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

**BY**

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**DEDICATED TO THE MEMORY OF MY LATE DEAREST  
MOTHER:  
FLORENCIA NAMASIKU CHIKA**

**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  
(DDSW) IN NAMIBIA**

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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 (DDSW) in Namibia. The researcher was motivated to carry out this study due to the challenges experienced as a manager, working for DDSW. 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 DDSW 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 (DDSW) in Namibia. A structured interview schedule and a dictaphone was used to collect data from 10 respondents who previously worked for DDSW 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

## TABLE OF CONTENTS

### CHAPTER 1

#### RESEARCH PROPOSAL

1. INTRODUCTION.....	1
2. MOTIVATION .....	2
3. PROBLEM FORMULATION.....	3
4. AIM AND OBJECTIVES OF THE STUDY.....	4
4.1 Aim of the study.....	4
4.2 Objectives of the study.....	4
5. RESEARCH QUESTION.....	4
6. RESEARCH APPROACH.....	5
7. TYPE OF RESEARCH.....	5
8. RESEARCH STRATEGY.....	6
9. RESEARCH PROCEDURE AND STRATEGY.....	6
9.1 Data Collection.....	7
9.2 Data Analysis.....	7
9.3 Time Frame.....	7
10. PILOT STUDY.....	7
10.1 Literature Study.....	8
10.2 Consultation With Experts/Key Role Players.....	8
10.3 Feasibility Of The Study.....	9
10.4 Pilot Test Of Measuring instrument.....	9
11. DESCRIPTION OF THE RESEARCH POPULATION, DELIMITATION / BOUNDARY OF SAMPLE AND SAMPLING METHODS.....	10
11.1 Research Population.....	10
11.2 Boundary Of The Sample And Sampling Methods.....	10
12. ETHICAL ISSUES.....	11
12.1 Informed Consent.....	11
12.2 Violation Of Anonymity/ Confidentiality.....	11

<i>12.3 Deception Of The Subjects</i> .....	12
<i>12.4 Release Or Publication Of The Study</i> .....	12
<i>12.5 Debriefing of the respondents</i> .....	12
<b>13. DEFINITION OF KEY CONCEPTS</b> .....	13
<b>14. LIMITATIONS OF THE STUDY</b> .....	14
<b>15. CONTENTS OF THE RESEARCH REPORT</b> .....	14

## CHAPTER 2

### STRUCTURE AND FUNCTIONS OF THE DIRECTORATE OF THE DEVELOPMENTAL SOCIAL WELFARE SERVICES IN NAMIBIA (DDSW)

<b>1. INTRODUCTION</b> .....	15
<b>2. THE STRUCTURE OF DDSWS</b> .....	16
<b>3. THE MISSION AND VISION OF DDSWS</b> .....	16
<i>3.1 The mission of DDSWS</i> .....	17
<i>3.2 The vision of DDSWS</i> .....	17
<b>4. SERVICES RENDERED BY DDSWS</b> .....	17
<i>4.1 The social services include the following</i> .....	18
<i>4.2 The social allowances include the following</i> .....	18
<b>5. DEVELOPMENTAL PROGRAMMES</b> .....	18
<i>5.1 Health and social sector support programme (HSSSP) with FINNIDA</i> .....	18
<i>5.2 Family life empowerment programme with UNICEF</i> .....	19
<b>6. SUMMARY</b> .....	19

**CHAPTER 3**

**A THEORETICAL OVERVIEW ON FACTORS INFLUENCING JOB  
TURNOVER**

<b>1.INTRODUCTION.....</b>	<b>20</b>
<b>2. DESCRIPTION OF JOB TURNOVER.....</b>	<b>21</b>
<b>3. ADVANTAGES AND DISADVANTAGES OF JOB TURNOVER</b>	<b>22</b>
<i>3.1 Advantages of job turnover.....</i>	<i>22</i>
<i>3.2. Disadvantages of job turnover.....</i>	<i>24</i>
<b>4. REASONS FOR MEASURING TURNOVER.....</b>	<b>25</b>
<b>5. TYPES OF JOB TURNOVER .....</b>	<b>26</b>
<i>5.1 Involuntary turnover.....</i>	<i>26</i>
<b>5.1.1 DISCHARGES / DISMISSALS.....</b>	<b>27</b>
<b>5.1.2 LAYOFFS.....</b>	<b>27</b>
<i>5.2 Voluntary turnover.....</i>	<i>29</i>
<b>5.2 1 QUILTS.....</b>	<b>29</b>
<b>5.2.2 RETIREMENT.....</b>	<b>30</b>
<b>6. JOB TURNOVER COSTS.....</b>	<b>31</b>
<i>6.1 Staffing costs.....</i>	<i>31</i>
<i>6.2 Vacancies.....</i>	<i>31</i>
<i>6.3 Training.....</i>	<i>32</i>
<b>7. FACTORS THAT INFLUENCE JOB TURNOVER .....</b>	<b>33</b>
<i>7.1 Personal factors.....</i>	<i>34</i>
<b>7.1.1 MOTIVATION.....</b>	<b>34</b>
<b>7.1.1.1 THEORIES OF WORK MOTIVATION.....</b>	<b>35</b>
<i>7.1.1.1.1 Maslow's hierachy of needs.....</i>	<i>35</i>
<i>7.1.1.1.2 Herzberg's two factors motivational theory.....</i>	<i>37</i>
<b>7.1.2 AGE.....</b>	<b>39</b>
<b>7.1.3 OPINIONS OF OTHERS.....</b>	<b>39</b>
<b>7.1.4 COMPARISONS.....</b>	<b>40</b>
<b>7.1.5 EFFORT/REWARD RATIO.....</b>	<b>40</b>
<i>7.2 Internal factors.....</i>	<i>42</i>

