FACTORS THAT INFLUENCE JOB TURNOVER OF SOCIAL WORKERS IN THE DIRECTORATE OF DEVELOPMENTAL SOCIAL WELFARE SERVICES (DDSWS) IN NAMIBIA

BY

CECILIA MATHE MABENGANO

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SUPERVISOR: Ms PNE MASANGO

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WHO HAS ALWAYS TAUGHT ME THAT FOR AS LONG AS A MAN SHALL LIVE, HE/SHE WOULD WORK HARD AND STRIVE TO BETTER HIS/HER LIFE.
ABSTRACT

FACTORS THAT INFLUENCE JOB TURNOVER OF SOCIAL WORKERS IN THE DIRECTORATE OF DEVELOPMENTAL SOCIAL WELFARE SERVICES (DDSWS) IN NAMIBIA

Candidate: Cecilia Mathe Mabengano

Department: Social Work- University of Pretoria

Supervisor: Ms PNE Masango

Degree: MSD (SOCIAL WORK MANAGEMENT)

The research project was aimed at exploring and describing the factors that influence job turnover of social workers in the Directorate of Developmental Social Welfare Services (DDSWS) in Namibia. The researcher was motivated to carry out this study due to the challenges experienced as a manager, working for DDSWS. In addition, the lack of literature on factors that influence job turnover of social workers motivated the researcher to conduct the study. This led to the research question of what are the factors that influence job turnover of social workers in the DDSWS in Namibia.

A qualitative approach was adopted in this study and interviews were used to gather data about the factors that influence job turnover of social workers in the directorate of developmental social welfare services (DDSWS) in Namibia. A structured interview schedule and a dictaphone was used to collect data from 10 respondents who previously worked for DDSWS for the last five years, who were either male or female and based in the Khomas region. Suitable respondents for the study were selected by means of a purposive sampling method.
An applied research was utilized as a means to determine and identify factors that influence job turnover of social workers because it focused on solving problems that are experienced in practice. The phenomenological research strategy was used because it understands and interprets the meaning that subjects give to their everyday lives. The researcher intended to identify and understand the factors that influence job turnover of social workers in the DDSWS from the respondents’ perspective.

An overview of the structure and functions of DDSWS were discussed in Chapter 2 presenting the type of services the organization offers. A literature review on factors that influence job turnover was presented, which focused on the description of job turnover; the advantages and the disadvantages of job turnover; the type of job turnover; reasons for measuring job turnover; and job turnover costs. The factors that influence job turnover were divided into three sub-sections namely the personal, internal and external factors.

The empirical findings indicated that all the respondents were influenced by a variety of factors to leave DDSWS. They identified the factors that influenced their decisions to leave as being low salaries, bad working conditions, lack of supervision, managerial support, promotional opportunities, training opportunities, job, selection and recruitment procedures, motivation, satisfaction, dissatisfaction, economic conditions, worthwhile and many others. The above factors that influence job turnover of social workers in the DDSWS in Namibia should be addressed to ensure that job turnover is maintained to a minimum.

In addition, the study indicated that management has not realized the full implications of job turnover. In order to comprehend this, management should be aware of the factors that influence job turnover of social workers and devise a mechanism on how to keep job turnover to a minimum. Conclusions
were formulated and recommendations made to management on how to reduce
the rate of job turnover.

**KEY CONCEPTS**

- DDSWS
- Directorate of Developmental Social Welfare Services
- Employee
- Employer
- Factors
- Influence
- Job
- Job turnover
- Organization
- Social worker
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