

Title: An exploratory study on the impact of workplace conditions on truck drivers' job satisfaction within Durban, Kwa Zulu Natal.

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Declaration:

I hereby declare that the Research Report submitted for the IIE Bachelor of Commerce Honours in Management degree to The Independent Institute of Education is my own work and has not previously been submitted to another University or Higher Education Institution for degree purposes.

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Abstract:

This study's aim is to explore the phenomena of workplace conditions that truck drivers are subject to and their impact on truck drivers' job satisfaction. Workplace conditions highlighted in this research are: working hours, pay and stress.

This study utilised a qualitative research design as the aim was to gain an in-depth understanding of its participants, truck drivers, behaviour and perceptions. Qualitative research deals with interpretive data, interpretive data is subjective in nature. The researcher utilised in-depth interviews with semi-structured, open-ended questions to collect data. Three participants were interviewed in this study. Data collected was categorised into themes, interpreted and utilised to support or oppose existing literature.

Findings from the data collected aligned with the theoretical foundation of this study, Herzberg's two-factor theory, as it supported the premise that hygiene factors such as, workplace conditions, impact job satisfaction. Truck drivers' job satisfaction was negatively impacted by their poor workplace conditions. The researcher gave possible solutions to improve truck drivers' current workplace conditions.

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Introduction:

Contextualisation/ Background

This study aims to explore the phenomena of workplace conditions that truck drivers are subject to and their impact on truck drivers' job satisfaction. Workplace conditions highlighted in this research are: working hours, pay and stress.

As stated by Prockl, Teller, Kotzab and Angell (2017) truck driver workplace conditions are poor. Truck driver workplace conditions include but not limited to working hours, distance driven, job security and employee pay (Prockl et al., 2017). Huff (2005) as cited by Prockl et al. (2017) and Wijngaards, Hendriks and Burger (2019) stated how workplace conditions impact truck drivers job satisfaction. As stated by Herzberg (1966) workplace conditions are drivers of hygiene factors, as they contribute to employee dissatisfaction.

Boyce (2016) stated that truck driver workplace conditions can lead to number of negative effects for truck drivers, businesses, government and general public. Boyce (2016) also stated that workplace conditions such as long driving hours have led to fatal road accidents which impact businesses and governments finances and cost truck drivers their jobs and sometimes lives. Belman and Monaco (2005) stated that long working hours are a common practise among truck drivers despite regulations in place to combat such. Workplace conditions have also led to compromised health, mentally and physically for truck drivers (Boyce, 2016).

As stated by Prockl et al. (2017) poor workplace conditions have resulted in a shortage of young and capable truck drivers in America despite incentives such as an increase in salary. Belman and Monaco (2005) stated how the increase in salary is largely achieved through an increase in truck drivers working hours which increases workload and stress to an already high demanding job therefore decreasing its appeal on potential truck drivers (Boyce, 2016). Belman and Monaco (2005) stated that truck drivers' wages are on par with occupations that require similar education levels however their workplace conditions are far worse when compared to those occupations.

Herzberg (1966) stated that hygiene factors impact employee motivation and job satisfaction. Workplace conditions is a hygiene factor (Herzberg, 1966). As stated by Boyce (2016) poor workplace conditions, as mentioned above, impact truck drivers job satisfaction. De Neve and Ward (2017) stated that data compiled on subjective well-being (SWB) indicated how individuals employed in the transportation industry scored below average on both life and job satisfaction. This study seeks to understand the impact of workplace conditions on truck drivers' job satisfaction.

Rationale

As stated by Prockl et al. (2017) truck driver workplace conditions are poor. Truck driver workplace conditions include but not limited to working hours, distance driven, job security and employee remuneration (Prockl et al., 2017). Huff (2005) as cited by Prockl et al. (2017) and Wijngaards et al. (2019) stated how workplace conditions impact truck drivers job satisfaction. As stated by Herzberg (1966) workplace conditions are drivers of hygiene factors, as they contribute to employee dissatisfaction.

Boyce (2016) stated that truck driver workplace conditions can lead to number of negative effects for truck drivers, businesses, government and general public. Boyce (2016) also stated that workplace conditions such as long driving hours have led to fatal road accidents which impact businesses and governments finances and cost truck drivers their jobs and sometimes lives. Workplace conditions have also led to compromised health, mentally and physically for truck drivers (Boyce, 2016).

As stated by Prockl et al. (2017) poor workplace conditions have resulted in a shortage of young and capable truck drivers in America despite incentives such as an increase in salary. The poor workplace conditions discourage potential truck drivers as they view the incentive not worth the potential risk to their wellbeing (Boyce, 2016).

Herzberg (1966) stated that hygiene factors impact employee motivation and job satisfaction. Workplace conditions is a hygiene factor (Herzberg, 1966). As stated by Boyce (2016) poor workplace conditions, as mentioned above, impact truck drivers

job satisfaction. This study seeks to understand workplace conditions impact on truck drivers' job satisfaction.

Problem statement

Wijngaards et al. (2019) stated that truck drivers are vital components in the world economy. Wijngaards et al. (2019) also stated how the nature of truck driving makes it a high demand job that leads to truck drivers being a high risk for anxiety, depression, fatigue and stress. De Neve and Ward (2017) stated that data compiled on subjective well-being (SWB) indicated how individuals employed in the transportation industry scored below average on both life and job satisfaction. Alshmemri, Shahwan-Akl and Maude (2017) stated how hygiene factors, such as workplace conditions, impact employee job satisfaction and motivation.

This study aims to understand how workplace conditions impacts truck drivers' job satisfaction.

Purpose statement

Goss (2015) stated how driver turnover is a major issue in the trucking industry globally and in South Africa. Prockl et al. (2017) attributed that to the poor working conditions truck drivers endure. Prockl et al. (2017) identified workplace conditions as one of the key factors of driver turnover and low job satisfaction (De Neve & Ward, 2017). The purpose of this study is to understand the impact of workplace conditions, working hours and employee pay, on truck drivers job satisfaction.

The workplace conditions mentioned will be identified using qualitative techniques such as non-probability sampling, interviews will be utilised to aid the researcher gain an understanding of the impact workplace conditions has on truck drivers job satisfaction.

Research question

How do workplace conditions impact truck drivers' job satisfaction?

Sub- questions

1. How do working hours impact truck drivers' job satisfaction?
2. How does employee pay impact truck drivers' job satisfaction?

Objective

1. To identify how working hours impact truck drivers' job satisfaction.
2. To determine how employee pay impacts truck drivers' job satisfaction.

Literature Review:

Conceptualisation

Truck drivers:

As stated by Mumford (2019) and Wijngaards et al. (2019) truck drivers are a vital component in the supply chain as they are a link between manufactures and consumers. Giroto, Bortoletto, González, Mesas, Peixe, Guidoni and de Andrade (2019) stated that truck drivers represent a population that is critical to the economy of many countries, especially those with continental dimensions, such as Brazil. As stated by Moturi and Florkonski (2019) in some counties in East Africa, truck drivers are responsible for majority of the imports and exports due to poor rail and waterway. According to Lalla-Edward, Fischer, Venter, Scheuermaier, Meel, Hankins, Gomez, Klipstein-Grobusch, Draaijer and Vos (2019) land transportation in South Africa is a \$3 billion industry that employs over 70 000 truck drivers.

Workplace conditions:

Hege, Lemke, Apostolopoulos, Whitaker and Sönmez (2019) stated that there have been major changes in work and workplace conditions worldwide in the last four decades. Employees are working longer hours, requiring more experience for shift work, encountering increased burdens of psychosocial job stressors, and suffering major work-life imbalances (Hege et al., 2019). Hege et al. (2019) further stated that the trucking industry is included in these major changes and that the changes have resulted in truck drivers being subjected to poor workplace conditions (Prockl et al., 2017).

