

Job Satisfaction and Dissatisfaction Quiz

The aim of this quiz is to help you reflect on and evaluate the strength of the different needs in your life, and the extent to which they motivate you.

This self-assessment exercise consists of ten items, each followed by three statements. Your job is to pick the statement that you most agree with and enter a 3 in the box in front of the statement. Then pick the statement that you least agree with and enter a 1 in the box in front of it. Then enter a 2 in the remaining box. Do this with all ten items. Then turn to the scoring sheet and follow the scoring instructions. Do not read the scoring sheet until you've completed the quiz.

- 1 I feel that it's most important to have a job that:
 - Rewards and reflects my own ability to get ahead.
 - Explores new areas and gives me a lot of personal fulfilment.
 - Surrounds me with people who like me and are friendly.
- 2 It would not be very satisfying to work for someone who:
 - Created an atmosphere of uncertainty among members of the work group.
 - Worked us so hard that there was physical discomfort.
 - Gave attention and recognition to others but not to me.
- 3 The best managed organisations are ones where:
 - Rewards come from the work itself which is stimulating and challenging.
 - The pay scales enable all employees to live comfortably.
 - There are good job security and employee benefits (hospitalisation, insurance)
- 4 My motivation would probably suffer in a job where:
 - My fellow employees held grudges and didn't pitch in and work together.
 - I'd have to take risks that might undo what gains I'd made.
 - My real skills were not being put to good use.
- 5 In selecting a place to work, I am most influenced by:
 - Good working conditions, good pay, and good benefits.
 - Being able to move as fast as my competency allows
 - Having fellow employees who are compatible and work well as a team.
- 6 If conditions got too bad, I might quit in a job where:
 - I was not allowed to explore new areas and do more creative work.
 - The rewards and other forms of recognition were lacking.
 - I had to work with inadequate or outdated people or equipment.
- 7 I work hardest in situations where:
 - Mistakes are not punished and there is little chance of losing my job.
 - People all pitch in and work together in harmony.
 - The working conditions are modern, attractive, and comfortable.
- 8 I'm most likely to be frustrated by assignments that:
 - I've got to do by myself without help from co-workers.
 - Allow me no freedom to decide how to get the job done.
 - Cause me to miss lunch, coffee breaks, and other comforts.
- 9 The greatest thing an employer can do for me is to:
 - Give fairly rapid advancement based on my achievements.
 - Encourage teamwork and camaraderie in each work group.
 - Provide stable employment and good job security.
- 10 I do not like to see:
 - My good work and best efforts going unrecognised.
 - Pay scales and benefits fall below what other companies offer.
 - My talents and ideas not utilised to their fullest.

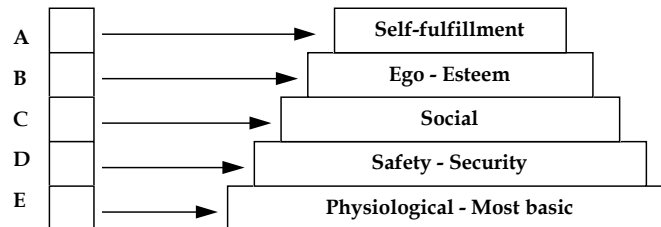
Job Satisfaction and Dissatisfaction - Scoring Sheet

Instructions for Scoring: Each box below has a letter in front of it. Find the six boxes preceded by an A. Refer back to your quiz sheet. Add up your scores from these six boxes, and then enter the total in the A box to the right. Do the same for B, C, D, and E.

