

Employees contentment in an organization

Abstract :

In an attempt to stay competitive in the ever growing challenging education world, higher institutions are often trying to develop creative and innovative ways in which to improve their organizations performance. One way to attain this is, by looking into their employees' job contentment level. It is believed that job contentment level has a direct association with employees' achievement and organizations success. Hence, by having a better understanding of their perceived job contentment level, an institution should be able to increase its work quality and productivity. This paper will present the findings of the study which aims to determine the main facet affecting employees' job contentment level based on Job Satisfaction Index [1] such as pay, promotion, supervision, benefit, contingent reward, operating condition, co-workers, nature of work and communication. It is also aimed to determine whether gender could influence job contentment level in a higher learning institution.