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Special features of job satisfaction and efficiency of different professional type experts

The problem of job satisfaction and efficiency is of interest for many Russian and foreign researchers in various scientific fields – sociologists, economists, philosophers and psychologists. The given phenomenon is of value both for every individual and for a society as a whole. The greatest burst of job satisfaction and efficiency studies of experts of different professional types has been in 70–80 of the XX century. However the empirical layer of researches, undoubtedly, being of high scientific value, needs reconsideration due to changes in the socio economic structure of Russia that took place during last decades. The problem of job satisfaction and efficiency within the framework of some specialties is poorly investigated. The given parameters of workers' activity at industrial enterprises were most full investigated (N.Ja. Belova, K. Zamfira, A.L. Svetsitskij, G.I. Khoroshev, V.A. Jadov) [Замфир 1983; Зеер 2007; Фадеева 2008; Шнейдер 2004].

The activity effectiveness (from lat. *Effectivus* – giving certain result, effective) – relation of the achieved result to the maximum achievable or planned beforehand result.

Traditionally two universal criteria of activity effectiveness are distinguished:

- 1) The efficiency (economic), understood as the result of the certain purposeful activity, which is carried out in the given interval of time (working hour, shift) under given conditions;
- 2) Satisfaction (from work, belonging to a group), understood as a psychological status caused by a parity of certain claims of a person, labor activity and opportunity of their (claims) realization [Пряжников 1997].

The purpose of our research is to study special features of satisfaction and efficiency in job activity of the representatives of various professional groups. The total number of the examinees has made 54 people: 23 represented a „person – person” professional type, 21 represented a „person – equipment” professional type, 10 represented a „person – nature” professional type. All examinees have average vocational training on specialties and are still at work.

As a diagnostic toolkit we used diagnostic methods and techniques: „Satisfaction from activity” questionnaire by O. Leikert, method of expert ratings –

estimated scales „Efficiency of activity” by O.V. Filatova; „Specificity of interpersonal relations in a collective” technique by L.G. Pochebut and statistical processing of the empirical data (considering an average group value φ^* – criterion of angular transformation by Fisher).

In the course of empirical research the following data were obtained. The high degree of satisfaction from work organization is characteristic for three groups of the examinees, the highest parameters having the employees – representatives of a „person – person” professional type. The representatives of a „person – nature” professional type have higher level on other parameters of satisfaction. The representatives of a „person – equipment” professional type have the lowest level of satisfaction from job conditions.

The leading motive of activity with the employees – representatives of a „person – person” professional type is satisfaction from the result achieved (the average group value is equal to 4). With a „person – equipment” professional type representatives it is possible to single out such leading motives as avoiding of punishment and prestige (the average group value – 4,6 – 4,7). The motive of activity with the representatives of a „person – nature” professional type is public utility (the average group value – 3,3). This testifies that representatives of various professional types have different leading motives. The least important motive with representatives of a „person – person” professional type is avoiding of censure (the average group value – 3,4), with the representatives of a „person – equipment” professional type – satisfaction with the result achieved (the average group value is – 3), and with the representatives of a „person – nature” professional type – salary (average group value – 3,4).

The obtained data allow us to assert, that it is possible to single out some prevailing ways of stimulation such as gratitude and premium for the representatives of a „person – person” professional type (average group value – 3,8), as for the representatives of a „person – equipment” professional type the most effective ways of stimulation are threat of dismissal and premium (average group values – 5,9; 5,7) . The effective way of stimulation is threat of dismissal for the representatives of a „person – nature” professional type (average group value – 3,3). Thus, such way of stimulation as a premium will be equally effective for the representatives of a „person – person” and a „person – equipment” professional types; threat of dismissal will be equally effective for a „person – equipment” and a „person – nature” professional types. The least effective ways of stimulation for a „person – person” professional type is reduction of the salary and reprimand (average group value – 3); gratitude is least effective for the representatives of a „person – equipment” professional type (average group values – 3,7) . The least effective way of stimulation is premium for the representatives of a „person – nature” professional type (average group value – 1,3).

All three groups of the examinees have a high level of job satisfaction. The highest parameters have the representatives of a „person – person” professional type, the lowest – a „person – nature” professional type.

The employees – representatives of a „person – person” professional type have the highest level of development of such parameters, as serviceability (average group value – 7,6), the representatives of a „person – equipment” professional type – purposefulness, efficiency, serviceability and initiative (average group values – 6; 5,9; 5,6; 5,5), the representatives of a „person – nature” professional type have high parameters on scales: efficiency, serviceability and organization (average group values – 6,3). This testifies that representatives of all three types have high parameters of serviceability. They are capable for a long time professional activity at the maximal rate of performance.

The representatives of a „person – person” professional type demonstrated low parameters of efficiency on the efficiency scale – (average group value – 6,8), the representatives of a „person – equipment” professional type – on the organization scale (average group value – 3.3), the representatives of a „person – nature” professional type – conscientiousness and purposefulness (average group values – 5,4).

In all three groups the psychological climate in the collective is regarded by the examinees as favorable. The generated active nucleus of the collective is characteristic for them. The harmonious balance of job and emotional interpersonal recognition/interactions is observed. There are no obvious or latent groupings negatively disposed to each other, a superior or his/her orders. Heavy conflicts are improbable in such collectives. The employees are satisfied with their jobs, conditions of service, his/her assessment and stimulation, mutual relations among colleagues both horizontally and vertically, style of a management and prospects of further growth. Still the employees – representatives of a „person – person” professional type have SPK rating as medium favorable and unfavorable unlike the representatives of a „person – equipment” and a „person – nature” professional types, for whom such ratings are not characteristic.

The comparative analysis with the use of φ^* – criterion of angular transformation by Fisher allows to assert, that there have been revealed certain distinctions between the employees – the representatives of a „person – person” and a „person – equipment” professional types on the following parameters: satisfaction of job organization; leading motives: avoidance of punishment, prestige, satisfaction from result achieved; ways of activity stimulation: praise, gratitude, premium, reduction of salary, reprimand, raised tone of voice; effectiveness of activity: efficiency, conscientiousness, purposefulness, organization.

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The results of the research are one of algorithm elements in team-building skill development of a superior that contribute to the establishment of a favorable social – psychological climate inside the collective. The obtained data allow the superior to use the individual approach to the executor with the purpose of making full use of his/her job potential. The results contribute to the organization of a purposeful and effective selection of the necessary experts, having reduced probability of mistakes in selection, arrangement of the staff, certification and assessment of the personnel.

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Abstract

The paper is devoted to the results of empirical research of specific features in job satisfaction and efficiency of the representatives of various professional groups: a „person – person”, a „person – equipment” and a „person – nature” professional types.

Key words: efficiency of job activity, satisfaction of work, professional type.