

Factors influencing job satisfaction for employees in the social security schemes in Tanzania a case of National Social Security Fund (NSSF) in Ilala District,

Dar es Salaam

Musa Mwalutanile

Master of Business Administration (Human Resources Management)

University of Dar es Salaam, Business School, 2015

The aim of this study was to examine the factors which influence job satisfaction for employees in Social Security Schemes in Tanzania and the National Social Security Fund in particular. The study was conducted at the National Social Security Fund (NSSF) in Ilala District, Dar es Salaam being a case study.

The study used a sample size of 45 employees. The study used questionnaires and documentary review as tools for data collection.

The findings of the study revealed that employees are not committed to work in NSSF and their intention to quit the organization is high due to their current remuneration package which consists of low wages and salaries and hence demoralize these employees to work effectively and longer in NSSF.

The findings also established that, there is a direct relationship between the workplace environmental conditions, the monetary rewards and other fringe benefits, the promotion opportunities and job satisfaction for employees in the organization.

On the basis of these findings, the study has recommended that creating an environment of trust by the government and NSSF authority in particular to its employees, better salary and allowances, freedom at work, fair treatment of all employees, good working environmental conditions, recognition of work done, availability of working facilities/equipments, good management styles and opportunity to staff training and career development, just to mention a few are the factors that are to be taken into account as to motivate staff and later to bring commitment and job satisfaction for employees in the Social Security Schemes in Tanzania, particularly in NSSF.