

The chart below is the result of an extensive survey of the factors operating in a group situation that lead to satisfaction or dissatisfaction among members.

A. OBSTACLES TO NEED SATISFACTION

- i) poor relationship with leaders
- ii) poor relationship with other group members
- iii) poor organisational practice (including administration)
- iv) inadequate supervision of what is supposed to happen
- v) poor communication
- vi) personal problems in people's lives

B. PROVIDERS OF NEED SATISFACTION.

- i) a sense achievement
- ii) some recognition and affirmation
- iii) sense of making a valuable contribution
- iv) a sense of responsibility
- v) a sense of 'promotion' to assist others

It was commonly found that if the obstacles existed, members were dissatisfied. However if these obstacles didn't exist, satisfaction was still missing.

Only the presence of satisfiers (see B above) brought feelings of satisfaction.

This suggests that even when we provide those things which prevent unhappiness (see A above) people still need the 'satisfiers'.

Question 1

What implications does this have for

- a) you as Co-ordinators ?
- b) the Group members?

Question 2

What could you decide to do to 'satisfy' the members of your group?