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ABSTRACTS

1. English

Study title: A validated leadership framework for job satisfaction and employee well-being of emergency services personnel in the Capricorn region, South Africa

The purpose of the study was to develop a leadership framework for job satisfaction and employee well-being among emergency services personnel in the Capricorn region, South Africa. A descriptive quantitative research approach was used. Data were collected from 164 permanent emergency services personnel through a cross-sectional survey using a Census sample method. The survey gathered respondents' perceptions of the relationship between leadership, job satisfaction, and employee well-being among emergency services personnel. Despite the extensive research on leadership, job satisfaction and employee well-being, there is a notable lack of studies on the mediating role of employee well-being in the relationship between leadership and job satisfaction among emergency services personnel in the Capricorn region, South Africa.

Pearson's correlation coefficient (r) showed significant relationships between leadership, job satisfaction and employee well-being. Furthermore, the SPSS Model 4 of Process Hayes showed that employee well-being mediates the relationship between motivational leadership and job satisfaction. Lastly, the emergency services biographical groups associate themselves with the current leadership approaches and perceive that they can foster job satisfaction and promote employee well-being. A major finding of this study is identifying elements that influence the relationships between leadership, job satisfaction and employee well-being. These elements, namely, recognition and career development, pay and benefits, supervisor support and engagement, meaning of work, social relationships and delegative leadership can therefore serve as tools for the emergency services personnel to improve on leadership approaches for job satisfaction and employee well-being. The HRMT underpinned the study to encourage leadership focus on personnel. This study corroborates the theoretical perspective by demonstrating how different leadership approaches can influence job satisfaction and, subsequently, employee well-being through social bonds and acknowledgement of workers.

The study recommends that leadership development programs, employee well-being initiatives, and team-building initiatives be considered in the implementation of the elements for improving leadership, job satisfaction and employee well-being. The study was limited geographically to the Capricorn region. Therefore, future research can focus on a longitudinal study to investigate how the relationships between leadership, job satisfaction and employee well-being evolve particularly among emergency services personnel.

Keywords: Leadership, Job Satisfaction, Employee Well-being, Emergency Services Personnel, Mediation

2. Afrikaans

Studietitel: 'n Bekragtigde leierskapsraamwerk vir werkstevredenheid en werknemerwelstand van nooddienspersoneel in die Capricorn-streek, Suid-Afrika

Die doel van die studie was om 'n leierskapsraamwerk te ontwikkel vir werkstevredenheid en werknemerwelstand onder nooddienspersoneel in die Capricorn-streek, Suid-Afrika. 'n Beskrywende kwantitatiewe navorsingsbenadering is gebruik. Data is ingesamel van 164 permanente nooddienspersoneel deur middel van 'n deursnee-opname met behulp van 'n Sensus-steekproefmetode. Die opname het respondente se persepsies oor die verband tussen leierskap, werkstevredenheid en werknemerwelstand onder nooddienspersoneel versamel. Ten spyte van die uitgebreide navorsing oor leierskap, werkstevredenheid en werknemerwelstand, is daar 'n merkwaardige gebrek aan studies oor die bemiddelende rol van werknemerwelstand in die verband tussen leierskap en werkstevredenheid onder nooddienspersoneel in die Capricorn-streek, Suid-Afrika. Pearson se korrelasiekoëffisiënt (r) het beduidende verwantskappe tussen leierskap, werkstevredenheid en werknemerwelstand getoon. Verder het die SPSS Model 4 van Process Hayes getoon dat werknemerwelstand die verband tussen motiveringsleierskap en werkstevredenheid bemiddel. Laastens vereenselwig die biografiese groepe van die nooddiens hulself met die huidige leierskapsbenaderings en neem hulle waar dat hulle werkstevredenheid kan bevorder en werknemerwelstand kan bevorder. 'n Belangrike bevinding van hierdie studie is die identifisering van elemente wat die verwantskappe tussen leierskap, werkstevredenheid en werknemerwelstand beïnvloed. Hierdie elemente, naamlik erkenning en loopbaanontwikkeling, betaling en voordele, toesighouerondersteuning en betrokkenheid, betekenis van werk, sosiale verhoudings en delegerleierskap kan dus dien as instrumente vir die nooddienspersoneel om leierskapsbenaderings vir werkstevredenheid en werknemerwelstand te verbeter. Die HRMT het die studie ondersteun om leierskapfokus op personeel aan te moedig. Hierdie studie staaf die teoretiese perspektief deur te demonstreer hoe verskillende leierskapsbenaderings werkstevredenheid en gevolglik werknemerwelstand deur sosiale bande en erkenning van werkers kan beïnvloed.