Belzer (2000) stated that truck driver workplace conditions are poor and embody sweatshop characteristics in that they offer: below subsistence wages, overwork, and unpleasant and unhealthy workplace conditions especially in the non-union trucking sector since the deregulation in the late 1970s. Hege et al. (2019) stated that the current media focus on the trucking industry has drawn attention to the fact that many long-haul truck drivers are unwilling to join or remain in the occupation due to poor workplace conditions. Girotto et al. (2019) stated that truck driver workplace conditions do not reflect the importance of truck drivers to various counties economies.

McKinnon, Flöthmann, Hoberg, and Busch (2017) stated that while truck driver workplace conditions are poor in America and Europe, they are still better than their counterparts in middle to low economies. An example is how in India a truck driver can be away from home for weeks due to work (McKinnon et al., 2017).

Boyce (2016) highlighted the issues of mental health that may emerge as a result of the psychologically demanding nature of work that is truck driving such as, time pressures, isolation from family and friends and hazards driving. Symptoms of mental health issues such as anxiety and depression endanger truck drivers lives as they impair their work performance and increase stress in an already stressful work environment (Boyce, 2016).

According to Mumford (2019) there are industry analysts of the belief that workplace conditions contribute to the lack of job satisfaction among truck drivers. Mumford (2019) highlighted workplace conditions such as, long working hours, pay and stress to name a few. Data compiled on subjective well-being (SWB) indicated that individuals employed in the transportation industry scored below average on both life and job satisfaction (De Neve & Ward, 2017).

[Long working hours that truck drivers endure:](#)

Belzer (2000) stated that truck drivers deal with demanding workplace conditions, especially long-haul truck drivers. In America, truck drivers work hours are regulated by the Federal Hours of Service Regulations that limit drivers to sixty hours of work within seven days or seventy hours within eight day (Belman & Monaco, 2005) and

(Boyce, 2016). Belman and Monaco (2005) also stated how the regulations are rarely adhered to which leads to long-haul truck drivers working more than 60 hours a week. Boyce (2016) stated that the regulations were put in place to create a safer environment for truck drivers and civilian drivers. Belzer (2000) stated how long-haul truck drivers are often overworked due to the violations of the regulations which can lead to tragic consequences to numerous parties.

Giroto et al. (2019) stated how in Brazil truck drivers work long hours, often up to ten hours in one shift. Boyce (2016) stated that due to the high number of work hours truck drivers often work whether legally or not they are prone several health issues such as high blood pressure, sleep apnea and fatigue. Most truck drivers sleep at least six hours in a twenty-four-hour day, not bad but also not advisable in the long term (Boyce, 2016). Hege et al. (2019) conducted a study in the USA and found that more than eighty four percent truck drivers spent twenty-one nights away from home per month and more than seventy four percent truck drivers worked eleven or more hours a day, that is above what the regulations state. McKinnon et al. (2017) stated how in India a truck driver can be away from home for weeks at a time due to work.

Belzer (2000) stated how easy it is for truck drivers not to abide by the regulations by keeping two logbooks, one with the correct distances travelled the other with false distances travelled. As stated by Belzer (2000), Belman and Monaco (2005), Boyce (2016), and Hege et al. (2019) truck drivers violate the regulations in hopes of increasing their income as they are paid by distance travelled, so the more hours they work the better their income regardless of the potential dangers.

Truck drivers pay:

As stated by Belman and Monaco (2005) the occupation of truck driving lost its desirability edge in the late 1970s when pay plummeted drastically due to deregulation. In the USA, truck drivers average hourly wages decreased by 20,5% in the period 1979 to 1993 (Belman & Monaco, 2005). Belman and Monaco (2005) have stated an increase of 7,7% in the average truck driver hourly wage in the 2000s. Belman and Monaco (2005) further stated that truck drivers' wages are on par with occupations that require similar education levels.

A study conducted in the USA by Belman and Monaco concluded that while truck drivers were paid better than occupations with similar education and skill requirements, truck drivers endured poor workplace conditions when compared to similar occupations (Belman & Monaco, 2005). Belman and Monaco's study also revealed that truck drivers could earn as much as some blue-collar occupations that require more skills and training, by working more hours either adhering or disregarding the regulations (Belman & Monaco, 2005). Belman and Monaco (2005) stated that while truck drivers' earnings appear to be fair, the poor workplace conditions that truck drivers are subject to suggest that there is a possibility of underpaying and exploitation.

As stated by McKinnon et al. (2017) companies, especially shipping, do not want to increase truck drivers' pay but expect high quality truck transportation. McKinnon et al. (2017) also stated that in America large companies offer truck drivers a "signing bonus" between \$500-\$1200 while small companies do not as they cannot afford to. McKinnon et al. (2017) further stated how in India truck drivers are also paid low rates.

Hege et al. (2019) stated that most truck drivers are paid according to how much distance they travelled. Long-haul truck drivers are incentivised to work long hours to increase their income (Hege et al., 2019). Boyce (2016) stated that there is a lack of balance between safety and economic fulfilment in the trucking industry which contributes to the truck drivers occupational stress levels.

High stress levels that truck drivers endure:

As stated by Boyce (2016) and Wijngaards et al. (2019) truck driving is a high demand job that leads to truck drivers being a high risk for anxiety, depression, fatigue and stress. Mumford (2019) further stated how truck drivers deal with increased pressure to meet tough deadlines for delivery of goods to customers. Boyce (2016) and Mumford (2019) stated how the pressures facing truck drivers, whether presumed or real, has led to an increase in stress levels. Boyce (2016), De Neve and Ward (2017), Mumford (2019) and Wijngaards et al. (2019) stated that the increased emotional stress has led to truck driver fatigue and compromised safety conditions impacting the driver's health and job satisfaction.

Boyce (2016) stated that truck drivers experience high levels of stress and fatigue as a result of their workplace conditions and environment, such as traffic congestion or being away from home for extended periods of time. Hege et al. (2019) stated truck drivers, especially long-haul drivers, encounter work stressors and that work stressors have been linked with poor health outcomes and accident risks, which have significant public health and societal implications. Truck drivers are high candidates for work-life imbalances or work-life conflict as they deal with long work hours, minimal time off, and other poor work conditions (Hege et al., 2019). Hege et al. (2019) stated that poor workplace conditions such as, long work hours and shift work, contribute to truck drivers occupational stress.

Hege et al. (2019) conducted a study in the USA and found that more than sixty two percent truck drivers felt that their stress levels were moderate or high some to a point where their stress levels impacted the quality of their sleep. Kleynhans (2007) stated that job dissatisfaction has been linked with negative emotions such as anxiety and depression on the job. De Neve and Ward (2017) stated that data compiled on subjective well-being (SWB) indicated how individuals employed in the transportation industry scored below average on both life and job satisfaction.

As stated by Prockl et al. (2017) truck drivers' workplace conditions such as work hours, pay and stress are poor. The work hours while being regulated are long, the pay on surface seems fair but once closely looked at is questionable and the occupational stress is high due to various reasons some linked directly to the job other as a result of the job (Belzer, 2000; Boyce, 2016 and Mumford, 2019). It is not surprising that truck drivers experience low motivation and job dissatisfaction (Mumford, 2019).

