

Motivation, Satisfaction and Knowledge Management

Mirza Glavić

International School for Social and Business Studies, Slovenia
mirzaky@gmail.com

Gregor Jagodič

International School for Social and Business Studies, Slovenia
gregor.jagodic@mfdps.si

Abstract

Today's organizations need to be aware of how important their employees are. The organization is people, so their operation, success and efficiency depends on employees, their motivation, satisfaction, and knowledge. With the empirical research of satisfaction among employees in Organization X, we were interested in the connection of motivational factors with knowledge management. Theoretically, we researched the areas of human resource management, motivation, satisfaction, job performance, knowledge management and career development. Empirical findings shows that employees are most satisfied with the continuity of employment, the work they do and co-workers, and they are motivated by the dynamism and interest of the work and additional education. They are least satisfied with the possibility of advancement and education, while they are demotivated by multi-shift work and work on weekends and holidays. From the point of view of knowledge management, employees want more knowledge, better knowledge transfer and better rewarding of new knowledge.

Keywords: motivation, satisfaction, human resource management, knowledge management, work performance