Die studie beveel aan dat leierskapsontwikkelingsprogramme, werknemerwelstandsinitiatiewe en spanbou-initiatiewe oorweeg word in die implementering van die elemente vir die verbetering van leierskap, werkstevredenheid en werknemerwelstand. Die studie was geografies beperk tot die Capricorn-streek. Daarom kan toekomstige navorsing fokus op 'n longitudinale studie om te ondersoek hoe die verwantskappe tussen leierskap, werkstevredenheid en werknemerwelstand ontwikkel, veral onder nooddienspersoneel.

Slutelwoorde: Leierskap, Werkstevredenheid, Werknemerwelstand, Nooddienspersoneel, Bemiddeling

3. Isizulu

Isihloko Socwaningo: Uhlaka Lobuholi Oluqinisekisiwe Lokwaneliseka Emsebenzini Nenhlalakahle Yabasebenzi Bezinsizakalo Eziphuthumayo Esifundeni SaseCapricorn, eNingizimu Afrika

Inhloso yalolu cwaningo bekuwukuthuthukisa uhlelo lobuholi lokwaneliseka emsebenzini nenhlalakahle yabasebenzi bezinsiza zezimo eziphuthumayo esifundeni saseCapricorn, eNingizimu Afrika. Kusetshenziswe indlela yocwaningo oluchazayo olulinganiswayo. Kuqoqwe imininingwane kubasebenzi bezinsiza zezimo eziphuthumayo abangu-164 ngokusebenzisa inhlolovo yokuwela izigaba kusetshenziswa indlela yesampula yeCensus. Inhlolovo iqoqe imibono yabaphenduli ngobudlelwano phakathi kobuholi, ukwaneliseka emsebenzini, nenhlalakahle yabasebenzi bezinsiza zezimo eziphuthumayo. Ngaphandle kocwaningo olunzulu mayelana nobuholi, ukwaneliseka emsebenzini nenhlalakahle yabasebenzi, kunokuntuleka okuphawulekayo kwezifundo mayelana nendima yokulamula yenhlaalakahle yabasebenzi ebudlelwaneni phakathi kobuholi nokwaneliseka emsebenzini phakathi kwabasebenzi bezinsiza zezimo eziphuthumayo esifundeni saseCapricorn, eNingizimu Afrika.

I-Pearson's correlation coefficient (r) ikhombise ubudlelwano obubalulekile phakathi kobuholi, ukwaneliseka emsebenzini nenhlalakahle yabasebenzi. Ngaphezu kwalokho, i-SPSS Model 4 ye-Process Hayes ikhombise ukuthi inhlalakahle yabasebenzi ilamula ubudlelwano phakathi kobuholi obukhuthazayo nokwaneliseka emsebenzini. Okokugcina, amaqembu ezinsiza zezimo eziphuthumayo azihlanganisa nezindlela zobuholi zamanje futhi abona ukuthi angakhuthaza ukwaneliseka emsebenzini futhi athuthukise inhlalakahle yabasebenzi. Okutholwe okukhulu kwalolu cwaningo ukukhomba izinto ezithonya ubudlelwano phakathi kobuholi, ukwaneliseka emsebenzini nenhlalakahle yabasebenzi. Lezi zinto, okungukuthi, ukuqashelwa nokuthuthukiswa komsebenzi, inkokhelo nezinzuzo, ukwesekwa nokuzibandakanya komphathi, incazelo yomsebenzi, ubudlelwano bomphakathi kanye nobuholi obunikeza amandla zingasebenza njengezinsiza kubasebenzi bezinsiza zezimo eziphuthumayo ukuthuthukisa izindlela zobuholi zokwaneliseka emsebenzini nenhlalakahle yabasebenzi. I-HRMT isekele lolu cwaningo ukuze kukhuthazwe ukugxila kobuholi kubasebenzi. Lolu cwaningo luqinisekisa umbono wethiyori ngokubonisa ukuthi izindlela zobuholi ezihlukene zingakuthonya kanjani ukwaneliseka emsebenzini, futhi ngokulandelayo, inhlalakahle yabasebenzi ngokusebenzisa izibopho zomphakathi kanye nokuqashelwa kwabasebenzi.

Lolu cwaningo luncoma ukuthi izinhlelo zokuthuthukisa ubuholi, izinhlelo zokuthuthukisa inhlalakahle yabasebenzi kanye nezinhlelo zokwakha ithimba kufanele zicatshangelwe ekusetshenzisweni kwezinto zokuthuthukisa ubuholi, ukwaneliseka emsebenzini nenhlalakahle yabasebenzi. Lolu cwaningo belukhawulelwe ngokwendawo esifundeni saseCapricorn. Ngakho-ke, ucwaningo oluzayo lungagxila ocwaningweni olude ukuze kuhlolwe ukuthi ubudlelwano phakathi kobuholi, ukwaneliseka emsebenzini nenhlalakahle yabasebenzi bukula kanjani ikakhulukazi phakathi kwabasebenzi bezinsiza zezimo eziphuthumayo.