<b>7.2.1 FEEDBACK AND RECOGNITION.....</b>	<b>42</b>
<b>7.2.2 INDUCTION PROCESS .....</b>	<b>43</b>
<b>7.2.3 SELECTION AND RECRUITMENT.....</b>	<b>44</b>
<b>7.2.4 DEPARTMENTALIZAATION.....</b>	<b>45</b>
<b>7.2.5 PROMOTIONAL OPPORTUNITIES.....</b>	<b>46</b>
<b>7.2.6 PAY STRUCTURE.....</b>	<b>48</b>
<b>7.2.7 SUPERVISION.....</b>	<b>50</b>
<b>7.2.8 THE JOB.....</b>	<b>51</b>
<b>7.2.9 MANAGEMENT.....</b>	<b>53</b>
<b>7.2.10 TRAINING.....</b>	<b>54</b>
<b>7.3 External factors.....</b>	<b>56</b>
<b>7.3.1 JOB SECURITY.....</b>	<b>57</b>
<b>7.3.2 SOCIAL INTERACTIONS.....</b>	<b>57</b>
<b>7.3.3 ORGANISATIONAL CULTURE.....</b>	<b>58</b>
<b>7.3.4 SENIORITY.....</b>	<b>59</b>
<b>7.3.5 LABOUR AND MARKET DETERMINANTS.....</b>	<b>59</b>
<b>7.3.6 THE ECONOMIC CLIMATE.....</b>	<b>60</b>
<b>8. CONCLUSION.....</b>	<b>61</b>

#### **CHAPTER 4**

##### **EMPIRICAL FINDINGS ON FACTORS INFLUENCING JOB TURNOVER OF SOCIAL WORKERS IN THE DDSWS**

<b>1 INTRODUCTION.....</b>	<b>62</b>
<b>2. PROFILE OF THE RESPONDENTS.....</b>	<b>62</b>
<b>3. CENTRAL THEMES.....</b>	<b>64</b>
<b>4. PERSONAL FACTORS.....</b>	<b>65</b>
<b>4.2 Years of services.....</b>	<b>65</b>
<b>4.3. Working conditions.....</b>	<b>66</b>
<b>4.4 Satisfaction.....</b>	<b>66</b>
<b>4.5. Disatisfaction.....</b>	<b>68</b>
<b>5. INTERNAL FACTORS.....</b>	<b>69</b>

<b>5.1 RECRUITMENT AND SELECTION PROCEDURE.....</b>	<b>69</b>
<b>5.2 Induction course.....</b>	<b>71</b>
<b>5.3 Job description.....</b>	<b>72</b>
<b>5.4 Tasks and job description.....</b>	<b>73</b>
<b>5.5 Supervision.....</b>	<b>73</b>
<b>5.6 Salary structure.....</b>	<b>75</b>
<b>5.7 Professional ranks.....</b>	<b>76</b>
<b>5.8 Worthwhile.....</b>	<b>76</b>
<b>6. EXTERNAL FACTORS.....</b>	<b>78</b>
<b>6.1 Evaluation.....</b>	<b>78</b>
<b>6.2 Training opportunities.....</b>	<b>79</b>
<b>6.3 Benefits.....</b>	<b>80</b>
<b>6.4 Managerial support.....</b>	<b>81</b>
<b>6.5 Promotional opportunities.....</b>	<b>82</b>
<b>6.6 Recommendations.....</b>	<b>84</b>
<b>7. CONCLUSION.....</b>	<b>84</b>

## CHAPTER 5

### SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

<b>1. INTRODUCTION.....</b>	<b>86</b>
<b>2. SUMMARY.....</b>	<b>86</b>
<b>3. CONCLUSIONS.....</b>	<b>87</b>
<b>4. RECOMMENDATIONS.....</b>	<b>90</b>
<b>5. CONCLUDING REMARKS.....</b>	<b>91</b>
<b>BIBLIOGRAPHY.....</b>	<b>92</b>

## **ANNEXURES**

**Annexure A: Structured interview schedule**

**Annexure B: Letter of permission**

**Annexure C: Letter of consent**

## **FIGURES**

**Figure 1: The structure of DDSWS in Namibia**

**Figure 2: Maslow's hierarchy of needs**