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SATISFACTION AND PERFORMANCE WORK - DIMENSIONS RELEVANT FOR THE ORGANIZATIONAL YIELD

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Abstract: *The purpose of this paper is to present the psychological dimensions relevant to the work of organizational dimensions that are closely related to job satisfaction and performance, with profit and organizational performance. In this paper we will refer only to some of these dimensions, which have shown from numerous empirical studies that are relevant to organizational performance. To achieve the applicative approach, we propose the following objectives: 1. Identifying characteristics of dimensions of organizational climate, environment specific security and protection of companies from Iasi, 2. psychological intervention on organizational climate improvement.*

Keywords: *trust, satisfaction, cohesion, psychosocial stability*

1. INTRODUCTION

Any psychological assessment has certain objectives that apply regardless of the stage in which the analysis or evaluation methodology used. A prime objective of psychological evaluation is to facilitate individual and organizational performance, be it the selection of candidates who have psychological characteristics closest to the open position requirements (selection training), whether it's psychological evaluation to identify potential professional development (career management) or consulting the employee about the issues, concerns or opportunities that arise in the working collective (organizational climate analysis), final result that we want to obtain or to influence, is performance. Performance or performance at work, visible at first individually and then collectively, lead ultimately to the profit and creating new development opportunities (individually and at

the company/ institution). The second objective of psychological evaluation of staff is to create a climate conducive to individual and collective performance, which translates climate individually by contentment, satisfaction, professional fulfillment, and not by identifying with the company/ institution and its mission. At the organizational level, this second objective has a corresponding concept clearly, but I might call "stimulating environment", "participatory culture" or "organizational harmony." (Armstrong, M. 2014). Given that we live much of our lives working, sometimes at the same firm-institution is important for her to bring us satisfaction, we accomplish, not to give us the feeling that time is lost or obligation. Because if this happens, we lost so we as employees and the organization we belong to, as an employer and user of our time and effort.

All staff psychological assessment procedures aimed at achieving the two

objectives, although in every action, they are formulated as specific targets (identify the best candidate, identify training needs, define the grounds for dissatisfaction professional identify resistance to change etc.). Do not forget the fact that the two objectives are interdependent. For example, scientific research has shown that employees with higher job satisfaction achieved higher performance than other employees; professional dissatisfaction was associated with both low productivity and with absenteeism, accidents and illnesses. (Pitariu, H. 2000). On the other hand, obtaining a recognized performance, individual or collective, increase confidence and job satisfaction and performance creates new premises.

Beyond the organization's overall management efficiency, communication problems often occur within a group or between departments, employee job satisfaction, motivation and agreement to payment system, the practical organization of current activity or the quality of hierarchical relation. Can be no question of achieving major shifts in the institution, changes usually are expected of all kinds of rumors and therefore can accumulate dissatisfaction, conflict, open or hidden, between the heads, collective or hierarchical structures.

It becomes clear that in terms of human resources for the smooth management of an institution is not always enough jobs / functions are well defined; the tasks are clear to all employees as professional selection exams to be well made assessment procedures or the work to be performed correctly and with finality stimulating. Interventions are needed and other managers from HR, interventions that include analysis of organizational climate, (Zlate, M. p.176). Organizational climate can be described as affective components (feelings, fears, feelings, positive or negative), cognitive (beliefs, opinions, rumors), behavior (involvement, slow, absenteeism, protests, etc.). And obviously the size that I already did reference - communication, job satisfaction, organization, etc.. Organizational climate depends on the quality of actions for ensuring the physical and social environment - without organizational dysfunction and functional - that is how the formation and structure micro

groups work, quality of labor relations and social environment, the system of evaluating work of existing shares to training and promotion, information systems and communications, management style and methods, etc.

Determines the organizational climate factors fall into two categories: 1. Objective - working conditions, age group and its components, the training of staff members, the remuneration of employees. 2. Subject: a) individual related factors - the conception of man, professional competence, leadership style, pedagogical tact, fairness distribution tasks, assessing work efforts and results, incentives, knowledge work and life issues faced by people, prestige and authority. b) factors related to the collective - cohesion, mood, morality group work force of collective opinion.

The relationship between the two factors is not about cause - effect, but an interaction mediated by individual and collective characteristics of the group in question. Therefore, psychosocial climate has a lot of tests, not caused by events, isolated positive or negative. A single failure in activity does not work install a climate of tension, just as a reward does not lead to a collective good climate. But small facts fulfill a particular role when it collects in individual and collective memory and, over time, contribute to the deterioration working atmosphere. The mood is a synthetic indicator of the psychosocial climate. It is generated by ideas; feelings and aspirations that stabilized, due to a higher consciousness and of enduring beliefs cannot be easily shaken. From the psychological point of view, the mood is defined as available to members of a collective dominant, characterized by confidence in the group, self-confidence, about the role played in the group, commitment to group work and willingness to strive group to achieve goals.

