

2.5	Information from existing files and documents to determine how serious staff dissatisfaction is.	F recruitment policy	
		G case study	
			(3 × 2) [10]
<b>TOTAL SECTION A:</b>			<b>40</b>

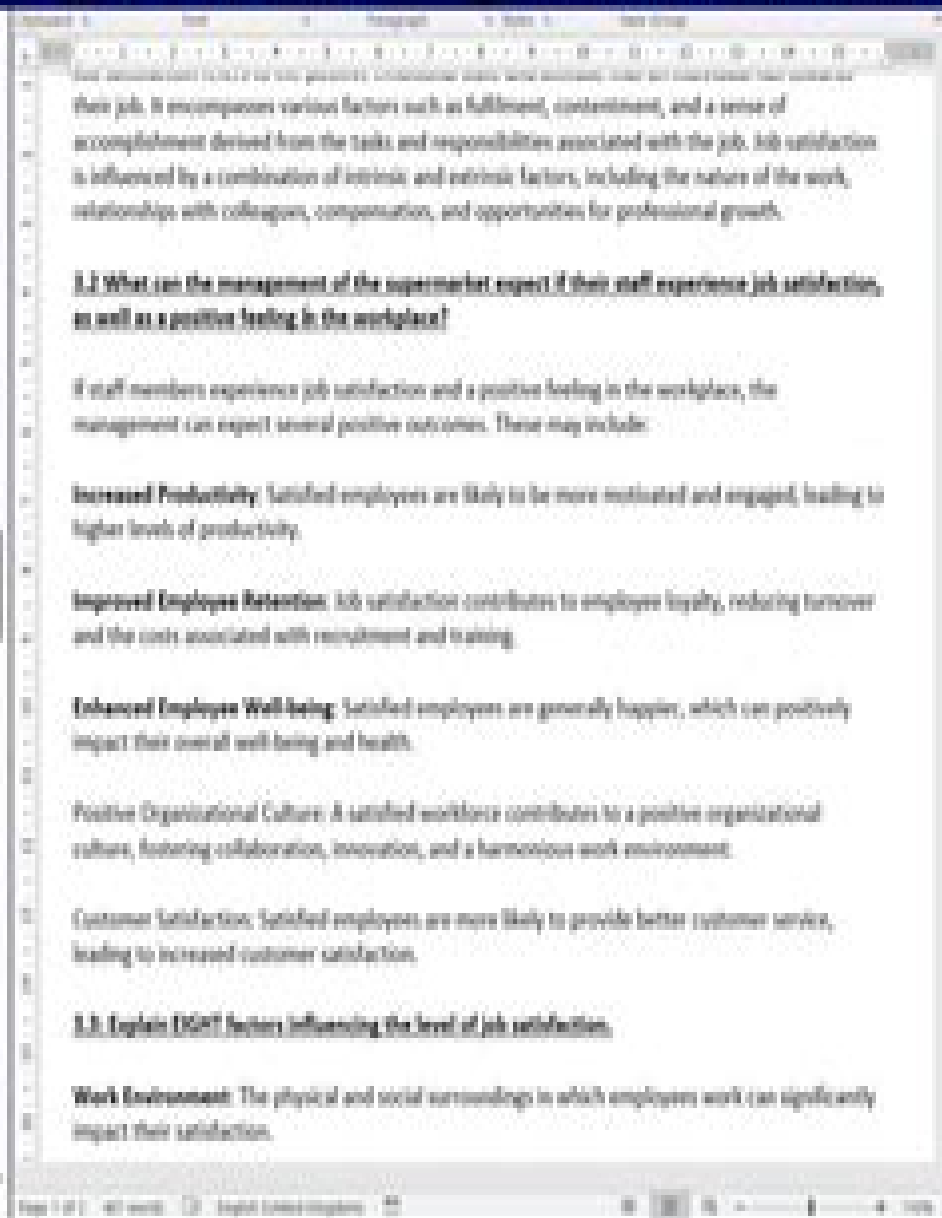
## SECTION B

Answer any FOUR questions in this section.

