

DOI: <https://doi.org/10.5281/zenodo.7464247>

JOB SATISFACTION AMONGST EMPLOYEES AT A SELECTED MUNICIPALITY IN SOUTH AFRICA: THE INFLUENCES OF RESOURCES

Thombokazi Moleko (Independent Researcher)

Samson Nambei Asoba & Nteboheng Patricia Mefi, Walter Sisulu University, Department of Public Management and Administration, Butterworth Campus

ABSTRACT

Service delivery by public bodies such as municipalities and government departments is a critical issue given the increasing number of protests about service delivery. The purpose of this research was to determine how resource (un)availability affects job satisfaction amongst employees of the King Sabata Dalindyebo Municipality (KSDM) in the Eastern Cape. Questionnaires were designed using SurveyMonkey and the link was sent to employees via the organisation's intranet. Although 64 questionnaires were completed, only 44 of these were usable for data analysis purposes. The findings of the study show that employees at the Municipality are generally satisfied with the personal, group and organisational factors that affect job satisfaction, but are concerned about the tools, quality of materials, office space, finances and the time required for them to accomplish the desired results. Such resources are very essential for the day-to-day execution of duties, and therefore the study recommends that the Municipality should consider adopting a strategic approach in terms of managing company resources so as to attain its objectives.