Cole G. (2000) for individual morale as a phenomenon, but determined group. Theories on moral are expressed as a combination of factors that are considered to represent elements of satisfaction or dissatisfaction generators: 1. Stimulating factors - cohesion, the optimal management, high level of training, self-confidence, lack of fatigue and



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illness, decent, success in training, motivation, correct assessment of group members and the head of hierarchy, etc.. 2. Negative factors - increased intensity of stress, lack of cohesion, poor process management, fatigue, poor training, inadequate skills formats, poor motivation, lack of self-confidence, passivity, etc.

Multitude of factors that determine moral act simultaneously, but the amount, direction and meaning of their influence is dependent on situational context of objective and subjective. It is vital to select and act each time on that dominant factor influencing the positive and morale within the group. "Organizational climate analysis provides invaluable information in the form of suggestions or solutions to solve specific problems, possible leverage to motivate employees, descriptions of possible future threats or opportunities for development of efficient business or firm-institution" (Armstrong, M., 2006).

2. APPLIED RESEARCH APPROACH

Our research aims to identify the characteristics of dimensions of organizational climate, specific environmental protection and security firms and psychological intervention on organizational climate improvement. The sample investigated. For the smooth running of research have been a lot of 90 employees of security companies and protection of Iasi, under contract, with average age between 20-40 years old mostly based on a year, married, with a level of secondary schooling.

Table 1. Numerical and percentage distribution by age of employees:

Category	20 – 25 years	25 – 30 years	30 – 35 years	35 – 40 years
Numeric	20	27	19	24
Percentage	23,26 %	26,74 %	22,09 %	27,91 %

Table 2. Tenure of employees:

Tenure-year	2008	2009	2010
Numeric	22	13	55
Percentage	20,93 %	15,12 %	63,95 %

Table 3. Level of schooling of employees:

School	Education Vocational	Higher Education	High School
Numeric	18	70	2
Percentage	20,93 %	77,91 %	1,16 5

Table 4. Marital status of employees:

Marital status	Married	Unmarried
Numeric	67	23
Percentage	73,26 %	26,74 %

2.1. Methods, techniques and evaluation procedures. The methodology is conceived as a variant of operational research, being simultaneously a modern design and a method of psycho-sociological investigation that combines the knowledge and diagnosis of status quo and behaviors functions of assessment, intervention and prognosis of staff morale. Practical effectiveness of the methodology is directly related to how to comply with certain principles, such as: a) the responsibility for quality assurance, objectivity and timeliness of analysis and morale; b) to achieve and maintain among staff morale has a collective leading role in relation to individual morale, c) the positive-negative affect staff morale team morale decisive military groups. I used to achieve research-based questionnaire survey, observation, interview and questionnaire as a tool to record and analyze the psychological state of mind.

2.2. Description. Mood questionnaire analysis is structured on four main dimensions that define this area: trust, satisfaction, cohesion and psychosocial stability. Trust and satisfaction with every three overtones (relevant for individual morale), and

psychosocial cohesion and stability, with four overtones (collectively important for morale). Here is the main significance of the size considered in the methodology:

- TRUST is the basic size of individual morale with a complex psycho-social content. It simultaneously shows a personality trait (high capacity assessment, self and action) and an invigorating mood, optimistic, safe in their own and collective success. This dimension refers to: a) confidence b) confidence in leaders, c) trust in logistics equipment used.
- SATISFACTION is an emotional-affective state, which deeply influences the positive morale, especially its role regulating, supporting and mobilizing effective action mental for us. This dimension refers to: a) satisfaction with the working and living conditions, b) job satisfaction, c) the satisfaction given by the welfare state.
- COHESION is an essential condition. Designates bonds of unity, solidarity between group members, relations under which it operates powerful, coherent and relatively autonomous. This dimension refers to: a) interpersonal relations, b) engaging in tasks c) adaptability; d) the force of collective opinion.
- PSYCHOSOCIAL STABILITY mainly means the ability to perform assigned duties group, to act consistently effective, competent, providing a relaxed atmosphere psychosocial positive. Overtones: a) quality of training, b) the normative, c) stability of leadership, d) psychological stability.

The questionnaire includes 33 items relating to physical factors, psychosocial and psycho individual that can positively or negatively influence the state of morale. The response is assessed on a Likert scale of intensity from 1 (minimum) to 10 (maximum), depending on the individual opinion of each employee (rating scale in 10 steps). General appreciation of the state of morale and of every size, and indicator variables is made through five grades, which correspond to the evaluation scale of 10 steps, notes, as follows - VERY GOOD - Grades 10 and 9, good - Notes 8 and 7, ENVIRONMENT - grades 6 and 5, SATISFACTORY - Unsatisfactory grades 4 and 3 - Notes 2 and 1. Since the media is

obtained is calculated in hundredths, transforming the notes are rated according out relationship: a) Unsatisfactory (0 - 1,50); b) Partially satisfactory (1.51 to 3.50); c) Satisfactory (3, 51 to 6.50); d) Good (6.51 to 8.50); e) Very good (8.51 - 10).

