



Safe Environments
Healthy Workers

5 FACTORS THAT IMPACT YOUR LEVEL OF SATISFACTION AT WORK

Do you ever come home from work feeling unsatisfied? Do you ever dread going to work in the morning? According to the Statistics Canada General Social Survey (Statistics Canada, 2017) higher rates of satisfaction with one's job was tied to their level of satisfaction with their ability to manage work-life balance. Find out the top 5 factors from our Healthy Worker Survey that were identified as impacting our level of satisfaction at work and some ways to enhance those areas.

TOP 5 FACTORS THAT IMPACT LEVEL OF SATISFACTION @ WORK

When asked to identify the top 5 factors that influenced their level of satisfaction at work, the participants in PSHSA's Healthy Worker survey said:

1. Relationship with their direct manager
2. Workload
3. Relationship with co-workers
4. Compensation
5. Flexibility (work hours and location)



WAYS TO IMPROVE YOUR LEVEL OF SATISFACTION

RELATIONSHIP WITH OUR MANAGERS

Our bosses have a tremendous impact on our workload and workplace stressors, whether real or perceived. Our bosses and managers are often responsible for our advancement in a company and can speak at a higher level of our successes and achievements. Moreover, they help shape our day to day work experience. Are we being inspired by their knowledge and leadership, or are dreading every meeting with them?

According to Forbes (Smith, 2013), while we don't need to love our bosses, we need to be able to work with them. Some tips for strengthening our relationship with our bosses include:

- Having more one on one meetings. During this time we can ask for feedback, get to know our bosses more personally, and get a chance to communicate with our bosses, whether this be updates we need to share or to express
- Put yourself in their shoes! What challenges do they have? How can you help the situation?
- Ask for help and advice
- Be respectful in our actions and the way we speak and demonstrate your value

WORKLOAD

Sometimes we may feel that we have little to no control over our workload, but it significantly impacts our stress at work, so what can we do about it? Here are some tips (ICAEW, 2011) to consider

- Prioritize our tasks; there will always be more work than you have time to complete in a day
- Write our tasks down! Don't keep it in your head, at the beginning of each day or week, write down what you need to get done and by when. Writing things down will help you prioritize as well
- Set realistic deadlines
- Allow time for interruptions

RELATIONSHIP WITH YOUR CO-WORKERS

Similar to that of our relationship with our manager, our relationship with co-workers can have a significant impact on our day to day and overall work experiences. We spend a considerable portion of our waking hours at work with our coworkers, and these relationships can even impact our organizational commitment (Liloia, 2011). Some ways to build our relationships include:

- Have open communication and treat everyone with respect. It is essential that you remain non-judgmental and non-confrontational to allow for early resolution of conflict and concerns, which in turn will help cut down on gossip
- Set clear boundaries within your relationship. While it can be great that some coworkers become friends outside of work, it is important that everyone understands the difference between spending time in and out of work
- Take breaks throughout the day such as coffee breaks and lunches to get to know your coworkers on a more personal level

COMPENSATION

We often feel that our compensation is directly related to our performance. So, when and how can we ask for more money?

- First, verify that you deserve more compensation. Get your boss's feedback, research the market data on salaries and raises, and how to compare
- Increase your responsibilities
- Ask off-cycle so your organization may be able to account for an increase in their next fiscal cycle
- Leave for a better offer

Somewhat surprisingly, we tend to feel satisfied with our pay and benefits when we feel like we have been recognized and rewarded in other ways, aside from compensation. (Folkman, 2017) Some suggested ways to achieve this are:

- Energize and inspire others. Be proud of your accomplishments and achieve satisfaction by inspiring others and sharing your wisdom
- Individual growth and development. Employees who are satisfied with their career and development opportunities are often more satisfied with their pay and benefits
- Help create a positive work environment. With high engagement, communication and a positive work environment, people may feel better about their compensation

FLEXIBILITY (HOURS, LOCATION)

According to the Statistics Canada General Social Survey (Statistics Canada, 2017), higher rates of satisfaction with one's job was tied to their level of satisfaction with their ability to manage work-life balance. Flexible work schedules can allow for higher employee morale, engagement and commitment to the organization. However, increasing the flexibility of your workplace can be a challenging thing to do as we do not influence the physical work location and sometimes the hours of our work. What we can do as employees include:

- If possible, work remotely and use the technology that we have at our fingertips
- Open communication with our bosses, sometimes all we need to do is ask
- Use your morning commute to plan for the day or week ahead so you arrive at work prepared

© Public Services Health and Safety Association

REFERENCES

- Folkman, J. (2017, 06 08). *How to Increase Satisfaction with Pay (without Increasing Pay)*. Retrieved from [www.forbes.com: https://www.forbes.com/sites/joefolkman/2017/06/08/how-to-increase-satisfaction-with-pay-without-increasing-pay/#4057a72129d0](https://www.forbes.com/sites/joefolkman/2017/06/08/how-to-increase-satisfaction-with-pay-without-increasing-pay/#4057a72129d0)
- ICAEW. (2011, June 1). *10 Ways to Prioritize your Workload*. Retrieved from [www.ICAEW.com: https://www.icaew.com/archive/library/subject-gateways/business-management/strategy-and-planning/small-business-update/10-ways-to-prioritise-your-workload](https://www.icaew.com/archive/library/subject-gateways/business-management/strategy-and-planning/small-business-update/10-ways-to-prioritise-your-workload)
- Liloia, N. (2011, 04 18). *How to Improve your Relationships at Work*. Retrieved from [www.Forbes.com: https://www.forbes.com/sites/womensmedia/2014/12/01/how-to-improve-your-relationships-at-work/#725fb3f547a2](https://www.forbes.com/sites/womensmedia/2014/12/01/how-to-improve-your-relationships-at-work/#725fb3f547a2)
- Shu-Jen, J., & Lin, S.-C. (2011). Impact of coworkers's relationships on organizational commitment and intervening effects of job satisfaction. *AJBM Vol. 5(8)*, 3396-3409.
- Smith, J. (2013, October 16). *14 Tips for Improving Your Relationship with Your Boss*. Retrieved from [Forbes: https://www.forbes.com/sites/jacquelynsmith/2013/10/16/14-tips-for-improving-your-relationship-with-your-boss/#2f5c07ef59b0](https://www.forbes.com/sites/jacquelynsmith/2013/10/16/14-tips-for-improving-your-relationship-with-your-boss/#2f5c07ef59b0)
- Statistics Canada. (2017, 11 07). *Life in the fast lane: How are Canadians*. Retrieved from [www150.statcan.gc.ca: https://www150.statcan.gc.ca/n1/daily-quotidien/171114/dq171114a-eng.pdf](https://www150.statcan.gc.ca/n1/daily-quotidien/171114/dq171114a-eng.pdf)