

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

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 EXHAT 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]**

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.

3.2 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 Organisational Culture:** A satisfied workforce contributes to a positive organisational 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 EXHAT 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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Marco Cascella



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1. Understanding the eBook N5 Previous Question Papers 2012 Personnel Management
 - The Rise of Digital Reading N5 Previous Question Papers 2012 Personnel Management
 - Advantages of eBooks Over Traditional Books
2. Identifying N5 Previous Question Papers 2012 Personnel Management
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an N5 Previous Question Papers 2012 Personnel Management
 - User-Friendly Interface
4. Exploring eBook Recommendations from N5 Previous Question Papers 2012 Personnel Management
 - Personalized Recommendations
 - N5 Previous Question Papers 2012 Personnel Management User Reviews and Ratings
 - N5 Previous Question Papers 2012 Personnel Management and Bestseller Lists
5. Accessing N5 Previous Question Papers 2012 Personnel Management Free and Paid eBooks
 - N5 Previous Question Papers 2012 Personnel Management Public Domain eBooks
 - N5 Previous Question Papers 2012 Personnel Management eBook Subscription Services
 - N5 Previous Question Papers 2012 Personnel Management Budget-Friendly Options

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 - ePub, PDF, MOBI, and More
 - N5 Previous Question Papers 2012 Personnel Management Compatibility with Devices
 - N5 Previous Question Papers 2012 Personnel Management Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of N5 Previous Question Papers 2012 Personnel Management
 - Highlighting and Note-Taking N5 Previous Question Papers 2012 Personnel Management
 - Interactive Elements N5 Previous Question Papers 2012 Personnel Management
8. Staying Engaged with N5 Previous Question Papers 2012 Personnel Management
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers N5 Previous Question Papers 2012 Personnel Management
9. Balancing eBooks and Physical Books N5 Previous Question Papers 2012 Personnel Management
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection N5 Previous Question Papers 2012 Personnel Management
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine N5 Previous Question Papers 2012 Personnel Management
 - Setting Reading Goals N5 Previous Question Papers 2012 Personnel Management
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of N5 Previous Question Papers 2012 Personnel Management
 - Fact-Checking eBook Content of N5 Previous Question Papers 2012 Personnel Management
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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