Amagama ayisihluthulelo: Ubuholi, Ukwaneliseka Emsebenzini, Inhlalakahle Yabasebenzi, Abasebenzi Bezinsiza Zezimo Eziphuthumayo, Ukulamula

4. Xhosa

Isihloko soPhando: Isakhelo Sobunkokeli Esingqinisisweyo soKwaneliseka emSebenzini kunye nokuPhilakala kwabasebenzi beeNkonzo zeNgxamiseko kwingingqi yeCapricorn, eMzantsi Afrika.

Injongo yophando ibikukwakha isakhelo sobunkokeli sokwaneliseka emsebenzini kunye nempilo-ntle yabasebenzi beenkonzo zongxamiseko kwingingqi yeCapricorn, eMzantsi Afrika. Kusetyenziswe indlela yophando oluchazayo olulinganisekayo. Iqokelelwe idatha kubasebenzi beenkonzo zongxamiseko abasisigxina abali-164 ngohlolisiso oluqengqelekayo kusetyenziswa indlela yesampulu yeCensus. Uhlolisiso luqokelele iimbono zabaphenduli ngolwalamano phakathi kobunkokeli, ukwaneliseka emsebenzini, kunye nempilo-ntle yabasebenzi beenkonzo zongxamiseko. Ngaphandle kophando olunzulu malunga nobunkokeli, ukwaneliseka emsebenzini kunye nempilo-ntle yabasebenzi, kukho ukunqongophala okuphawulekayo kophando malunga nendima elamlayo yempilo-ntle yabasebenzi kulwalamano phakathi kobunkokeli nokwaneliseka emsebenzini phakathi kwabasebenzi beenkonzo zongxamiseko kwingingqi yeCapricorn, eMzantsi Afrika.

I-Pearson's correlation coefficient (r) ibonise ulwalamano olubalulekileyo phakathi kobunkokeli, ukwaneliseka emsebenzini kunye nempilo-ntle yabasebenzi. Ukongeza, i-SPSS Model 4 ye-Process Hayes ibonise ukuba impilo-ntle yabasebenzi ilamla ulwalamano phakathi kobunkokeli obukhuthazayo kunye nokwaneliseka emsebenzini. Okokugqibela, amaqela obomi beenkonzo zongxamiseko azihlanganisa neendlela zobunkokeli zangoku kwaye aqonda ukuba anokukhuthaza ukwaneliseka emsebenzini kunye nokuphakamisa impilo-ntle yabasebenzi. Into ephambili efunyenwe kolu phando kukuchonga izinto eziphembelela ulwalamano phakathi kobunkokeli, ukwaneliseka emsebenzini kunye nempilo-ntle yabasebenzi. Ezi zinto, ezizezi, ukwazisa kunye nophuhliso lomsebenzi, intlawulo kunye nezibonelelo, inkxaso yomphathi kunye nokuzibandakanya, intsingiselo yomsebenzi, ulwalamano loluntu kunye nobunkokeli obunikezela ngamagunya ngoko zinokusebenza njengezixhobo zabasebenzi beenkonzo zongxamiseko ukuphucula iindlela zobunkokeli zokwaneliseka emsebenzini kunye nempilo-ntle yabasebenzi. I-HRMT ixhasa olu phando ukukhuthaza ukugxila kobunkokeli kubasebenzi. Olu phando luqinisekisa umbono wethiyori ngokubonisa ukuba iindlela zobunkokeli ezahlukeneyo zingakuchaphazela njani ukwaneliseka emsebenzini, kwaye ngokulandelelanayo, impilo-ntle yabasebenzi ngamabhondi oluntu kunye nokuqondwa kwabasebenzi.

Olu phando luyacebisa ukuba iinkqubo zophuhliso lobunkokeli, amalinge empilo-ntle yabasebenzi, kunye namalinge okwakha iqela kufuneka ziqwalaselwe ekuphunyezweni kwezinto zokuphucula ubunkokeli, ukwaneliseka emsebenzini kunye nempilo-ntle yabasebenzi. Olu phando belulinganiselwe ngokwendawo kwingingqi yeCapricorn. Ke ngoko, uphando lwexesha elizayo lunokugxila kuphononongo oluqhubekayo ukujonga ukuba ulwalamano phakathi kobunkokeli, ukwaneliseka emsebenzini kunye nempilo-ntle yabasebenzi luvela njani ngakumbi phakathi kwabasebenzi beenkonzo zongxamiseko.

Amagama angundoqo: Ubunkokeli, Kwaneliseka Emsebenzini, Impilo-ntle Yabasebenzi, Abasebenzi BeeNkonzo Zongxamiseko, Ukulamla