

THE EFFECTS OF FEEDBACK SIGN AND TASK COMPLEXITY ON JOB PERFORMANCES AND JOB SATISFACTION

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The purpose of this study was to investigate the effects of feedback sign (positive, negative, positive + negative, standard, vs. no feedback) and task complexity (high, vs. low) on job performance and job satisfaction. Two hundred and twenty-four subjects were randomly assigned to 5 (feedback) \times 2 (task complexity) experimental conditions to complete 20 work sessions. Each work session consisted of 20 detection-decision tasks of different complexity. After each session, relevant feedback was delivered by the computer. Results showed that subjects' working speed was significantly shortened by all four types of feedback, regardless of sign manipulation. However, subjects' performance accuracy decreased when there was sign of negative feedback. Negative feedback also tended to lower subjects' job satisfaction. It was found nonetheless that subjects receiving negative feedback were able to assess their working speed and accuracy more accurately than subjects in other feedback sign conditions. Task complexity was found to affect working speed, but had no effects on performance accuracy. Greater task complexity was compensated by longer response time.

Keywords: feedback sign, task complexity, job performance, job satisfaction, self-appraisal