

Psychosocial factors Impacting Job Dissatisfaction and Burnout in New Zealand's Hospitality Industry

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- Constructs of job satisfaction/dissatisfaction
- Burnout and its implications
- Methodology brief
- Results using the McRae Costa Personality 'Big Five' Indicator
- Gender themes evident in the research
- Prosocial aspects related to job satisfaction
- Job satisfaction related to 'mastery self concept' and 'prosocial self concept'
- Suggestions for the inclusion of our findings within these domains for employer use.

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What is job satisfaction:

Job satisfaction was defined by Locke (1976) as “a pleasurable or positive emotional state resulting from one’s job or job experiences” (p. 1300). Later, Armstrong (2003) defined job satisfaction as the feelings and attitudes of people toward their job.

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Burnout, as noted by Maslach, Schaufeli and Leiter, (2001, p. 397):

“Is a prolonged response to chronic emotional and interpersonal stressors on the job, and is defined by the three dimensions of exhaustion, cynicism, and inefficacy.”.

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Burnout becomes manifest within feelings of

- Exhaustion
leading to
- Depersonalisation and
- Inefficacy

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Method:

Data was gathered using two multi-construct
exploratory written questionnaires

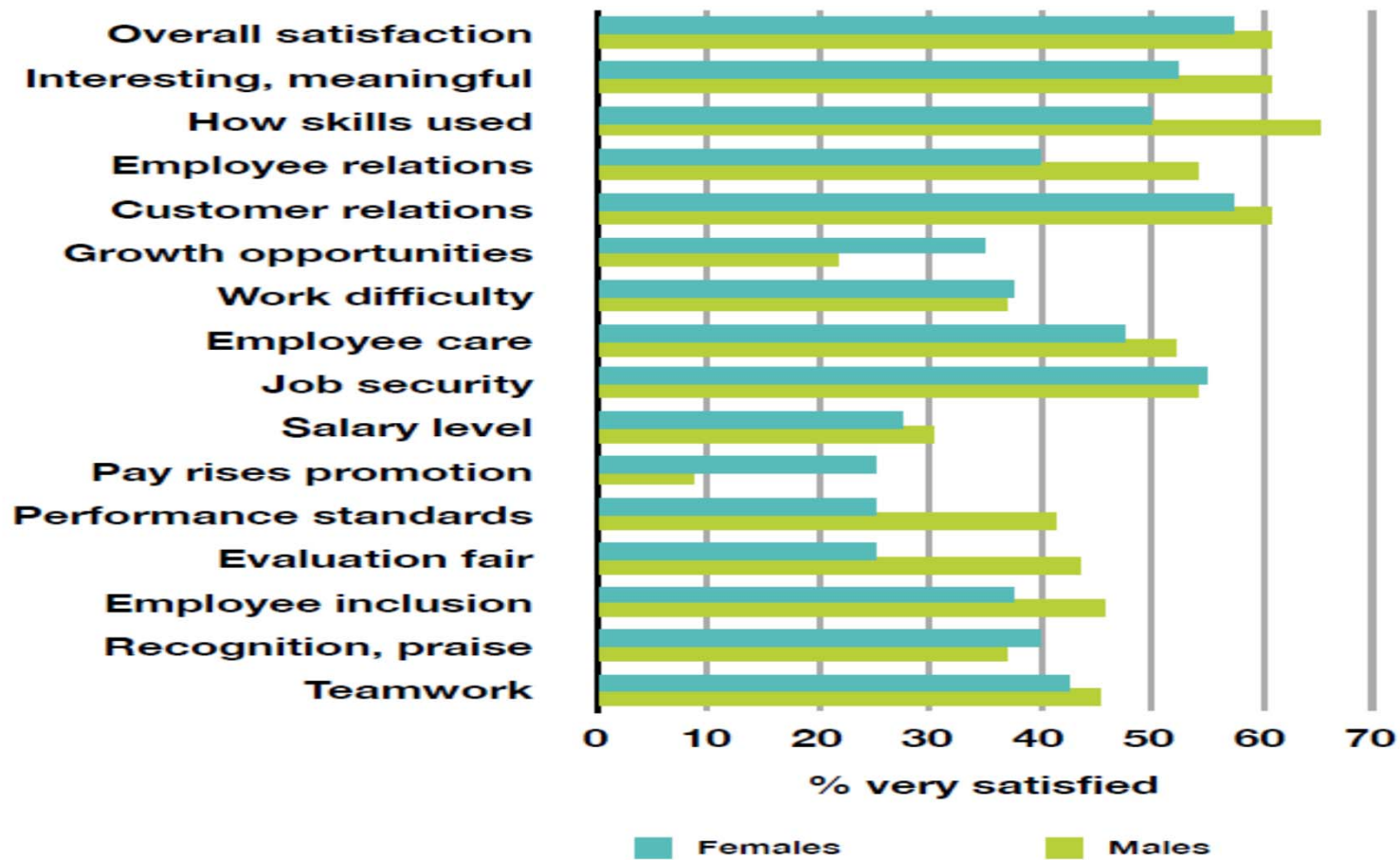
Administered to Restaurant Association of New Zealand
members, where $n = 122$

