

The relation between quality of communication and employee's satisfaction

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Abstract. *Quality communication is a key aspect in everyday human life but also key factor for maintaining quality private and business interpersonal relationships. Communication also plays an important role in business organizations because it enables better performance of tasks, leads to a sense of belonging to the organization and to building trust. In addition to this, employee's job satisfaction is also due to the motivation that drives employees to perform work tasks as well as possible. In addition to rewards, motivation also can be in the form of a positive working atmosphere, which certainly affects job satisfaction. Except that, theoretical part of the work defines communication and motivation, describes in more detail the types and forms of communication, theories of motivation and defines factors that influence motivation. Also, the paper presents several studies of the connection between communication and motivation and employee's satisfaction. The research part of the work tries to gain insight into the connection between the influence of communication and motivation on employee's satisfaction. With specific goals, an attempt*

is made to find out which methods of communication employee's communicate most often in the organization, which they would like to see applied more often, then, which factors motivate them in performing their work and to what extent demotivators affect employee's satisfaction. The research was carried out by means of a questionnaire in the company MDK Građevinar d.o.o., and the questions answered by the respondents will provide information about the real impact of certain elements of communication and motivation on employee's job satisfaction. The research results will be graphically presented and interpreted and will also be processed using several statistical methods. As a basis for further research, at the end of the paper, guidelines for the application of the results and possible methodological limitations will be proposed, and at the end, the conclusion about the conducted research will be presented.

Keywords. motivation, communication, employee satisfaction with the work environment