
Contents

<i>Preface</i>	<i>vii</i>
<i>1. The Nature of Job Satisfaction</i>	<i>1</i>
What Is Job Satisfaction?	2
<i>2. The Assessment of Job Satisfaction</i>	<i>5</i>
The Job Satisfaction Survey (JSS)	8
The Job Descriptive Index (JDI)	12
The Minnesota Satisfaction Questionnaire (MSQ)	15
The Job Diagnostic Survey (JDS)	17
The Job in General Scale (JIG)	18
Michigan Organizational Assessment Questionnaire Subscale	19
Developing or Modifying a Satisfaction Scale	19
Procedure for Scale Development	21
<i>3. How People Feel About Work</i>	<i>23</i>
Cultural and Demographic Differences in Job Satisfaction	25

4. Antecedents of Job Satisfaction	30
Environmental Antecedents of Job Satisfaction	31
Personal Antecedents of Job Satisfaction	49
5. Potential Effects of Job Satisfaction	55
Job Performance	55
Organizational Citizenship Behavior (OCB)	57
Withdrawal Behavior	58
Burnout	65
Physical Health and Psychological Well-Being	66
Counterproductive Behavior	67
Life Satisfaction	68
6. Concluding Remarks	71
Appendix	74
References	77
Author Index	88
Subject Index	93
About the Author	96