Theoretical Foundation

Maslow's Motivation Theory:

In 1943, psychologist Abraham Maslow published his need hierarchy theory of motivation (Kleynhans, 2007). The theory was based on his clinical observation of a

few neurotic individuals, overtime it has been utilised to explain an entire spectrum of human behaviour (Kleynhans, 2007). As stated by Velmurugan and Sankar (2017) Maslow's theory identified five prime need categories which pertain to people in general, physiological, safety, belonging, esteem and self-actualisation. The first need that is to be satisfied has to be the physiological need before satisfying the other needs, bottom to top order (Velmurugan & Sankar, 2017). Kleynhans (2007) stated that an implication of Maslow's theory is the higher order needs for esteem and self-fulfilment provide the greatest drive for motivation as they increase in strength on satisfaction. However, people's occupations do will not necessarily satisfy their needs, especially when they are routine or low skilled jobs (Kleynhans, 2007).

According to Kleynhans (2007) Maslow's theory is one directional in approach. It sees the satisfaction of lower order needs as essential for one to progress to the next level of needs (Kleynhans, 2007). Maslow's theory has influenced may theorists and theories whether agreeing or disagreeing with his theory (Kleynhans, 2007), however the focus of this research is on Herzberg's two-factor theory.

Herzberg's Two-Factor Theory:

As stated by Prockl et al. (2017) Herzberg's two-factor theory is critical in understanding the causes of an employees' motivation and satisfaction or dissatisfaction. Graham, Scott and Nafukho (2008) stated that an understanding of truck drivers' levels of job satisfaction would be beneficial in a highly competitive environment of trucking. Kleynhans (2007) and Mumford (2019) stated that Herzberg's two-factor model was influenced by Maslow's motivation theory.

As stated by Herzberg, Mausner and Snyderman (1959) and Kleynhans (2007) Herzberg's two-factor theory of satisfiers and dissatisfiers was created by Frederick Hertzberg following an exploration into the sources of job satisfaction and dissatisfaction of accountants and engineers. As stated by Herzberg et al. (1959) and Herzberg (1966) the assumption was that employees had the ability and the motivation to relay accurately conditions, which caused them satisfaction and dissatisfaction in their jobs. Participants were asked to inform their interviewers about the times they felt exceptionally good and exceptionally bad about their occupation and the duration of

those feelings (Herzberg et al., 1959). The findings revealed that the periods of good feelings were frequently concerned with the individuals work while periods of bad feelings were concerned with the individual's context of work (Herzberg, 1966).

As stated by Herzberg et al. (1959) and Herzberg (1966) the good feelings concerned with work are motivators or intrinsic factors while the bad feelings concerned with the context of the work are hygiene or extrinsic factors. Alshmemri et al. (2017) and Mumford (2019) stated that Herzberg's model focused on two characteristics: satisfaction, or motivators and dissatisfaction, or hygiene.

As stated by Mumford (2019) job satisfaction has many definitions, one of the popular definitions by Locke (1976) describes job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience". Spector (1997) as cited by Mumford (2019) stated that job satisfaction is the degree to which employees like or dislike their occupation. Mumford (2019) further defined job satisfaction as an individual's feelings of contentment in relation to their job.

Herzberg et al. (1959) stated that motivators/ intrinsic contribute to job satisfaction as they promote self, self-realisation/growth and self-actualisation. Herzberg et al. (1959) and Alshmemri et al. (2017) stated that hygiene factors are less critical to job satisfaction unlike motivators as hygiene factors are concerned with the need to avoid unpleasantness. After conducting a study on job satisfaction Lephalala (2006) disagreed with Herzberg's stance on hygiene factors being less critical to job satisfaction, concluding that both motivators and hygiene factors are critical to job satisfaction not only motivators. The study was focused on the nursing industry (Lephalala, 2006). Alshmemri, Shahwan-Akl and Maude (2016) conducted a study on job satisfaction and concluded that they agree with Herzberg's stance on hygiene factors being less critical to job satisfaction. The study also focused on the nursing industry (Alshmemri et al., 2016).

Kreitner and Kinicki (2007) criticised Herzberg's model after their study concluded that employees top five most significant job satisfaction factors all appeared on Herzberg's hygiene factors category. The factors were compensation, benefits, job security, workplace conditions and flexibility to balance work/life issues (Kreitner & Kinicki,

2007). However, Kreitner and Kinicki (2007) agreed with Herzberg's stance in that individuals are motivated when their needs for achievement, work and advancement and recognition satisfied.

As stated by Herzberg et al. (1959) and Mumford (2019) motivators are concerned with work and rewards in relation to work performances such as, achievement, recognition, responsibility, and growth. Miller (2002) as cited by Kleynhans (2007) acknowledged recognition as motivator but stated that it discourages intrinsic motivation unlike Herzberg's stance. Miller (2002) as cited by Kleynhans (2007) states the importance of incentives to create an environment for intrinsic motivation. Russell and Gelder (2008) conducted a job satisfaction and concluded that they agree with Herzberg's stance on motivation factors such as recognition and achievement contributing to job satisfaction. As stated by Herzberg et al. (1959) and Herzberg (1966) hygiene factors are concerned with the context of the work such as work environment and individual relations within the workplace.

Mumford (2019) stated that motivators for truck drivers include recognition, sense of achievement, and awards. Hygiene factors include working conditions, interpersonal relationships, supervisors, job security, and salary (Herzberg, 1966) Mumford (2019) stated that hygiene factors for truck drivers include time away from home, pay and benefits, the pressure to meet stringent delivery schedules.

Motivation factors contribute to positive job attitudes while hygiene factors contribute to employees "doing" their job (Herzberg et al., 1959). After conducting a study on job satisfaction Kacel, Miller and Norris (2005) concluded that both motivation and hygiene factors can contribute to positive job attitudes specifically the improvement of hygiene factors such salaries and compensation. The study was focused on nurse practitioners (Kacel et al., 2005).

Alshmemri et al. (2017) stated that the crux of Herzberg's model is the difference between motivation and hygiene factors. Motivation factors improve and increase job satisfaction while hygiene factors reduce job dissatisfaction (Herzberg, 1966). Herzberg et al. (1959) stated that motivation factors can result in job satisfaction while their absent results in no satisfaction. Poor hygiene factors result in job dissatisfaction

however good hygiene factors cannot result in job satisfaction (Herzberg et al., 1959). Herzberg et al. (1959) and Herzberg (1966) stated that opposite of job satisfaction is not dissatisfaction but that the two are parallel ranges of separate characteristics.

Research Design and Methodology:

Research Paradigm:

This study utilises an interpretive paradigm. As stated by Maree (2016) an interpretive paradigm delves into what social science is and is a lens through which the researcher examines the practice of research. An Interpretive paradigm is subjective in nature (Maree, 2016). This study aims to understand truck drivers' workplace conditions and the impact those workplace conditions have on their job satisfaction. The study will be subjective in nature as the researcher aims to understand the truck drivers' perspectives on how their workplace conditions impact them positively or negatively.

Du Plooy-Cilliers, Davies and Bezuidenhout (2014) states that interpretive data is encountered when dealing with a qualitative research design. Du Plooy-Cilliers et al. (2014) further states that the nature of a qualitative research design is to gain an in-depth understanding and explain or explore participants behaviour. This study is of a qualitative nature as it aims to understand the behaviour of its participants, truck drivers and how workplace conditions impact their job satisfaction, which also renders the study subjective in nature.

As stated by Hudson and Ozanne (1988) ontology is the nature of reality and is interested in identifying the overall nature of existence of a certain phenomenon. Ontology is external knowledge to the researcher (Hudson & Ozanne, 1988). In this study, reality will be based on the truck drivers' perception in relation to the impact of workplace conditions on their job satisfaction.

