

Job Analysis Enables Manager to Understand Jobs and Job Structures to Improve Productivity

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Abstract: *This study is based on a company case. The main problem with the Hello Cafe concept was that the employees were stressed and unsatisfied with the organisation of the work flow and this resulted in a lack of quality in customer service and inefficiency at work. These problems were related to the missing job analysis charts and job descriptions. Therefore, there was a real need to thoroughly analyse the work of everyone. The objectives were to clearly describe the main duties and clarify the responsibilities of each task. The goals of this research are, first, to define the Job analysis charts for different tasks in Hello Cafe and, second, to analyze the impact of the job analysis charts on the productivity and on the employees' job satisfaction. The findings of this research indicate that the job analysis helps to improve job satisfaction. We will show that the employees are more efficient and happier at work when the daily duties are established; in addition, job analysis helps to improve customer service. However, these results can only be applied to this particular case and can't be generalized.*

Keywords: Job analysis, Job Satisfaction, Job analysis Chart, Job Description, Productivity, Customer Service, Management.

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