2.3. Interpretation of results. To achieve goals, using specific instruments work, we proposed to analyze the psychological dimensions relevant to organizational activity, namely to identify psychosocial characteristics of organizational climate, with an important role in maintaining and stimulating the activity of employees. Assessing organizational climate in the work group assessed were purchased, processed and interpreted information about mood and attitudes favorable or unfavorable working group to carry out its tasks, from interpersonal relationships vertically and horizontally rewards and punishment system, opportunities for career development, etc.

In this took into account objective factors, subjective, which can positively or negatively influence the psychosocial climate, the conclusions and direct observations of direct leaders, discussions with staff, the leadership and participation in certain practical activities. In table 5 present the results obtained by questionnaire on mood and confidence ratings appropriate size.

Table 5. Results obtained in confidence dimension.

Dimension	TRUST		
	Self confidence	Trust chief	Trust technical
Under size			
Average	8,84	8,57	8,46
General average	8,62		
Rating	Very good		

Interpretation: Trust is relevant to employees of security firms and protection by the expression of feelings and attitudes that are strong motivating forces in domestic certainty that has a very good training, high commitment to the heads, which are characterized by professional competence through style effective management, the principled and fairness, commitment to the organization's mission. This is highlighted by notes that were given great confidence in chief



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and in itself, logistic equipment, this resulting in average size 8.62, corresponding to a very good rating.

Table 6. Satisfaction dimension

Dimension	SATISFACTION		
Under size	Working conditions	Job satisfaction	Social status
Average	8,53	8,32	8,43
General average	8,43		
Rating	Good		

Interpretation: Employee satisfaction is reflected by the joy and pleasure expressed by success in business, the satisfaction on fulfillment of needs, goals and aspirations, and felt the fullness of recognition of merit. Employees said they were satisfied with the socio-professional status held, and in particular working conditions which are provided with the fitting line and solve personal problems that arise, and thus job satisfaction, this dimension obtained average 8.43 corresponding good qualifier.

Table 7. Cohesion dimension.

Dimension	COHESION			
Under size	Interpersonal relations	Engaging in tasks	Adapting	Collective opinion
Average	8,55	8,06	8,51	8,77
General average	8,47			
Rating	Good			

Interpretation: The cohesion dimension, good grades were given force of collective opinion, the existing positive interpersonal relationships in the organization, both horizontally and vertically, members of the capacity to adapt to new situations and engaging them in their duties. At this size they obtained average 8.47, corresponding good qualifier.

Table 8. Psychosocial dimension stability

Dimensions	Psychosocial stability			
Under size	Quality	Normativity	Leadership stability	Psychological stability
Average	8,34	8,92	8,27	8,68
Average general	8,55			
Rating	Very good			

Interpretation: The psychosocial dimension stability were assessed with very good grades normative, psychological stability, training and management in terms of stability (s direction), the averages obtained were assessed with a good grade. Media in this dimension is 8.55, corresponding to very good qualifier. The results allow us to belief that the organization is functional psychosocial climate, characterized by high trust in leaders and in themselves, strong collective opinion, positive interpersonal relationships, a good adaptive capacity, psychological stability, normativity and training high.

3. CONCLUSIONS

The results of the questionnaire on mood, shows that the working group analyzed, the climate is optimal psychosocial, functional, characterized by trust between team members, collaboration and mutual aid, communication, optimism, positive interpersonal relationships, open expression of ideas, initiatives, strong cohesion and collective opinion, the lack of tension and conflict.

Strengths of the work group studied are: normative (8.92), confidence (8.84), the force of collective opinion (8.77), psychological stability (8.68) confidence in leaders (8.57); positive interpersonal relations (8.55), working and living conditions (8.53), ability to adapt to new situations (8.51). Of course there are

complaints mostly related to the salary and financial incentives - as activators of economic motivation - concerned, without doubt, an important place among the other categories of stimuli able to maintain a high level of mood. However their place and role is not as important as you might think at first sight. Although the economic motivation remains a significant stimulation of the propeller work, which is treated with respect at work, recognition and personal development, play a major role in boosting their performance.

Most of the strengths listed above are considered psychosocial factors of satisfaction and the use by line managers, can lead to increased job satisfaction and performance. Heads must ensure that employees benefit from a balanced system of appropriate rewards and needs met because of factors motivating exclusively pecuniary - that could work spores of subjective value - recognizing individual achievements and encouraging communication in the workplace are decisive in obtaining the participation of employee's performance. In conclusion, the importance of psychosocial climate is that it can influence the efficiency

and increase employee job satisfaction, loyalty and keeping them in the organization, which means in fact achieve a fundamental purpose of organization.

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