As stated by Carson, Gilmore, Perry and Gronhaug (2001) epistemology is the study of knowledge and is interested in how knowledge is uncovered. Carson et al. (2001) further stated how epistemology delves into the relationship between the researcher and reality and the capturing and learning about that reality. Epistemology is internal

knowledge to the researcher (Carson et al., 2001). In this study, uncovered knowledge will come from participants, truck drivers. The knowledge will be uncovered with the utilisation of in-depth interviews with semi-structured questions which will aid the researcher in learning about truck drivers' reality.

As stated by Carson et al. (2001) focus of the research methodology in an interpretive paradigm is on the understanding and interpreting of the research. The researcher is less objective as they allow feeling and reason to guide them, acknowledge the role of influence from both science and personal experience on their study and generally desire experiencing what they are studying (Carson et al., 2001). For this study, the researcher will utilise in-depth interviews to gain an in-depth understanding of the participant's views in relation to how workplace conditions they faced impacted their job satisfaction.

As stated by the IIE (2016) axiology is concerned with ethical issues such as understanding right from wrong. Du Plooy-Cilliers et al. (2014) stated that axiology is the "role of values". Du Plooy-Cilliers et al. (2014) further stated that interpretivists consider values that mould the research study, including interpretations of the participants and researcher. In this study, the interpretation of both the participants and researcher will be present.

According to Hudson and Ozanne (1988) interpretivists believe in multiple and relative realities that depend on multiple systems of meanings. Knowledge acquired in these realities is socially constructed and perceived as opposed to objectively constructed (Carson et al., 2001) and (Hudson & Ozanne, 1988). Carson et al. (2001) states that interpretivists utilise personal and flexible research structures as they capture meaning in human interaction and make sense of what is perceived as reality. The aim of interpretivist research is to understand and interpret meaning in human behaviour not generalise (Carson et al., 2001). Carson et al. (2001) states that as an interpretivist researcher it is critical to understand motives, meanings, reasons and other subjective perceptions which are context and time bound.

Design Approach:

As stated by Maree (2016) there are two research designs, qualitative and quantitative. This study utilises a qualitative research design. As stated by Du Plooy-Cilliers et al. (2014) qualitative research design aims to gather an in-depth understanding and explore or explain participants behaviour. This study aims to understand how workplace conditions in relation to working hours and employee pay impact truck drivers' job satisfaction.

As stated by Du Plooy-Cilliers et al. (2014) qualitative research deals with interpretive data, interpretive data is subjective in nature. The researcher will utilise an in-depth interview with semi-structured, open-ended questions, to minimise bias from the researcher while also aiding participants in understanding the direction of the interview and study.

As stated by Du Plooy-Cilliers et al. (2014) a deductive approach happens when a researcher starts from a general theory and narrows it down to specific and focused theory. In this study, the general theory is the impact of workplace conditions on employee job satisfaction and the specific theory, is the impact of working hours and employee pay on truck drivers' job satisfaction.

As stated by Du Plooy-Cilliers et al. (2014) an exploratory study reports on a phenomenon either through narrative descriptions, classification or measuring relations. This study will explore the phenomena that is the impact of workplace conditions on truck drivers' job satisfaction utilising an in-depth interview with semi-structured, open-ended questions.

As stated by Du Plooy-Cilliers et al. (2014) a cross sectional design occurs when a researcher does not follow individuals (participants) over a period time but rather collects the data at one specific moment in time. This study is cross sectional as data will be collected from the participants, truck drivers, at a specific period of time.

Population:

As stated by Du Plooy-Cilliers et al. (2014) research population relates of an entire set of elements, individuals or groups, with common characterises in accordance to the sampling criteria created by the researcher. Du Plooy-Cilliers et al. (2014) further stated that population is made up of target and accessible population. Target population refers to an entire group of people from which information is required from while accessible population refers to the population that a researcher will utilise in their study as they have access to that population (Du Plooy-Cilliers et al., 2014). Accessible population for this study is truck drivers who work and reside in Durban, aged 30-45 years old and are male.

Population Parameter:

As stated by Du Plooy-Cilliers et al. (2014) a population parameter refers to people, shared characteristics and size of the population. Population parameters for this study:

- Truck drivers
- 30-45 years old
- Male
- Work and reside in Durban

Sampling:

As stated by Maree (2016) there are two sampling methods, probability and non-probability. Maree (2016) further states that non-probability methods do not utilise random selection of population elements resulting in population elements not having an equal opportunity to be part of the research sample (Du Plooy-Cilliers et al., 2014). This study utilises non- probability methods as the researcher will not randomly select participants from a list.

Sampling Type:

As stated by Maree (2016) there are four sampling types; convenience, quota, snowball and purposive. This study utilises purposive sampling type as this study has a specific purpose (Maree, 2016). This study is interested in understanding the impact of workplace conditions on truck drivers' job satisfaction.

Sample size:

As stated by Maree (2016) sample size refers to the number of participants in a study. The sample size for this study will be three participants. The information gathered from the three participants utilising an in-depth interview with semi-structure, open-ended questions will suffice. A recruitment method will be utilised by the researcher. The researcher's parent was employed in the trucking industry and approached the potential participants, matching the population parameters, on behalf on the researcher to participate in the study. The participants agreed to participate in the study.

Data Collection Method(s):

This study is qualitative in nature therefore an in-depth interview method was utilised with the aid of a semi-structured, open-ended questionnaire as an instrument. As stated by Du Plooy-Cilliers et al. (2014) in-depth interviews are utilised with the aim of gaining an in-depth understanding of the phenomena that a researcher is researching. The researcher of this study aimed to gain an in-depth understating of the impact of workplace conditions on truck drivers' job satisfaction. As stated by Goss (2015) the use of semi-structed, open-ended questions in an in-depth interview creates a dialogue between the researcher and participant(s), guided in a specific direction by the researcher pursuing specific topics while allowing participants freedom to voice their perspectives and add context if needed. In this study, the researcher's specific topic was that of working hours, employee pay and stress levels of the truck drivers.

A pre-test interview was conducted on a former truck driver to assess the following;

- Type of response the questions would elicit from the participants,
- Effectives of the questions in aiding the researcher's study,
- If the researcher would gain credible and accurate information,
- Questions to rework or reword, and
- Approximate time per interview.

Following the pre-test interview, the researcher decided that this study would interview three participants. The researcher utilised semi-structed, open-ended questions

during the interview process. An example of three of the questions asked are as follows:

1. Age?
2. How long have you worked as a truck driver?
3. Typically, in a week how many hours do you work?

The rest of the questions are found in Annexure C.

From the above questions, the researcher delved deeper on specific questions depending on the answers of each participant and asked other questions they felt were relevant depending on the type of answers they received from each participant. The researcher guided the interview process while allowing participants the opportunity to add their input on certain areas where they felt it relevant and important to the study and to give more context to their answers.

Prior to being interviewed, participants received and signed consent forms, participation in the interview and audio recording, an explanatory form, an ethical clearance form and a copy of the interview questions to assure them of the study's credibility and direction of the study. All interviews were conducted via WhatsApp audio calling between the researcher and one participant at a time. The interviews were conducted in the participants native language, isiZulu and were not more than ten minutes as participants had limited time as it was working day for them.

The interviews were recorded by the researcher, with the use of a cell phone for ethical and objectivity purposes along with ensuring credibility and trustworthiness, and to utilise later when transcribing the interviews. The transcriptions, after being translated to English by the researcher and transcribed verbatim, aided the researcher in the discovery and development of themes for this study. The data collected from the interviews was stored by the researcher in a cell phone that uses a password protection system.

