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Motivation and satisfaction as a differentiator for the work environment

Motivation and satisfaction as a differential for the work environment

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SUMMARY
This work seeks to present the relationship between motivation and satisfaction, seeking to present them as a differentiator for the work environment. The words satisfaction and motivation are often considered synonymous. In fact, they are directly linked, but they differ in terms of concept. As a methodology for this work, bibliographical research was used, for this purpose, studies were used as references, such as published periodicals that address the subject of the topic researched here.
Key words: Motivation. Satisfaction. Relationship.

ABSTRACT
The present work seeks to present the relationship between motivation and satisfaction, seeking to present them as a differential for the work environment. The words satisfaction and motivation are often used synonymously. In fact, they are directly linked, but they differ in concept. As a methodology for this work, the bibliographic research was used, for that, the use of studies, such as published journals that address the subject of the theme researched here, was used as references.
Keywords: Motivation. Satisfaction. Relationship.

1. INTRODUCTION

This study can be justified due to the importance that motivation and satisfaction have for institutions, since both play a great role and can influence worker productivity, being able to interfere in the way in which the employee develops in their work environment. work.

2. RELATIONSHIP BETWEEN SATISFACTION AND MOTIVATION

The words motivation and satisfaction are often considered synonymous. In fact, they are directly linked, but they differ in terms of concept. According to Gomes and Quelhas (2003) apud Santos (2016):

> Satisfaction implies feeling satisfied with something; motivation means feeling motivated to do something. While satisfaction (or dissatisfaction) manifests itself as a feeling of pleasure or pain, pleasure or displeasure, contentment or discontent, etc., motivation expresses itself as a tendency to action and demotivation manifests itself as a tendency to inaction. (GOMES E QUELHAS, 2003, p. 6 apud SANTOS, 2016)

As for motivation, for Knapik (2008)

> Motivating means "moving to action", mobilizing energy and efforts in pursuit of achieving certain goals. Motivation, therefore, is what moves a person in a certain direction. In a globalized and competitive world, concern with motivation has a strategic aspect; it means encouraging people to take action, to achieve and achieve goals, in order to avoid accommodation and stagnation of creativity (KNAPIK, 2008, p. 96).

Herzberg's theory (1968) makes a relationship between motivation and satisfaction, called two-factor theory, where, according to this theory, motivational factors are responsible for generating an improvement in satisfaction and productivity.

Another way of linking motivation to satisfaction is presented in Vromm's theory (1964), where it is believed that there is a dependence between performance and satisfaction. For example: when the institution where the person works chooses

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by adopting a method of rewards proportional to the level of commitment and dedication that the employee has put into carrying out his task, and when recognition is adopted for the services provided by his employees, it can generate an increase in the level of motivation of employees of that institution in general .

2.1 SATISFACTION AND MOTIVATION IN THE WORK ENVIRONMENT

Satisfaction in a work environment refers to the contentment that the employment environment provides to the individual. On the other hand, motivation is related to the reasons why a person dedicates themselves to work, regardless of whether it generates satisfaction or not. In this sense, Robbins (2006) believes that satisfaction in the work environment is generated by the sum of feelings that the employee has in relation to work.

For Schermerhorn Jr.; et. al. (1999), with a high level of motivation, the employee will consider that his rences were met, and therefore, it will dedicate itself to achieving an increasingly high level of performance. And with high performance, workers have more opportunities to be recognized in terms of remuneration and working conditions inherent to them, as a form of recognition for the excellent performance of the work provided. When the employee receives rewards for the work performed, he believes that his needs have been met, which will increase his satisfaction (SCHERMERHORN JR.; HUNT; OSBORN, 1999).

Satisfaction is a topic that requires attention due to its notable importance for institutions, since it has a great influence on worker productivity, being able to influence the way in which the employee will develop in the work environment, in addition to reflect and affect both physical and mental health and the family and personal life of the worker whose satisfaction is compromised (MARTINEZ; PARAGUAY, 2003).

Regarding the importance of having satisfied employees in the organization, Robbins (2002) states:

> Satisfied employees seem more likely to speak highly of the organization, help others, and exceed expectations regarding their work. Furthermore, satisfied employees may be more willing to go beyond their regular duties, wanting to repeat positive experiences (ROBBINS, 2002, p. 78)

For Tamayo (1998), job satisfaction is unstable and with multiple factors that can usually affect it. are: relationship with management and other colleagues, classification and promotion methods, issues related to salary, among other factors.

In this sense, Siqueira (2008) completes by stating that job satisfaction suggests how much the employee who works in a given institution experiences pleasant experiences in the context of their work environment, constituted by the same conditions mentioned previously, namely: salary, management, co-workers , bonuses etc.

According to Spector (2014), job satisfaction is versatile attitudes that portray how a person identifies themselves. tifies in relation to its function in general and its numerous factors.

Job satisfaction encompasses a group of unique reactions to various segments of work that are likely to influence the person, such as promotions and bonuses, the type of supervision and leadership in general, companionship between colleagues and the work itself. (SIQUEIRA, GOMIDE JR., 2004).

According to Siqueira (2008), satisfaction is also closely associated with the emotional bond that the person establishes in the work environment. Still according to Siqueira, Gomide Jr. (2004).

> "Job satisfaction is manifested through positive emotional bonds with work, which highlights good relationships between peers and with managers, salary issues, existing opportunities as well as the expectations generated by them, company management policies and satisfaction with the results of the services performed, thus making the study of satisfaction a multidimensional element." (SIQUEIRA; GOMIDE JR., 2004)

Motivation is shown on many occasions by the satisfaction that the person has in their professional practice, arising from feelings related to work, such as pleasure when performing a certain task, whether the person feels valued in their profession, among other occasions.

Motivation corresponds to the direction, meaning, perseverance and energy of a person's behavior with the

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As the days go by, preferring specific behaviors incorporated into the very likely. For Spector (2003), motivation considered from another point of view, refers to the interest in obtaining something or achieving some objective, where the desire, the eagerness, of wanting, are converted and result in motivation.

In this sense, Robbins (2005) completes, explaining that motivation is the responsible factor with regard to intensity and persistence of energy that a person uses to achieve a certain objective.

Yassin, Mohaud and Tarabuunka (2016) established in their research an important relationship between motivation, teaching satisfaction and performance in Somalia. It seems that teachers feel more motivated and satisfied to carry out their teaching task satisfactorily when they feel that their work is recognized or valued by managers and their peers. Thus, Arias and Arias (2014) believe that as part of management development, when carrying out appropriate recognition, such action directly reflects on motivation and consequently on the organizational climate.

CONCLUSION

It is clear that motivation and satisfaction go hand in hand and are characterized by people's emotional and social development. Therefore, satisfaction will be a means of motivation. As a result of this research through bibliographic studies, it can be seen that motivation and satisfaction are seen as differentials for the work environment.

That said, it is extremely important that companies seek new ideologies that increase the level of satisfaction and consequently motivation of their employees, so that they remain active in the job market, which is increasingly demanding and in greater need of competent employees, who perform their work satisfactorily, and thus have increased productivity and efficiency.

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