree, strongly disagree. The findings of this survey show that most employed workers do not have equal opportunities at work. Furthermore, opinion is divided equally with employees about how managers resolve issues regarding workers. In addition, this report also indicates that most people employed are working under a lot of pressure and high workload. To continue, the survey revealed that a high number of employees are disconnected from company news and developments. Because of poor communication by management and organisation policies. To conclude, companies are not up to date with tools and technologies for employees. This survey shows a high-level dissatisfaction in this area with employees.

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Appendix 1

Appendix 2