As stated by Du Plooy-Cilliers et al. (2014) an in-depth interview has many benefits such as, comparable notes on the varying views of the participants, clarification of questions conducted by an in-depth interview and the observation of non-verbal

reactions which aid in identifying hesitations or denials from participants. The above-mentioned benefits aided the researcher in gaining an in-depth understanding of the truck drivers' perceptions except for the observation of non-verbal reactions as interviews were conducted via WhatsApp audio calling so the researcher had to try and analyse participants change in tone and reluctance to delve further when answering some questions. In-depth interviews have some drawbacks such as being time consuming and resource intensive (Du Plooy-Cilliers et al., 2014). Translating and transcribing the interviews proved to be time consuming and resource intensive especially translating as the researcher consulted with a third-party academic who specialises in languages to ensure and maintain credibility.

Data Analysis Method(s):

This study is qualitative in nature therefore it will aim to identify themes and patterns that are overt and covert in nature (Du Plooy-Cilliers et al., 2014). This study aims to identify how workplace conditions impact truck drivers' job satisfaction, the researcher is interested in understanding the theme of job satisfaction in relation to how workplace conditions impact it.

This study utilised a thematic analysis as the data collection method is of a qualitative nature. As stated by Nowell et al. (2017) a thematic analysis is a qualitative research method that can be broadly utilised across a range of epistemologies and research questions. Braun and Clarke (2006) stated that a thematic analysis is a method for identifying, analysing, organising, describing, and reporting themes found within a data set. Braun and Clarke (2006) further stated that an attentive thematic analysis can yield trustworthy and insightful findings. Braun and Clarke (2006) cautioned that there is no clear agreement about how researchers can attentively apply a thematic analysis. Braun and Clarke (2006) stated a lack of literature that outlines the pragmatic process for conducting a trustworthy thematic analysis.

As stated by Du Plooy-Cilliers et al. (2014) qualitative data analysis in interpretivism involves the following analysis:

As stated by Du Plooy-Cilliers et al. (2014) **textual** is an interpretation of the meaning of something through an analysis of texts and existing literature. In this study, recordings were transcribed, and a transcript created to aid in the analysis and interpretation of truck drivers' perceptions.

As stated by Du Plooy-Cilliers et al. (2014) **iterative** occurs when the researcher analysis and interprets data thoroughly. In this study, transcripts were coded to elicit important information from truck drivers' responses. The codes were then isolated and refined into emerging patterns based on truck drivers' perceptions. These emerging patterns gave rise to four common themes; working hours, truck drivers pay, stress levels and job satisfaction.

As stated by Du Plooy-Cilliers et al. (2014) **hermeneutic** is the subjective comprehension and interpretation of text and themes. In this study, text and themes comprehension and interpretation were based on the truck drivers' perceptions of how their workplace conditions impact their job satisfaction.

As stated by Du Plooy-Cilliers et al. (2014) **subjective**, the researcher is left to analyse and interpret the research findings based on data collected from the participants. In this study, the researcher analysed and interpreted the transcripts based purely on the participants views on how their workplace conditions impact their job satisfaction.

As stated by Du Plooy-Cilliers et al. (2014) **constructed and symbolic** refers to the subjective interpretation by the researcher and participants and is expressed symbolically. In this study, truck drivers' responses were based on how they viewed the impact of workplace conditions on their job satisfaction.

As stated by Nowell et al. (2017) the advantages of a thematic analysis include the flexibility to adapt to various research studies, usefulness when examining multiple participant perspectives, highlighting similarities and differences and finally, generating unanticipated perspectives.

Findings and Interpretation of findings:

Findings:

In this analysis, the researcher conducted a thematic analysis coding. As stated by Braun and Clarke (2006) a thematic analysis is a method for identifying, analysing, organising, describing, and reporting themes found within a data set. The researcher utilised data collected from semi-structured, open-ended interviews to conduct this thematic analysis coding. The semi-structured, open-ended interviews were based on the impact of workplace conditions on truck drivers' job satisfaction.

The researcher interviewed three participants, truck drivers, for this study. The participants were required to answer a minimum of seven set questions. The seven questions aided participants by providing direction and a feel of what to expect from the study. Aided the researcher, in ensuring that the main and sub-questions of the study were answered. From the interviews conducted, the researcher identified themes and patterns that aligned with themes that were discussed in the literature review. The themes were: Long hours that truck drivers endure, truck drivers pay and high stress levels that truck drivers endure. Job satisfaction emerged as the lone new theme, in relation to it not being covered as a theme in the literature review, however it does align with the theoretical foundation literature.

Participants:

For this research study the researcher conducted semi-structured, open-ended interviews with three participants.

Participant one:

A 32-year-old male who has worked as a truck driver for the past eight years. The participant has worked for various companies as a truck driver throughout the years. The participant has worked in the same company for seven years, first as a sub-driver and now an owner driver (contractor).

Participant two:

A 32-year-old male who has worked as truck driver for the past ten years. The participant has worked for various companies as a truck driver throughout the years.

The participant has worked in the same company since 2013 and is an owner driver (contractor).

Participant three:

A 45-year-old male began working as truck driver in 2014. This participant has been employed at the same company since then is an owner driver, contractor.

Themes identified:

This research study's objective and literature review was to examine the impact of workplace conditions on truck drivers' job satisfaction, specifically working hours and employee pay. Data collection conducted by the researcher identified the following themes: long working hours, employee pay, high stress levels and job satisfaction. The themes aligned to those identified in the literature review except for job satisfaction, it aligned with theoretical foundation literature.

Long working hours that truck drivers endure:

Participants stated that they work mixed working hours. In a week, Monday to Saturday, they will work long and short hours depending on the distance allocated to them on that day. Participants also stated that they mostly work long hours due to distances allocated to them.

Participant one:

"it depends. Sometimes, um, it is 50 hours a week"

"Mixed. the distance is mixed"

Participant two:

"last time when I counted, it was about 233 hours"

"yes, it happened once but most of the time it is between 170 and 180 hours"

"Yeah, most of the time they for long distance"

Participant three:

"um it depends, the hours depend on the route that I work that day, as they are not the same as sometimes it is a local and the hours are short. If it's a long distance, we

leave during the night at around 00:00 and only get back at around the latest 20:00 hours”

Participant one and three’s responses suggested that they mostly work mixed distances. While participant two mostly works long distances as seen with 170-180 hours per week.

The findings support the position of Belzer (2000) who stated that truck drivers deal with demanding workplace conditions. Belman and Monaco (2005) stated that despite 60 hours a week regulation, truck drivers still work long hours often above 60 hours a week. Giroto et al. (2019) further added how in Brazil truck drivers work long hours, often up to ten hours in one shift.

The findings with respect to this theme align with the theoretical foundation of this study because it supports the premise that poor hygiene factors such as long working hours, impact job satisfaction.

Truck drivers pay:

All participants voiced their displeasure at the pay they earn. Participants felt that the pay structure was not fair as it resulted in them being paid per load they deliver and not per hour or distance covered which is often a lot.

Participant one:

“The pay is not enough as we work hours that are not specific, like I do not get paid an hour”

“I don’t get paid an hour, so that tires me as time is not important or a factor the only thing that matters is that I have done the job”

Participant two:

“I feel it is unfair because they don't pay with the hours that we drive. they pay with the day rate. So, it is unfair”

“They pay per load, they pay per day. yah but it doesn't justify the hours that I have worked per week, do you understand?”

