

**ORGANISATIONAL CLIMATE AS A CAUSE OF JOB DISSATISFACTION AMONG
NURSING STAFF IN SELECTED HOSPITAL WITHIN THE MPUMALANGA
PROVINCE**

STUDENT: CSP LEPHOKO

DEGREE: MASTER OF ARTS IN NURSING SCIENCE

**DEPARTMENT: DEPARTMENT OF HEALTH STUDIES, UNIVERSITY OF
SOUTH AFRICA**

SUPERVISOR: DR MC BEZUIDENHOUT

JOINT SUPERVISOR: DR JH ROOS

ABSTRACT

The purpose of this study was to describe and explore the organisational climate as a cause of job dissatisfaction among nursing staff in selected hospitals within Mpumalanga Province. The major objectives were to determine what organisational climate encompasses; ascertain which factors related to organisational climate can cause dissatisfaction among nurses; determine whether there is a difference in the way nursing management and the nursing staff perceive the existing organisational climate; and make recommendations for health service managers to improve the organisational climate in order facilitate greater job satisfaction among their subordinates.

The descriptive exploratory survey method was used. A questionnaire with closed-ended and open-ended questions were distributed and collected from one hundred and forty (140) respondents.

The results indicated that the nursing management and the nursing staff are happy with the intrinsic factors of the job, but dissatisfied with the extrinsic factors of the organisational climate.

The outcome of this research affirms that there are extrinsic factors within the work climate that affect the nursing management and the nursing staff negatively.

Recommendations are made to promote job satisfaction in selected hospitals within the Mpumalanga province.

Keywords: Herzberg-two factor theory, job satisfaction, job dissatisfaction, management, motivation, nurse manager, nursing staff, nursing, organisational climate, and organisational culture.