JOB SATISFACTION by “BIG 5” dimensions of the human personality

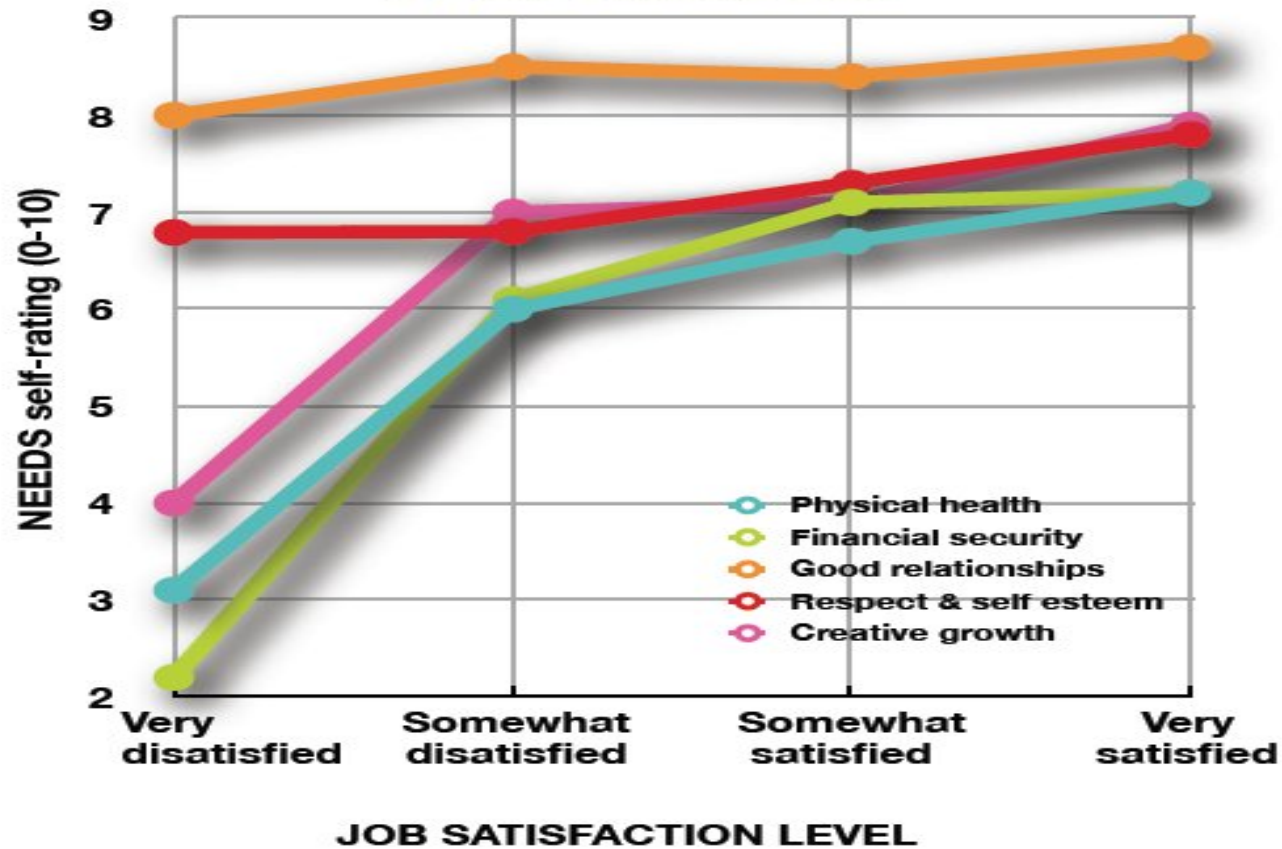


Job (dis)-satisfaction was measured across these domains

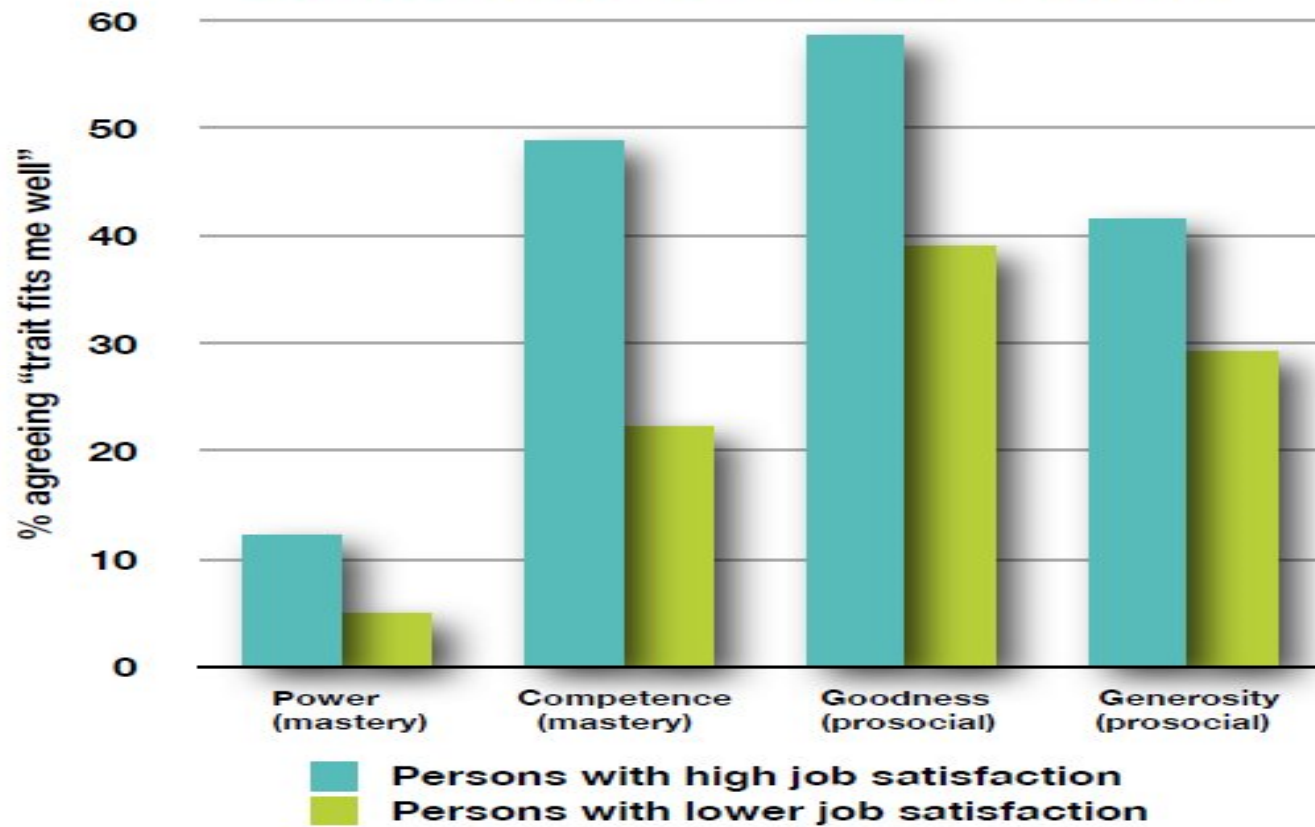
Interesting, meaningful
How skills used
Employee relations
Customer relations
Growth opportunities
Work difficulty
Care of employees
Job security
Salary level
Pay rise, promotion
Performance standards
Evaluation fair
Employee inclusion
Recognition, praise
Teamwork



PSYCHOSOCIAL NEEDS FULFILLMENT: by job satisfaction



JOB SATISFACTION by mastery/prosocial self-concept



So how can these findings help in 'employing the right people'

- Find strategies/questions within interviews that:
 1. Engage agreeability, conscientiousness, extraversion, emotional stability and openness to new experience.
 2. Consider preferences inherent to gender.
 3. Find out what people think of themselves and the world around them: do they think in zero-sum terms or positive sum terms.
 4. Consider constructs of physical health, financial security and creative growth needs related to potential employees.
 5. Listen!

Your Questions Welcomed....thank you.

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Armstrong, M. (2003). *A Handbook of Human Resource Management Practice*. (9th,Ed.). London: Kogan Page.

Locke, E.A. (1976). The nature and cause of job satisfaction. In M. D. Dunnette (Ed.).

Handbook of Industrial and Organizational Psychology. Chicago: Rand McNally.