Participant three:

“The pay does not make me happy so far as according to the work that we do the pay should not be as it is. It should be higher”

All participants responses voiced their unhappiness at the pay that they earn, especially when compared to the hours worked and distance travelled. Participants felt that they should be paid differently, per hours worked or distance travelled not per load. Being paid per load neglects the difference between distances travelled and hours worked between short and long distances.

Participants findings support the position of Belman and Monaco (2005) in that truck drivers' earnings appear to be fair but the poor workplace conditions that truck drivers are subject to suggest that there is a possibility of underpaying and exploitation. McKinnon et al. (2017) agreed and further stated that companies, especially shipping, do not want to increase truck drivers pay. Participants findings disagreed with Hege et al. (2019) who stated that most truck drivers are paid according to the distance they travelled.

The findings with respect to this theme align with the theoretical foundation of this study because it supports the premise that poor hygiene factors such as poor employee pay, impacts job satisfaction.

High stress levels that truck drivers endure:

Participants stated that they feel stress while on the job and that most of the stress is due to external factors, which they have no control over. Participants stated that the biggest stress contributor is delays, of any sort. Participants stated that on a “normal” day they deal with tough deadlines, so when a delay occurs it is additional stress for them as it might result in a deadline not being met, arriving to a store and it is already closed.

Participant one:

“um, here at work, it's like it becomes my job to know that the customer is open, and that the customer does not close before they get the stock. So, I must try at all times to ensure that they get the stock. sometimes I end up not adhering to the law in terms of driving above the speed limit to make sure that I get to the customer before they close shop and receive their stock”

“.... deadlines become your responsibility to meet regardless of everything? Yes, yes, it is exactly like that”

Participant two:

“yes, sometimes I feel the stress while I am on the job. Um, the stress that I feel, you know when I am on a job, you find that you met an accident”

Participant three:

“Yes, especially now with the crime in the places that we deliver to. and the strikes that interruptus while we are on our way to and from a customer to deliver stock as that results in delays”

Participants responses suggest that any delay, big or small, causes additional stress as it might result in them not meeting their deadline. Participant one states that it is the truck drivers' responsibility to ensure that a deadline is met.

The findings support the position of Hege et al. (2019) that poor workplace conditions such as, long work hours and shift work, contribute to truck drivers occupational stress. Mumford (2019) echoed that and stated that truck drivers deal with increased pressure to meet tough deadlines for delivery of goods to customers. Boyce (2016) added that truck drivers experience high levels of stress and fatigue as a result of their workplace conditions and environment, such as traffic congestion.

The findings with respect to this theme align with the theoretical foundation of this study because it supports the premise that poor hygiene factors such as high occupational stress levels, impacts job satisfaction.

Job Satisfaction:

Participants stated that the workplace conditions that they endure impact job satisfaction. When the researcher explicitly asked if “workplace conditions such as working hours, pay earned and stress levels, impact job satisfaction?” participants gave a resounding yes.

Participant one:

“yes”

Participant two:

“yes”

Participant three:

“yes”

All participants stated that workplace conditions such as working hours, pay earned and stress levels impacted their job satisfaction. After concluding with the interview process the researcher concluded that the workplace conditions were negatively impacting participants, truck drivers, job satisfaction and that participants were subject to some poor workplace conditions, pay being the main issue. The researcher also noted that participants faced additional workplace conditions that impacted their job satisfaction, such as the relationship with their supervisors. Participant three stated “no change happens even after we have complained about certain things not being up to standard”.

Participants findings support the position of Mumford (2019) in that workplace conditions contribute to a lack of job satisfaction among truck drivers. Mumford (2019) highlighted workplace conditions such as, long working hours, pay and stress to name a few. Mumford (2019) also stated how it is not surprising that truck drivers experience low motivation and job dissatisfaction.

The findings with respect to this theme align with the theoretical foundation of this study because it supports the premise that poor hygiene factors such as, workplace conditions, impacts job satisfaction.

Trustworthiness:

As stated by Nowell, Norris, White and Moules (2017) trustworthiness is a measure that researchers utilise to ensure that their research is recognised as familiar and perceived legitimately by various stakeholders including other researchers. Nowell et al. (2017) also stated that trustworthiness is a way for researchers to convince other researchers and general readers that their researcher findings are worth their notice. Trustworthiness is comparable to the standard quantitative assessment criteria of validity and reliability (Nowell et al., 2017). According to Nowell et al. (2017) trustworthiness consists of four components: credibility, transferability, dependability and conformability.

As stated by Nowell et al. (2017) the credibility of a study is solidified when coresearchers or general readers are faced with an experience, they can recognise it. Nowell et al. (2017) further stated that credibility tackles the “fit” between participants and the researcher’s portrayal of them. Credibility is addressed with the utilisation of different techniques (Nowell et al., 2017). According to Nowell et al. (2017) prolonged engagement, continuous observation and peer briefing are some of the techniques. To ensure credibility the researcher conducted in-depth interviews with the aid of semi-structured, open-ended questions with participants which provided the researcher an opportunity for prolonged engagement with participants. The researcher also dedicated time to analyse, code and interpret data collected. Recordings were played and transcripts read numerous times to confirm data. Analysing and interpreting process took much time to further enhance and ensure the credibility of findings.

As stated by Korstjens and Moser (2017) transferability is the degree to which research findings can be transferred to other circumstances or settings with other respondents. A researcher utilises thick description to facilitate transferability judgment (Korstjens & Moser, 2017). According to Korstjens and Moser (2017) thick description relates to the researcher providing context in addition to describing

participants behaviour, experience and research process to aid the reader assess if the research findings are transferable to their own setting. To ensure transferability the researcher provided ample amounts of descriptive data such as context in which research was carried out in, the setting, sample (method, type and size), population parameters, data collection method (type and nature of interview questions). The researcher also provided participants with consent forms, an explanatory form, an ethical clearance letter and interview questions.

As stated by Korstjens and Moser (2017) dependability is the stability of research findings over time. Korstjens and Moser (2017) further stated that dependability is focused on consistency. The researcher must verify if the analysis process is in accordance with the accepted standards for a particular design (Korstjens & Moser, 2017). Korstjens and Moser (2017) stated that a researcher utilises an audit trail to ensure dependability. Korstjens and Moser (2017) further stated that an audit trail is a research path kept throughout the duration of a study that is made up of the steps taken from the beginning to end of a research study. To ensure dependability the researcher utilised a supervisor provided by the tertiary institute (Varsity College) throughout the duration of the study to examine the analysis process of this study. In the data collection method, the researcher recorded the interviews to minimise distortion or misinterpretation of data.

As stated by Korstjens and Moser (2017) confirmability is the degree in which research findings can be confirmed by coresearchers. Korstjens and Moser (2017) further stated that confirmability is focused on neutrality. The researcher needs to recognise the inter-subjectivity of data they collect and ensure the interpretation of the data is not influenced by their own preferences and viewpoints (Korstjens & Moser, 2017). According to Korstjens and Moser (2017) a researcher utilises an audit trail to ensure confirmability. An audit trail consists of steps taken from the start to finish of a research study (Korstjens & Moser, 2017). The steps provide a research path that is kept the duration of the study (Korstjens & Moser, 2017). To ensure confirmability the researcher utilised a supervisor provided by the tertiary institute (Varsity College) throughout the duration of the study to assess the neutrality of the study. In the data collection method, the researcher recorded the interviews to minimise distortion or misinterpretation of data.

Conclusion:

Research questions, problem and goal addressed:

Main question:

How do workplace conditions impact truck drivers' job satisfaction?

Sub-questions:

1. How do working hours impact truck drivers' job satisfaction?
2. How does employee pay impact truck drivers' job satisfaction?

