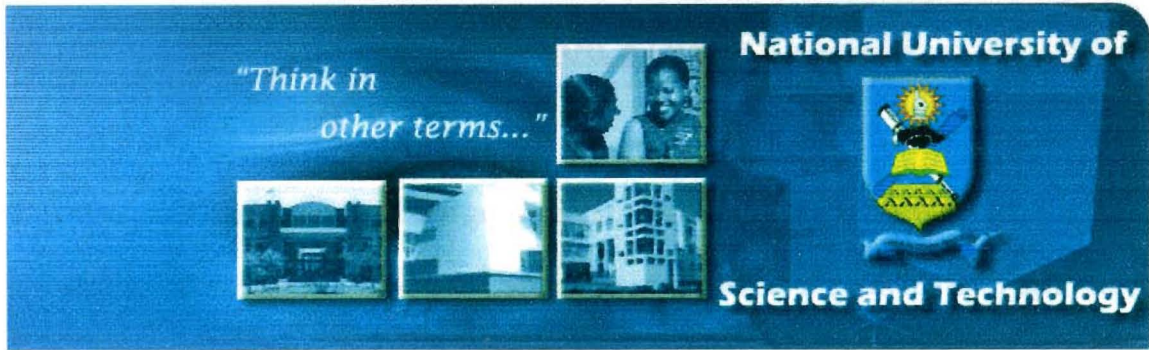


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Department of Business Management

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Submitted in partial fulfillment of the Bachelor of Commerce [Honours] Degree in Management at the National University of Science and Technology

Research Topic: Job Satisfaction. An investigation of the major determinants of Job Satisfaction in the heavy industrial manufacturing industry.

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EXECUTIVE SUMMARY

Issues related to job satisfaction are of paramount importance in today's business world. Workers are no longer treated as the "economic animal", but as rational beings. Gone are the days when it was believed that employees sought work to satisfy and augment their financial well-being. Companies that are seemingly "good-paying" can be living in a world of blindness to the "total employee" and the knowledge worker.

Organisations sometimes fail to unlock the jewels of expertise in their employees because of their inability to realize that money alone does not guarantee satisfaction. Given the different thoughts surrounding job satisfaction levels in organisations, it was imperative to study the predictors of job satisfaction/dissatisfaction. The study also attempted to substantiate the effect of individual need fulfillment and job satisfaction. The research also attempted to investigate the satisfaction of employees on 13 predictors of job satisfaction and 12 needs categories synonymous with the heavy industrial manufacturing industry.

This research was originally sparked off by research questions in **Chapter 1**, which led to the research hypotheses outlined in Chapter 1 about the contribution of facets of work and need fulfillment in the prediction of job satisfaction.

In order to find answers to the research questions, research was done by means of questionnaires. Information gathered includes biographical data that describes different groups that are found in the population, the degree to which needs are fulfilled and prioritised. The data collection methods are discussed in **Chapter 3** and the results discussed in **Chapter 4**. The main purpose was to determine what independent variables predict satisfaction in order for the organisation to focus resources and energy on those aspects that could make a significant difference. The aim was to obtain data that will enable the management to improve the well being of people and facilitate good labour relations.



In carrying out the research, primary data was used. Data were collected through the administration of questionnaires. After adequate data were collected, data analysis and presentation were conducted. Bar charts, pie charts and tables are used to illustrate the research results.

Chapter 5 summarises and discusses the main findings in relation to the literature survey that was reported in **Chapter 2**. Furthermore, the problems that were encountered are also mentioned, certain and relevant recommendations and suggestions made for future research studies. The main findings are summarised in terms of answers to research questions, aspects that members of the organisations are most satisfied with and most dissatisfied with. Further, findings are summarised relation to those aspects that members of the organisation regard as most important and least important, most and least preferred needs. It was found that the respondents are more satisfied with those aspects that concern their immediate work environment and the work they are doing than with those aspects that they don't have any control and are imposed on them from the external environment.