### QUESTION 3

Caroline Solomon is the general manager of Khumedi supermarket in Polokwane. She knows how important it is for staff members to experience job satisfaction. Part of the process of creating job satisfaction is to enrich the work of staff.

- 3.1 Explain the meaning of job satisfaction. (8)
  - 3.2 What can the management of the supermarket expect if their staff experience job satisfaction, as well as a positive feeling in the workplace? (10)
  - 3.3 Explain EXHIB factors influencing the level of job satisfaction. (8 × 2) (16)
  - 3.4 Achievement awards are motivational incentives used to reward outstanding, hard and consistently good work by employees, based on results achieved.  
Name THREE different forms of achievement awards. (3 × 2) (6)
- [40]**



**Job Satisfaction**

Job satisfaction refers to the positive emotional state and attitude that an employee has towards their job. It encompasses various factors such as fulfillment, contentment, and a sense of accomplishment derived from the tasks and responsibilities associated with the job. Job satisfaction is influenced by a combination of intrinsic and extrinsic factors, including the nature of the work, relationships with colleagues, compensation, and opportunities for professional growth.

**3.1 What can the management of the supermarket expect if their staff experience job satisfaction, as well as a positive feeling in the workplace?**

If staff members experience job satisfaction and a positive feeling in the workplace, the management can expect several positive outcomes. These may include:

- Increased Productivity:** Satisfied employees are likely to be more motivated and engaged, leading to higher levels of productivity.
- Improved Employee Retention:** Job satisfaction contributes to employee loyalty, reducing turnover and the costs associated with recruitment and training.
- Enhanced Employee Well-being:** Satisfied employees are generally happier, which can positively impact their overall well-being and health.
- Positive Organizational Culture:** A satisfied workforce contributes to a positive organizational culture, fostering collaboration, innovation, and a harmonious work environment.
- Customer Satisfaction:** Satisfied employees are more likely to provide better customer service, leading to increased customer satisfaction.

**3.3 Explain EXHIB factors influencing the level of job satisfaction.**

**Work Environment:** The physical and social surroundings in which employees work can significantly impact their satisfaction.

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slow money growth reduce inflation and support economic recovery Institutional reforms strengthened tax collections and public financial management and social spending increased Despite these efforts however large macroeconomic imbalances triggered by the loss of three quarters of oil exports continue to constrain growth prospects along with weak policies internal conflicts and U S sanctions Domestic and international efforts to end internal conflicts have yet to bear fruit and the humanitarian situation remains difficult Sanctions and the withdrawal of correspondent bank relations weigh on trade investment and growth Absence of progress toward debt relief limits access to official external financing

Japanese Retail Industry After the Bubble Economy Md. Arifur Rahman, 2022-07-07 This book highlights the major institutional changes in the development of the Japanese retail industry after the bubble economy The Japanese retail structure has been transformed from an abundance of small retail stores to chain stores by notable institutional changes with continuous variations in the post 1990s It provides an insight into the impact of retail density on the household economy in the stagnant economy of Japan The issues highlighted in this book include the background of the advent of 100 yen retail stores and strategic approach of the stores during the stagnant economy a comparative analysis of Japanese 100 yen shops and dollar stores in United States employment compliance of 100 yen shops and dollar stores in developing countries factors that contributed to change the Japanese distribution channels after the 1990s and determinants of retail density in Japan The stagnant economy in the post bubble period along with changes in the large scale retail store law led consumers to shift from the most popular department stores to supermarkets and the cheapest retail alternatives With its recent data and theories this research work will be of interest to business and economics students and researchers in Japanese retailing and relevant areas

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could have caused some of the more recent regional financial crises what their key characteristics were how they could have been prevented what lessons national governments central bankers and the International Monetary Fund IMF have learned and how such crises could be prevented in the future The authors include current and former cabinet members of national governments central bankers IMF officials scholars and practicing economists in both national and multilateral organizations all of whom have either participated in the management of the various types of financial crises they analyze and discuss and or have made major contributions to their understanding including recommendations of how they could be avoided in the future     **Management** ,1983

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