**Perspective of Employees & Employers**

Steven Munich

Eastern Florida State College

MAN 4504: Operational Decision Making

Dr. F. D. Christopian

02/20/2023

**Perspective of Employees & Employers**

The first thing that came to my mind when I saw the word “Job Enlargement” it reminded me about a place I used to work at. When I started there were about 2-3 people doing the job, when they saw how hard I worked I became the only one, without any increase in pay. The 2 major factors for me was that Conditions became unsafe and I could make more money somewhere else, so I quit that job.

“Working conditions are an important aspect of job design. Physical factors such as temperature, humidity, ventilation, illumination, and noise can have a significant impact on worker performance in terms of productivity, quality of output, and accidents.”

(Stevenson, 2020, P. 307).

One thing I learned from that experience is to take care of your workers. We’re only human and even machines break down time-to-time.

“It is crucial to make your employees feel important and appreciated if you want to keep top talent and improve performance. The benefits of taking care of your employees include:

* Increased productivity and innovation
* High workplace morale
* Job satisfaction
* A positive atmosphere
* Good customer service
* Loyal and dedicated staff

(**Indeed Editorial Team)**

Treating your employees well actually increases productivity, and it makes sense. Maybe in some situations someone is under-worked, they have a lot of idle time, etc. In that situation it makes sense to give them more work. It also gives them cross-training which is a very smart thing. If there is only 1 person who knows how to operate equipment in an assembly line what happens when that person gets sick? It becomes a bottleneck for the rest of production. Now lets say there is not more work to give to anyone, it makes sense to cross-train employees using Job rotation.

For a job to be created there needs to be a demand for that good and/or service. My dad was a very successful realtor who also flipped houses and there was a demand for homes(there always will be). He did not build the houses but repaired them. He couldn’t do all of it himself because he was busy with real estate sales, so he hired a few people. Basic things like painting he would get us kids to do, but other things like drywall & carpentry he needed skilled laborers. Over time he had: a carpenter, an electrician, and 2 guys for drywall & floors. He also had his investors flip houses to keep the workers busy. He couldn’t go to the store to get supplies all day long so he promoted someone who had a vehicle to be the supervisor. This is an example of Job enrichment.

Now selling a house is not only a service but also a product. It was a product that made our family comfortable because my dad believed in the product. My personal experience was driving for uber, but I found it was much more profitable to schedule the rides myself. I would hand out my card and tell people to call me directly cutting out the middle man. I’d say 50% of my regular clients I poached from Uber. It took a lot to run my own business and it really made me appreciate what it takes to create a job. Sometimes I’d get so busy I’d ask my roommate if he wanted to drive a client and make the money.

The Job I had before that was for Papa John’s, and they treated me well. I had fun, made friends there, and the working conditions were pleasant. The reason I left was simply to make more money. A Forbe’s article about disloyalty says:

“Sometimes people leave. Sometimes a new opportunity arises that is too good to pass up.”

Which makes one wonder why did someone quit? Is it because we are bad or did they get a better offer? In one case the working conditions may be unsafe and the employee may feel exploited, in another it is very simple. To make more money.

**References**

Indeed Editorial Team. 12 Tips For Taking Care of Your Employees. Updated 06/24/2022

Retrieved 02/20/2023 [12 Tips for Taking Care of Your Employees | Indeed.com](https://www.indeed.com/career-advice/career-development/taking-care-of-your-employees#:~:text=The%20benefits%20of%20taking%20care%20of%20your%20employees,Good%20customer%20service%206%20Loyal%20and%20dedicated%20staff)

# [David Sturt and Todd Nordstrom](https://www.forbes.com/sites/davidsturt/) The Truth About Employee Loyalty, And 5 Things Every Leader Should Know. Published 01/10/2019. Retrieved 02/20/2023 [The Truth About Employee Loyalty, And 5 Things Every Leader Should Know (forbes.com)](https://www.forbes.com/sites/davidsturt/2019/01/10/the-truth-about-employee-loyalty-and-5-things-every-leader-should-know/?sh=42faf017482c)

Stevenson, W. J. (2020). Operations Management (14th ed.). McGraw-Hill Higher Education (US). <https://reader2.yuzu.com/books/9781260718447>