

SUMMARY
DOCTORAL DISSERTATION
SATISFACTION WITH WORKING CONDITIONS
A LOYALTY TOWARDS THE EMPLOYER

mgr inż. Grzegorz Szałas

Praca doktorska napisana

w Katedrze Zarządzania

i Jakości Produktu

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Errata do tytułu rozprawy doktorskiej mgr inż. Grzegorza Szalasa

Poz. 1 tytuł pracy

Jest:

*Satysfakcja z warunków pracy a lojalność **wobec** pracodawcy*

Powinno być:

*Satysfakcja z warunków pracy a lojalność **względem** pracodawcy*

Errata for the title of the doctoral dissertation mgr inż. Grzegorz Szalas

Item 1 job title

There is:

Satisfaction with working conditions and loyalty towards the employer

Should:

Satisfaction with working conditions and loyalty to employer

Summary

The main goal of the study was to identify the relationship between satisfaction with working conditions and loyalty to the employer. In view of the above, the following thesis was formulated:

Satisfaction with working conditions affects loyalty to the employer.

In the course of the analysis of the available literature and the operationalization of the research field for the purpose of verifying the assumed thesis, partial hypotheses were additionally formulated:

H1: Satisfaction with working conditions is a multidimensional construct.

H2: There are formal characteristics of employees differentiating their level of satisfaction with working conditions.

H3: There are formal characteristics of employees differentiating their level of loyalty to the employer.

H4: Employees create homogeneous segments due to the level of satisfaction and loyalty.

H5: Job satisfaction affects loyalty to the employer.

Before starting empirical research, the author set the following partial goals, which the above research was to serve:

C1: Determining the dimensionality of the concept of satisfaction with working conditions (factor analysis).

C2: Measurement of satisfaction with working conditions and its diversity through formal characteristics of employees.

C3: Measurement of loyalty to the employer and its differentiation by the formal characteristics of employees.

C4: Defining the taxonomy of employees in terms of their satisfaction and loyalty.

C5: Determining the strength and nature of the relationship between satisfaction with working conditions and loyalty to the employer.

The entire work is contained in five chapters. The first chapter deals with the relationship between job satisfaction and loyalty. The second chapter presents the broadly understood issues of work safety. Chapter three describes the methodology of empirical research, while chapter four describes the measurement of satisfaction with working conditions and loyalty to the employer and their dependence. The fifth chapter is a summary of the results achieved during the verification of the hypotheses.

The author's own contribution includes:

- a) a critical analysis of the research conducted so far in the adopted field and, on this basis, the operationalization of this field;
- b) developing a questionnaire and conducting an empirical study;
- c) selection of methods and tools to verify the hypotheses;
- d) carrying out a statistical multivariate analysis using the above methods and tools;

- e) analysis of the obtained results and drawing conclusions based on it;
- f) developing recommendations for employers in the field of improving employee satisfaction and loyalty.

The conducted empirical study allows for the conclusion that satisfaction with working conditions is related to loyalty to the employer. This relationship, as shown by the analysis of the responses obtained from the respondents - administrative and office employees - is not simple: it does not equally apply to various elements of the work environment and individual subgroups, differentiated by sex, age and other parameters.

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