The main question and sub-questions were answered by participants in the interview process. In answering the main question, participants stated that workplace conditions such as working hours, pay they earn and stress levels they endure do impact their job satisfaction. Participants gave an impression that the impact was a negative one as they were unhappy with multiple workplace conditions, especially pay earned.

In answering sub-question one, participants indicated that working hours do impact their job satisfaction and negatively. Participants stated that while they work mixed working hours, they tend to work longer hours than short as their working hours are determined by distance travelled in a day. One participant stated how their average working hours per week, Monday to Saturday, are between 170-180, working such hours does not leave one with a lot of time to relax or enjoy life.

In answering sub-question two, participants indicated that employee pay does impact their job satisfaction and negatively. Participants voiced their unhappiness at the pay structure which resulted in them feeling gravely underpaid. Participants stated that the pay would be fair if they were paid for the hours they work or distance they travelled instead of being paid per load. Participants explained that being paid per load is unfair as it treats long and short distance loads the same when they are not as long-distance loads take up more time, more working hours, and more energy.

Participants answers in the interview process provided the researcher with an answer to the research problem, that being workplace conditions do impact truck drivers' job satisfaction and the impact is a negative one. The researcher proposes that to solve

the research problem truck drivers' need a better and improved work schedule that monitors hours worked per week, regulates the number of hours worked per week by truck drivers and fairly rotates the allocation of short and long distance travels between truck drivers. Another solution is a change in the pay structure that considers the difference between distances travelled and compensates truck drivers accordingly. With the research questions and the research problem answered the researcher is satisfied that the research goal was reached.

Implications of findings for future practices:

This research study aims to add to the existing body of knowledge in the trucking industry in relation to Herzberg's Two-Factor theory especially the impact of hygiene factors on employee job satisfaction. This research highlighted how workplace conditions impact truck drivers' job satisfaction within Durban, Kwa Zulu Natal. This study confirmed that poor workplace conditions, working hours and employee pay, negatively impacted truck drivers' job satisfaction. Lastly, this research provided possible solutions to improve truck drivers' current workplace conditions.

Final conclusions:

The research was a success in that it added to the literature on the impact of workplace conditions on truck drivers' job satisfaction, as there is limited research in existence on the issue within Durban, Kwa Zulu Natal. As a result of the limited literature available within the context of Durban, Kwa Zulu Natal, there is potential for future research. Future research could investigate action taken or implemented to improve truck drivers' workplace conditions. A larger sample would aid in providing better and more balanced, realistic findings when scaling the research to a provincial or national level.

The findings from this study indicated that workplace conditions impact truck drivers' job satisfaction negatively. Truck drivers endure long working hours and earn unfair pay when compared to the hours they work or distance they travel. The findings aligned and are supported by authors' theories in the literature review. Lastly, the researcher included some suggestions that can improve the impact of workplace conditions on truck drivers' job satisfaction.

Ethical Considerations:

As stated by Goss (2015) the following ethical concerns are to be considered:

- Informed consent– Participants were presented with a letter of consent and briefed about the study before participation.
- Informed consent for audio recording- Participants were presented with a letter of consent for audio recording before participating in the study.
- Anonymity- Participants signed a participation form that ensured their identity would remain confidential and anonymous. Only the researcher and supervisor, know their identity. The researcher did not use the participants names in the study rather participants were referred to as participant One etc.
- Free from bias- The researcher maintained a high level of objectivity in discussions and analyses of the study by conducted the interviews with no preconceived notions or assumptions of the participants answers. A supervisor assessed the neutrality of the study.
- Right to accept or withdrawal- Voluntary participation allowed participants the right to accept or withdraw participation from the study at any stage.
- Confidentiality- The researcher and supervisor are the only people who have access to the interview recordings and transcripts. The interview recordings and transcripts have been stored in an electronic device (cell phone) that utilises a password protection system.

Limitations:

- Time- The study was conducted by a student which resulted in limited time to conduct the study, less than a year.
- Timing of study- Due to the COVID-19 pandemic the study had was conducted in a time of increased stress levels and limited mobility to both the researcher and participants, less than ideal circumstances to conduct a study.
- Sample size- The researcher only interviewed three participants. Research findings might differ if the study had more participants.
- Geographical- Research study was restricted to only Durban, KwaZulu Natal which limited the sample size. Research findings might differ if the study was conducted on national level.

- Equipment- The COVID -19 pandemic resulted in limited mobility which resulted in an alteration of the data collection method. The researcher and participants had to have access to a laptop, computer or smartphone when it came to the interview process, this resulted in a limited sample size.
- Financial constraints- Data collection method was changed to WhatsApp Audio calling from video calling as it was the most economically viable option for both the researcher, a student, and participants as face to face interviews were not an option due to mobility restrictions as a result of the COVID-19 pandemic.

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Annexure A: Updated Concept Document Table

Research Title - An exploratory study on the impact of workplace conditions on truck drivers' job satisfaction within Durban, Kwa Zulu Natal.

Research Purpose/ Objective	Primary Research Question	Research Rationale	Seminal Authors/ Sources	Literature Review –	Paradigm	Approach	Data Collection Method(s)	Ethics	Conclusion	References
To understand the impact of workplace conditions on truck drivers' job satisfaction.	How do workplace conditions impact truck driver job satisfaction?	This study aims to understand the issue of workplace conditions, often poor, that truck drivers are subjected to and how they impact their job satisfaction.	Herzberg Two Factor theory	Herzberg Two Factor Theory	Interpretive paradigm Ontology: Reality will be based on the truck drivers' perception. Epistemology: Uncovered knowledge will come from participants, truck drivers.	Qualitative research design Population Truck drivers Male. 30-45 years. Work and live in Durban.	Qualitative, interview and questionnaire	Informed consent. Informed consent for audio recording. Anonymity. Free from bias Right to accept or withdrawal. Confidentiality.	Truck driver workplace conditions negatively impact their job satisfaction.	Herzberg et al. (1959) Herzberg (1966) Alshammari et al. (2017) Prockl et al. (2017) Wijngaards et al. (2019) Goss (2015) Du Plooy
Research Problem	Secondary Questions/ Hypotheses/	Key Concepts	Key Theories		Methodology: Research	Sampling	Data Analysis Methods	Limitations		

	Objectives				cher will utilise					et al. (2014)
Truck driving is a high demand job and workplace conditions, often poor, impact truck drivers job satisfaction and health.	1. How do working hours impact truck drivers job satisfaction? 2. How does employee pay impact truck drivers job satisfaction? Objectives: 1. To identify how working hours impact on truck drivers job satisfaction. 2. To determine how employee pay impacts truck drivers job satisfaction.	Job satisfaction. Workplace conditions. Truck drivers. Work hours. Employee pay.	Herzberg Two Factor Theory		in-depth interviews to gain an in-depth understanding of the participant's views. Axiology : The interpretation of both the participants and researcher will be present.	Non-probability. Purposive.	In-depth Interviews With a semi-structured , open-ended questionnaire.	Time. Timing of study. Sample size. Geographical. Equipment. Financial Constraints.		Maree (2016) Boyce (2016) De Neve and Ward (2017) Huff (2005) cited by Prockl et al. (2017)

Annexure B: Ethics Checklist



Dear student

Please complete this checklist and include this in your proposals as an appendix:

Student name: Nomagugu Ngwane

Title of the research: An exploratory study on the impact of workplace conditions on truck drivers' job satisfaction within Durban, Kwa Zulu Natal.

