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**Feature Paper**

**"A Proposed Study To Identify Key Factors In Systems Personnel Job Satisfaction"**

This paper was presented by Deepak Gautam, Stephen E. Lunce, Balasundrum Maniam during the SWDSI 2003 Annual Meeting in Houston, Texas, March 2-6, 2003.

This paper presents a review of the job satisfaction of information systems (I.S.) professionals' literature; this review of the previous research will help identify opportunities in which these types of studies may be expanded in the future. These future studies should provide I.S. recruiters and human resource (H.R.) managers who have to recruit technical professionals with valuable insights into the factors that these employees consider important. This information can be used to increase retention, reduce absenteeism, and generally improve the morale of these highly skilled individuals. This proposal will describe a study, which should allow H.R. and I.S. management to learn more about what their technical, professional employees are seeking in the work place. It will review the relevant literature; it will introduce the contents of a questionnaire, which will be validated; and it will describe how the data collected through the application of the questionnaire to a specific population might be analyzed and utilized.

To read this entire paper on (title), visit our Web site at (link)

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**Tip Of the Week**

**"The Twelve Dimensions of a Great Workplace"**

Gallup defines a fully engaged employee as "one who can answer all the questions in the Gallup Q12 with a strong affirmative." The Q12 questions were identified through extensive research that correlates employee attitudes to five outcome measures: employee retention, productivity, customer

satisfaction/engagement, safety, and profitability.

What is a great workplace?

- Item 1. I know what is expected of me at work.
- Item 2. I have the materials and equipment I need to do my work right.
- Item 3. At work, I have the opportunity to do what I do best every day.
- Item 4. In the last seven days, I have received recognition or praise for doing good work.
- Item 5. My supervisor, or someone at work, seems to care about me as a person.
- Item 6. There is someone at work who encourages my development.
- Item 7. At work, my opinions seem to count.
- Item 8. The mission or purpose of my company makes me feel my job is important.
- Item 9. My fellow employees are committed to doing quality work.
- Item 10. I have a best friend at work.
- Item 11. In the last six months, someone at work has talked to me about my progress.
- Item 12. This last year, I have had opportunities at work to learn and grow.

"Essentials of Business Research Methods" Hair, Joseph F.; Babin, Barry; Money, Arthur H.; and Samouel, Phillip, Leyh Publishing, 2003, page 149.

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## Call For Papers

### "8th Annual Fall Educator's Conference"

The 8th Annual Fall Educator's Conference is scheduled for September 11-12, 2003, in Nashville, TN

Submission deadline for papers: July 1, 2003

For more details on the this conference, visit <http://www.mmaglobal.org/MMAFall03Conference.html>

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## Call For Papers

### "European Applied Business Research Conference"

The European Applied Business Research Conference is scheduled for June 9-13, 2003 in Venice, Italy

Submission deadline for papers: April 30, 2003

For more details on the this conference, visit <http://www.wapress.com/EABRCMain.htm>

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## Conference

### "efmd 33rd EISB Conference"

efmd 33rd EISB Conference "Entrepreneurial and Professional Management in Small and Medium Sized Enterprises: Combining Creativity and Technical Skills", will be held September 10-12, 2003 at SDA Bocconi in Milan, Italy

For further information on this conference, visit <http://www.sdabocconi.it/eisb33/>

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## Announcement

### "8th Annual Ethics and Critical Thinking Conference"

The 8th Annual Ethics and Critical Thinking Conference (June 15-16, 2003) has received a \$50,000 grant to offer tuition free scholarships to business, religious, and civic leaders in the Springfield Missouri area to attend the conference with the \$195 conference fee being waived. Please complete the registration form at <http://www.franklinpublishing.net> and write "grant" next to "fee". Also, please email the form to Kathie Bachelet at Southwest Missouri State University at [kab315t@smsu.edu](mailto:kab315t@smsu.edu)

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If you have any comments about the SBANC newsletter or if you know of any upcoming small business event to promote, please contact Christian Bol at [cbol21@hotmail.com](mailto:cbol21@hotmail.com)

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