

MUKASA DAVID (2012-M102-20036)

Job Satisfaction and Organisational Performance in the Pharmaceutical Distributors Industry: A Case Study of Joint Medical Stores.

The study focuses on how employee job satisfaction contributes to organisational performance at Joint Medical Stores (JMS). The study was guided by the following objectives; to establish the effect of employee needs fulfilment on organisational performance; to examine how job characteristics affect organisational performance; and to assess the contribution of employment equity on organisational performance at JMS.

Data was collected from the sampled respondents using self-administered questionnaires and an interview guide. The data was analysed using the computer package called the Statistical Package for the Social Sciences (SPSS) version 18 and presented in percentages, means, standard deviations. The Pearson correlation co-efficient plus the regression analysis were applied to determine the significant relationships between the components of job satisfaction and organisational performance. The study revealed that there were significant positive relationships between, needs fulfilment, job characteristics, employee equity and organisational performance. The findings confirmed that employee job satisfaction was a major determinant of organisational performance at JMS. This was evidence from the regression results, needs fulfilment, job characteristics and employee equity showing a 39.1% variance in organisational performance. In conclusion, improvement in needs fulfilment, job characteristics and employee equity will enhance organisational performance at JMS. The study recommends, therefore, that management at JMS offers the required needs by staff, identifies the required talents for the different jobs and also create awareness about the existing policies and regulations to staff. Management could consider putting in place a fully-fledged customised employee job satisfaction system to attend to staff grievances and complaints.

Key Words: Job Satisfaction, Organisational Performance, Pharmaceutical Distributors Industry, Joint Medical Stores