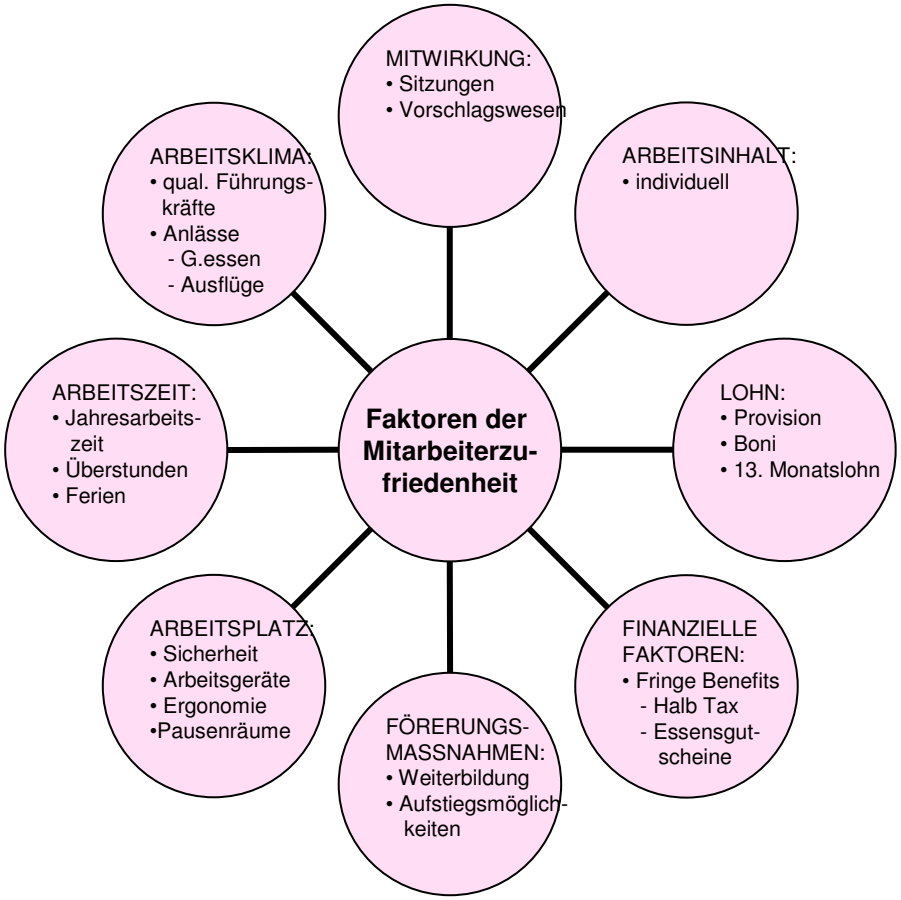Faktoren der Mitarbeiterzufriedenheit