

## Job satisfaction of Food Handlers

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Job satisfaction is widely studied at the level of psychology, sociology, economics and science. This concept is often related to the performance of workers, physical well-being, psychological and satisfaction with life in general. Some authors have correlated job satisfaction with several weaknesses in food service area, as the high rate of absenteeism and worker's turnover.

The purpose of this study was to evaluate the overall job satisfaction of food handlers of Oporto University Food Units.

To achieve this goal a socio-demographic characterization was developed and these data was related to working conditions and job satisfaction. A questionnaire including socio-demographic characteristics and a satisfaction scale based on Overall Job Satisfaction was applied for data collecting.

The respondents were overall satisfied with their work and correlated activities, showing greater dissatisfaction with salary and promotion perspectives. The age, number of years working in food service area and the cashier function were the demographic variables that mostly affected overall satisfaction.

Physical conditions of work, work performed, job stability, the immediate superior, the organization and operation of the food units and recognition of work by supervisors were the characteristics that showed more influence in predicting overall satisfaction

According to our results we may conclude that it is not enough to analyze job satisfaction from a single item, as workers respond differently to different issues related to their work, depending on individual feelings and expectations.