

Arbeitszufriedenheit - Ariane Struck

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Im Rahmen der Organisationspsychologie fand das Konzept der Arbeitszufriedenheit besondere Beachtung. Erste Forschungsbemühungen setzten zu Anfang des 20. Jahrhunderts ein, wenngleich die Bedeutung der emotionalen Befindlichkeit des Individuums in der Organisation schon vereinzelt in früheren Jahrhunderten Beachtung fand (vgl. ROSENSTIEL 1995, S. 238). Der eigentliche Boom der Forschung ereignete sich in den 50er Jahren im Zusammenhang mit den Untersuchungen zum 'Human-Relations-Konzept'. Die Annahme war, dass durch eine Steigerung der Arbeitszufriedenheit die betriebliche Produktivität erhöht werden könne. Zufriedene Arbeiter sollten eine höhere Leistungsbereitschaft, ein geringeres Interesse an freiwilliger Kündigung und geringere Fehlzeiten aufweisen (vgl. FISCHER 1991, S. 3). Schon bald stellten allerdings erste Überblicksreferate eine geringe Kriterien-Validität des Arbeitszufriedenheits-Konzepts in Form niedriger Korrelation mit den erwarteten Verhaltensweisen (Leistung, Fehlquoten, Fluktuation...) fest. Widersprüchliche Ergebnisse wurden publiziert und der Zusammenhang zu konzeptuellen und methodischen Schwierigkeiten wurde deutlich (vgl. FISCHER 1991, S. 3f). Angesichts der Vielzahl und Widersprüchlichkeit der vorliegenden empirischen Ergebnisse wurden in neuerer Zeit Meta-Analysen durchgeführt, um einen verlässlichen Erkenntnisgewinn durch Zusammenfassung einer großen Zahl von Studien zu ermöglichen (vgl. FISCHER 1991, S. 7).

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