- | | |
|--|---|
| <p>1 I feel that it's important to have a job that:</p> <p>B Rewards and reflects my own ability to get ahead.</p> <p>A Explores new areas and gives me a lot of personal fulfilment.</p> <p>C Surrounds me with people who like me and are friendly.</p> <p>2 It would not be very satisfying to work for someone who:</p> <p>D Created an atmosphere of uncertainty among members of the work group.</p> <p>E Worked us so hard that there was physical discomfort.</p> <p>B Gave attention and recognition to others but not to me.</p> <p>3 The best managed organisations are ones where:</p> <p>A Rewards come from the work itself which is stimulating and challenging.</p> <p>E The pay scales enable all employees to live comfortably</p> <p>D There is good job security and employee benefits (hospitalisation, insurance).</p> <p>4 My motivation would probably suffer in a job where:</p> <p>C My fellow employees held grudges and didn't pitch in and work together.</p> <p>D I'd have to take risks that might undo what gains I'd made.</p> <p>A My real skills were not being put to good use.</p> <p>5 In selecting a place to work, I am most influenced by:</p> <p>E Good working conditions, good pay, and good benefits.</p> <p>B Being able to move as fast as my competency allows.</p> <p>C Having fellow employees who are compatible and work well as a team.</p> <p>6 If conditions got too bad, I might quit in a job where:</p> <p>A I was not allowed to explore new areas and do more creative work.</p> <p>B The rewards and other forms of recognition were lacking.</p> | <p>D I had to work with inadequate or outdated people or equipment..</p> <p>7 I work hardest in situations where:</p> <p>D Mistakes are not punished and there is little chance of losing my job.</p> <p>C People all pitch in and work together in harmony.</p> <p>E The working conditions are modern, attractive, and comfortable.</p> <p>8 I'm most likely to be frustrated by assignments that:</p> <p>C I've got to do by myself without help from co-workers.</p> <p>A Allow me no freedom to decide how to get the job done.</p> <p>E Cause me to miss lunch, coffee breaks, and other comforts.</p> <p>9 The greatest thing an employer can do for me is:</p> <p>B Give fairly rapid advancement based on my achievements.</p> <p>C Encourage teamwork and camaraderie in each work group.</p> <p>D Provide stable employment and good job security.</p> <p>10 I do not like to see:</p> <p>B My good work and best efforts going unrecognised.</p> <p>E Pay scales and benefits fall below what other companies offer.</p> <p>A My talents and ideas not utilised to their fullest.</p> |
|--|---|

Job Satisfaction and Dissatisfaction – interpreting the results

Add up your scores for each of the five boxes (A, B, C, D, E), as described in the instructions for Scoring and add to the diagram below. Make sure that your five totals add up to 60, since this is the total number of points on the self-assessment.



Which box got your highest score? If it was A, then your greatest need at work is for self-fulfillment. If it was E, then your pay or working conditions are inadequate to meet your basic physiological needs.

This exercise is based on Dr Abraham Maslow's hierarchy of human needs, often shown as a pyramid or stairway. You might think of the pyramid as a container, open at the top. Your time, energy, and money can be thought of as liquid that you are pouring into the container. First you will satisfy your physiological needs, since they are the most basic (food, clothing, the rent or mortgage payment, etc.). Then your liquid will go toward filling your safety-security needs (insurance, a safe neighbourhood, a safer car to drive, etc.). Then comes your social needs (joining clubs, entertaining friends, participating in group activities). Next you "graduate" to the ego-esteem needs (doing things that get you respect and admiration, wanting to "be somebody"). Finally, at the top level you seek self-fulfillment and an enlargement of your talents and interests to their fullest (travel, hobbies, books, new learning, designing your own home-clothes-furniture-car, etc.)

Your score on each of the five levels indicates the relative importance of this need to you. All five needs are important, of course. However, someone who hasn't eaten for three days is more concerned with physiological needs than, say, with ego-esteem needs ... may even steal bread or find a morsel in a rubbish tin (which doesn't do much for one's ego-esteem, but it does meet the need for food and survival).

Conversely, someone who makes \$100,000 per year and owns the business isn't too concerned with the lower needs on the hierarchy ... they've long since been met comfortably, and thoughts about putting food on the table or paying for the insurance or rent rarely cross such a person's mind.

For most people, life can be viewed as a gradual ascent of the pyramid. For some, the ascent is more rapid (e.g., the couple in their 30's with both partners working in well-paying, well-respected jobs). With people living longer and longer today, it's also a fact of life that some folks will start back down the pyramid in their declining years, ending up life depending on their children to meet their most basic needs.

Sometimes a traumatic circumstance can "puncture" the pyramid container, causing one's liquid (time, energy, money) to leak away rapidly. Examples: discovering that your loved one has cancer and three months to live, being laid off from work, war, rapid recession, a stock market crash, and so on.

Take a close look at your five scores and decide what they tell you about your own needs and how well they are being met.