

ITEM CARD

Annex No. 1 to Regulation No. 3/07/2020
of 13 July 2020 on the model card
subject at the Higher School of Management
in Warsaw

I. GENERAL BASIC INFORMATION ABOUT THE SUBJECT (MODULE)										
Item Name Methods of employee satisfaction surveys										
Name of the organizational unit leading the course:			Faculty of Management and Technical Sciences							
Name of the field of study, level of education:			Management I degree							
Learning profile:			General academic							
Name of the specialty:			-							
Type of learning module:			To choose from							
Year/Semester:			Year I semester 1							
Person coordinating the subject:			Anna Kacprzak, M.A.							
Prerequisites (resulting from the succession of items):			lack							
II. FORMS OF CLASSES AND NUMBER OF HOURS										
	Lecture	Exercise	Seminar	Laboratory	Workshop	Project	Seminar	Consultation	Exam/Passing	Total hours
Full-time studies			50							50
Part-time studies			15							15
III. METHODS OF TEACHING ACTIVITIES										
Forms of classes			Didactic methods							
Seminar			Activating methods, multimedia presentations, case studies, discussions							
Exercise										
IV. OBJECTIVE LEARNING OUTCOMES WITH REFERENCE TO LEARNING OUTCOMES FOR THE FIELD OF STUDY AND AREAS										
Lp.	Description of the learning outcomes in question								Directional effect reference	
Knowledge:										
1.	Knows and understands to an in-depth degree the methods of employee satisfaction tasks in various types of organizations								ZO1_W07	

		P6S_WG P6S_WK
2.	Knows in depth theories of motivation and strategies for building commitment affecting the improvement of employee satisfaction in organizations	ZO1_W10 P6S_WG
3.	Knows in depth the key problems and challenges in the area of employee satisfaction surveys	ZO1_W14 P6S_WG
Abilities:		
1.	Is able to use the acquired knowledge in professional activities, based on tools, research results, employee satisfaction survey reports	ZO1_U02 P6S_UW
2.	Is able to apply selected HR tools in practice m.in. in the area of employee satisfaction surveys	ZO1_U01 P6S_UW
Social competences:		
1.	He is ready to subtract responsible and ethical decisions in the process of building employee satisfaction and commitment	ZO1_K05 P6S_KR
2.	He is ready to implement employee satisfaction survey tools, taking into account their cultural diversity	ZO1_K04 P6S_KO
V. CURRICULAR CONTENT (LEARNING)		
Lp.	Seminar	Reference to the learning outcomes in question
1.	Employee satisfaction – introductory issues, advantages	ZO1_W07
2.	Objectives, types of employee satisfaction survey	ZO1_W10 ZO1_W14
3.	Factors shaping employee satisfaction	ZO1_U02 ZO1_U01
4.	Employee satisfaction survey as a source of information managerial	ZO1_K05 ZO1_K04
5.	Scope of employee satisfaction survey	
6.	Examples of criteria for assessing employee satisfaction	
7.	Directions of use of information from the satisfaction survey Employees	
8.	Methods and techniques of employee engagement satisfaction surveys	
9.	Organizational culture and employee satisfaction	
10.	Leadership and employee satisfaction	
11.	Professional development and career management and job satisfaction	
12.	Management paradigms – teal organizations vs red organizations. Professional satisfaction as a subject of research.	
13.	The problem of burnout and professional "rust".	

14.	Review of job satisfaction surveys.			
15.	Professional satisfaction of Poles. Presentation of secondary research results			
16.	Presentation of a case-study of the Polish teal organization in the context of the importance of employee satisfaction for efficiency.			
17.	Employee satisfaction and online work			
18.	Work life balance programs			
19.	Negotiating working conditions for employee satisfaction			
20.	Incentive systems and employee satisfaction			
21.	Assessment systems and job satisfaction			
22.	Onboarding and employee satisfaction			
23.	Offboarding and employee satisfaction			
Lp.	Participation in didactic activities (exercises, tutorials, project, laboratories, workshops, seminars) ¹	Reference to the learning outcomes in question		
VI. METHODS OF ASSESSMENT OF LEARNING OUTCOMES				
Learning outcomes /EU/	Verification method	Form of classes in which the EU is verified		
	Knowledge:			
ZO1_W07 ZO1_W10 ZO1_W14	Discussion activity; Written credit	Seminar		
Abilities				
ZO1_U02 ZO1_U01 ZO1_U32	Discussion activity; written credit	Seminar		
Social competence				
ZO1_K05 ZO1_K04	Discussion activity; Written credit	Seminar		
VII. CRITERIA FOR ASSESSING ACHIEVED LEARNING OUTCOMES				
Learning outcomes	Unsatisfactory assessment The student does not know and does not understand/cannot/is not ready:	Grade range 3.0-3.5 The student knows and understands / can / is ready:	Grade range 4.0-4.5 The student knows and understands / can / is ready:	Very good rating The student knows and understands / can / is ready:

¹ Appropriate to highlight

For each of the learning outcomes defined for the module in knowledge, skills and competences	The student obtains less than 50% max. the number of points for a given effect	The student gets from 50 to 59% max. the number of points for a given effect on a grade of 3 and The student gets from 60 to 69% max. number of points for a given effect on a rating of 3.5	The student gets from 70 to 79% max. the number of points for a given effect per grade 4, and The student obtains from 80 to 89% max. number of points for a given effect on a rating of 4.5	The student obtains more than 89% max. the number of points for a given effect
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VIII. STUDENT'S WORKLOAD – NUMBER OF HOURS AND BALANCE OF ECTS CREDITS

Type of activity ECTS	Studies Stationary	Part-time studies
Participation in didactic activities (lectures, exercises, tutorials, project, laboratories, workshops, seminars) – SUM of hours – from point II	50	15
Exam/Passing	1	1
Participation in the consultation	1	1
Project / Essay		
Independent preparation for didactic classes	28	43
Preparing to pass a teaching class	20	40
Total student workload (25h = 1 ECTS) TOTAL hours/ECTS	4 ECTS/100h credits	4 ECTS/100h credits
Student load in classes in direct contact with the teacher	50	15
Student load in practical classes		
Student load in practical vocational preparation classes	50	85

IX. LITERATURE AND OTHER DIDACTIC MATERIALS

Basic literature:

Luke Skowron; Marcin Gąsior Employee motivation and customer satisfaction and loyalty. Difin, Warsaw 2022

A. Witzczak, J. Kazimierczak, Professional satisfaction and professional stress on the example of bank employees in Poland, PTE, Zielona Góra 2022

Supplementary literature:

M. Juchnowicz, Professional satisfaction of employees. Human Capital Creator, PWE Polskie Wydawnictwo Ekonomiczne 2015

Cheryl Bachelder "Having the Dare to Serve: How to Achieve Better Results

serving others. Studio Emka, Warsaw 2017

A.Blikle,<http://www.moznainaczej.com.pl/moje-wyklady-i-warsztaty/150-doktryna-jakosci-podstawowe/497-organizacja-ogrodizacje-turkusowe>

Satisfaction with the work and its evaluation. Communication from CBOS
https://www.cbos.pl/SPISKOM.POL/2013/K_010_13.PDF research

Other teaching materials:

Data from the Central Statistical Office