

The impact of job characteristics on job satisfaction in a Vietnam public sector department

NGUYEN VAN ANH

People's Committee of Dong Thap Province

TON NGUYEN TRONG HIEN

Lawsgroup

Submitted: 19/08/2019 – Accepted: 22/10/2019

Abstract:

Job satisfaction is one of the positive feelings at work that leads to positive attitude and behaviour of employees at work. This is a complex concept which is influenced by a variety of factors. This research findings may contribute to the existing literature that find out whether the job characteristics model (JCM) of Hackman and Oldham (Hackman and Oldham, 1976) is appropriate in the Vietnam PS context. As this research collected quantitative and qualitative data, thus multiple data analysis techniques were utilized. Qualitative data collected from interviews were recorded and subsequently transcribed, translated, coded and thematically analyzed. The research results suggest that there was no gender difference in job satisfaction due to the fair treatment at work and female employees also received more support from male counterparts. The research highlights that task identity and autonomy do not affect the three psychological states and job satisfaction. It can also be concluded that the job characteristics model offers an incomplete account of the correlation between the five job characteristics, three psychological states and job satisfaction in the Vietnam public sector.

Keywords: *Job characteristics, job satisfaction, Vietnam public sector, interview.*