EFFECTS OF ORGANISATIONAL FUNCTIONING AND WORK ENVIRONMENT ON EMPLOYEES' JOB SATISFACTION IN NATIONAL PARK SERVICE, NIGERIA

BY

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ABSTRACT

Organisational dynamics pose an efficiency and cohesion challenge, necessitating strategic intervention. Understanding the importance as well as the management of organisational dynamics is critical for achieving organisational goals and success in today's dynamic business environment. This study examined the effects of organisational functioning and work environment on employees' job satisfaction at National Park Service (NPS). Multi-stage sampling procedure was used to select NPS employees for the study. The first stage involved the random selection of three (3) National Parks {Kainji Lake National Park (KLNP), Niger/Kwara State, Old Oyo National Park (OONP), Oyo State and Okomu National Park (ONP), Edo State. In the last stage, disproportionate sampling technique was used to select 292 respondents {KLNP (127), OONP (92) and ONP (73). Primary data were obtained from the respondents on the organisational functioning of NPS, personal characteristics, work environment and job satisfaction with the use of a structured questionnaire. Descriptive statistics, mean score, regression and Analysis of Variance (ANOVA) were used to analyze the data. Results show that 43.5% of the respondents were from Kainji Lake National Park (KLNP). Furthermore, the findings show that majority (71.6%) of the respondents were male, 81.9% were married and 38.4% had National Diploma Certificate. The mean age, work experience and annual income of the respondents were 42.6 years, 12.2 years and ₦1,875,455 per annum respectively. The organisational diagnosis conducted indicated that the organisational functioning of NPS ($\bar{x} = 3.64$) was rated slightly above average while employees' work environment ($\bar{x} = 3.32$) and job satisfaction (3.48) were rated as average. The employees were slightly more motivated by extrinsic (hygiene) factors ($\bar{x} = 3.50$) compared to intrinsic (motivator) factors ($\bar{x} = 3.46$). Ordinary Least Square regression revealed that the organisational

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functioning of NPS ($\beta = 0.49$; $p<0.01$) and work environment ($\beta = 0.11$; $p<0.05$) significantly influenced employees' job satisfaction. ANOVA revealed significant differences in the organisational functioning ($F = 18.81$, $p<0.01$), employees' work environment ($F = 18.34$, $p<0.01$) and job satisfaction ($F = 17.38$, $p<0.01$) across the selected National Parks of the NPS. It was concluded that organisational functioning and work environment are important discrete contributors in determining employees' job satisfaction in the NPS. It was recommended that NPS, considering the varied workforce and park attributes, should implement a flexible and all-encompassing management strategy, aimed at maintaining continual employees' satisfaction, optimizing facility operations and ensuring long-term organisational success and sustainability.

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