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Job satisfaction of Employees of the UMS- Dubai

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*Collective Research involving all Faculty Members of the Faculty of Media and Mass Communication
University of Modern Science in Dubai*

Abstract

Introduction:

The effectiveness of any organization is associated with the efficiency of the employees and their ability to work and achieve as an effective and influential component in the use and recruitment of energies and physical available facilities. The basic problem facing the management in any organization is to identify the factors and variables affecting the human resources, which are reflected on the behavior and performance of employees and their ability to a productive work.

Job satisfaction study is considered as a comprehensive evaluation process covering all aspects of work (its interactions and its effects), in which the management identifies itself, contributes to reveal the pros and cons and recognizes the performance development and various policies and decisions, which help in strengthening the relationships with employees in all areas, considering that the employees are the backbone of successful organizations to achieve their goals.

In the framework of what has already undergone, the topic of job satisfaction is conducted at many organizations in contemporary society. In this regard, educational institutions have received, particularly universities, great attention in this area.

The recent study of job satisfaction is carefully conducted by researchers, where they work in the same University, among staff and faculty members at the University of Modern Science to study and analyze the impact of certain factors on the job satisfaction in order to reach results and indications that are useful to the university administration in policy-making, decision-making, and the development of future plans and programs, which can contribute to the advancement of professional performance of the University of Modern Sciences.

The Problem of the Research:

The research problem is determined by studying some factors that influence job satisfaction of employees and faculty members of the University of Modern Sciences, and the role of each of these factors negatively and positively on them.

The Conclusion:

The Study of job satisfaction is of great importance to organizations and institutions with a view to maximize the benefit of workers and find appropriate psychological climate. Moreover, setting policies and decisions that support their satisfaction and increase their ability to work and accomplishment, are for the benefit of organizations and employees themselves. Hence, the importance of this study is to identify the main factors affecting job satisfaction for staff and Faculty of the University, the research team comes up with many significant and fundamental results. It would be appropriate and helpful to highlight the most important results, which can be determined as follows-:

- 1- Approximately 60% of those who enrolled in the University was through colleagues, friends, personal relationships and kinship relations with employees, while the nature of the job for university professors and employees supposedly governed by considerations of scientific and academic specialization, knowledge, accuracy and objectivity in the selection.
- 2- There are more than 58% of the employees who don't have satisfaction; 18% of them consider unsuitability, the other 40% of them believe that the salary are inappropriate, and they are seeking to increase it.
- 3- It is found that there is a high rate of job satisfaction among employees on an appropriate working conditions, where 84% of the employees find that working conditions are suitable.
- 4- The variable that studies relationship between the top management and subordinates at the University got higher rate up to 60%, a percentage that reflects the state of satisfaction.
- 5- The relationship and collaboration variable among colleagues in the UMS receives 83% where it shows the positive and cooperation indications.
- 6- The study shows that the number of average employees knows the methods of evaluation used by the administration with the workers, and that 27% of the sample size does not know those methods.
- 7- Lack of training opportunities for staff and faculty members, where 46% of the sample size receive training sessions.
- 8- Increasing the number of employees and faculty members who have the desire to continue working in the university, they have accounted for 89%

of the sample size, and limited number of them have no desire to continue to work and looking for another place by 11% of the workers.

Study Recommendations:

At the end of this study, the researchers infer the most important recommendations in this study concerning the factors that influence job satisfaction for workers at the University of Modern Science which are as follows: -

- 1- It is important to post Academic and Non-Academic positions through advertising in the newspapers and the website of the University.
- 2- It is important to identify staff and faculty members' policy concerning salaries, taking into account the expenses of living, housing, and furnishing compared to the competitive universities.
- 3- There is a need to invest positive and friendly relations between superiors and subordinates, activate and use them for the benefit of upgrading the professional and academic performance within the University.
- 4- There is a need to educate the employees the policies and methods of evaluation in the frame of informing them what is reflected on the level of the performance they have.
- 5- There is a need to develop a clear and specific plan to train the cadres in the areas that increase their knowledge and their professional skills in various technical sections and departments.
- 6- There is a need to preserve the qualified staff and faculty members in the University and improve their performance, and attract academic and professional personnel from outside.

