

The impact of shift work system on employees' satisfaction in private sector in Palestine

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The researcher in this study investigated the impact of work shift system on employees' satisfaction in private sector in Palestine through using the quantitative research approach based on using a questionnaire that was administered for a sample that consists of (50) employees. The results of the study expressed that there is moderate level of suitability for implementing the shift work system in Palestinian organizations. Besides, there are several advantages for implementing shift work system in Palestinian organizations and the most important advantages are that the shift work system fits the objectives set for the work. Besides, this system allows the employees to balance between work requirements and daily life requirements. Furthermore, it provides appropriate rest times for employees. On the other hand, there are several disadvantages for shift work system as there are many cases of absence and apologies among employees in evening shifts. Besides, prolonged periods of night shifts negatively affect the health of workers (taking drugs, smoking). Moreover, long working hours in shifts of more than 8 hours lead to disturbances in the workers' mood. Besides, the study results revealed that females expressed that there are several disadvantages for shift work system on their satisfaction and performance more than males this could be due to traditional, social cultural barriers that affect women participation in workplace more than males.

The researcher recommends that Palestinian organization have to pay greater attention for the effects of work shift system on employees' satisfaction and performance as the personalities and behaviour of employees is different as organizations may find that some employees prefer shift work schedules while others find it's difficult to exercise shift work due to cultural and

social restrictions that face the females working shift work or to allow women to get out of home in night. Furthermore, the researcher recommends Palestinian organizations to interest on the impact of shift work on employees` performance and satisfaction as this type of work arrangement affects negatively health employees. Thus, organizations have to develop training programs and workshops to help them to cope up with such system.