	Yes	No	Comment: supervisor/ navigator/lecturer
Are you using human subjects in your research?	x		
I intend to use human subjects - I understand that I will not conduct research with human subjects under the age of 18 and other vulnerable groups. - I understand I can only proceed once I receive an ethical clearance letter.			
Interviews/ Focus groups An example of the <i>written consent form</i> I intend to use is attached.	x		
I will record the interview/focus groups and the sample of the letter where I ask for permission to do so is attached.	x		
I plan to use an interview schedule: The example of my research instrument is attached.	x		

I plan to use a questionnaire: The example of my research instrument is attached.		X	
I plan to use a gate-keepers letter: The example of my letter is attached.		X	
I plan to do research on an IIE site/with IIE students/staff/artefacts and I filled in the application for permission to do so. The application is attached. I understand I can only proceed once I receive IIE Approval for this.		X	

Signed: student...n.ngwane.....

Annexure C: Interview Questions

1. Age?
2. How long have you worked as a truck driver?
3. Typically, in a week how many hours do you work? Will have follow-up question(s).
4. What are your thoughts on the pay you earn? Will have follow-up question(s).
5. Do you feel any stress while on the job? Will have follow-up question(s).
6. Are there any other factors that impact you while on the job? Will have follow-up question(s).
7. Do workplace conditions impact your job satisfaction? Will have follow-up question(s).

Annexure D: Explanatory Information Form



Explanatory information Form

To whom it may concern,

My name is Nomagugu Ngwane and I am a student at Varsity College Durban North. I am currently conducting research under the supervision of Sally Fisher about the impact of workplace conditions on truck drivers' job satisfaction within Durban, Kwa Zulu Natal. I hope that this research will enhance our understanding of how workplace conditions such as working hours, pay earned and stress levels impact truck drivers' job satisfaction.

I would like to invite you to participate in my study. In order to explain to you what your participation in my study will involve, I have formulated questions that I will try to fully answer so that you can make an informed decision about whether or not to participate. If you have any additional questions that you feel are not addressed or explained in this information sheet, please do not hesitate to ask me for more information. Once you have read and understood all the information contained in this sheet and are willing to participate, please complete and sign the consent form below.

What will I be doing if I participate in your study?

I would like to invite you to participate in this research because you meet the population parameters of this study. If you decide to participate in this research, it will involve an in-depth interview with the researcher.

You can decide whether or not to participate in this research. If you decide to participate, you can choose to withdraw at any time or to decide not to answer particular interview questions.

Are there any risks/ or discomforts involved in participating in this study?
Whether or not you decide to participate in this research, there will be no negative impact on you. There are no direct risks or benefits to you if you participate in this study. You might, however, indirectly find that it is helpful to talk about your experiences as a truck driver in relation to the impact of workplace conditions on your job satisfaction. If you find at any stage that you are not comfortable with the line of questioning, you may withdraw or refrain from participating.
Do I have to participate in the study?
• Your inclusion in this study is completely voluntary; • If you do not wish to participate in this study, you have every right not to do so; • Even if you agree to participate in this study, you may withdraw at any time without having to provide an explanation for your decision.
Will my identity be protected?
I promise to protect your identity. I will not use your name in any research summaries to come out of this research and I will also make sure that any other details are disguised so that nobody will be able to identify you. I would like to ask your permission to record the interviews, but only my supervisor, I and possibly a professional transcriber (who will sign a confidentiality agreement) will have access to these recordings. Nobody else, including anybody at Varsity College Durban North, will have access to your interview information. I would like to use quotes when I discuss the findings of the research, but I will not use any recognisable information in these quotes that can be linked to you.
What will happen to the information that participants provide?
Once I have finished all interviews, I will write summaries to be included in my research report, which is a requirement to complete my IIE Honours in Management qualification. You may ask me to send you a summary of the research if you are interested in the outcome of the study.

What happens if I have more questions about the study?
Please feel free to contact me or my supervisor should you have any questions or concerns about this research, or if there is anything you need to know before you decide whether or not to participate. You should not agree to participate unless you are completely comfortable with the procedures followed. My contact details are as follows: Nomagugu Ngwane The contact details of my supervisor are as follows: Sally Fisher

Annexure E: Consent Form



Consent form for participants	
I, _____, agree to participate in the research conducted by Nomagugu Ngwane about the impact of workplace conditions on truck drivers' job satisfaction within Durban, Kwa Zulu Natal. This research has been explained to me and I understand what participation in this research will involve. I understand that:	
• I agree to be interviewed for this research.	
• My confidentiality will be ensured. My name and personal details will be kept private.	
• My participation in this research is voluntary and I have the right to withdraw from the research at any time. There will be no repercussions should I choose to withdraw from the research.	
• I may choose not to answer any of the questions that are asked during the research interview.	
• I may be quoted directly when the research is published, but my identity will be protected.	
Signature	Date

Annexure F: Consent Form for Audio or Video Recording



Consent form for participants

I, _____, agree to allow Nomagugu Ngwane to audio record my interviews as part of the research about the impact of workplace conditions on truck drivers' job satisfaction within Durban, Kwa Zulu Natal.

This research has been explained to me and I understand what participation in this research will involve. I understand that:

- My confidentiality will be ensured. My name and personal details will be kept private.
- The recordings will be stored in a password-protected file on the researcher's computer.
- Only the researcher, the researcher's supervisor and possibly a transcriber (who will sign a confidentiality agreement) will have access to these recordings.

Signature

Date

Annexure G: Ethical Clearance Letter



4 August 2020

Student name: Nomagugu Ngwane

Student number: 12014455

Campus: Varsity College Durban North

Re: Approval of HBCM Proposal and Ethics Clearance

HONOURS ETHICAL CLEARANCE LETTER

Your research proposal and the ethical implications of your proposed research topic were reviewed by your supervisor and the campus research panel, a subcommittee of The Independent Institute of Education's Research and Postgraduate Studies Committee.

Your research proposal posed no significant ethical concerns and your supporting documents and instruments are in order to proceed. We hereby provide you with permission to proceed with your research.

In the event of you deciding to change your research methodology in any way, kindly consult your supervisor to ensure all ethical considerations are adhered to and pose no risk to any participant or party involved. A revised ethical clearance letter will be issued.

GENERAL CONDITIONS TO BE FULFILLED IN RELATION TO RESEARCH

Permission is granted to proceed with the above study subject to the conditions listed below being met and may be withdrawn should any of these conditions be flouted.

[REDACTED]

[REDACTED]

[REDACTED]

Permission is granted subject to the following conditions:

1. The researcher(s) will need to obtain informed consent in writing from all of the participants in his/ her sample if the study is not anonymous.
2. The researcher(s) will need to obtain Gatekeeper approval/permission letter/s and have handed this to the supervisor for verifying.
3. The researcher(s) may only use the data collected for research purposes and in no other way.
4. Photographs of human subjects may only be taken if relevant to the research, informed consent was obtained, and even with informed consent, the photographs may not be published on any online platforms.
5. The researcher is responsible for supplying and utilising his/her own research resources, such as stationery, photocopies, transport, faxes and telephones and should not depend on the goodwill of the institutions and/or the offices visited for supplying such resources.
6. No names or identifying information of participants may be used within the research and the research must be voluntary.
7. Please make it clear that the information will not be used punitively in any way and participants may in no way be counselled/advised based on this.

Annexure H: Originality Report

Nomagugu Ngwane

Total Score:  High risk 100 %

Submission UUID: a5315295-5134-1f83-5e5b-1965c1decd53

Total Number of Reports	Highest Match	Average Match	Submitted on	Average Word Count
1	100 % Research POE NOMA 2020.docx	100 %	24/08/20 15:25 GMT+2	12,970 Highest: Research POE NOMA 2020...

 Attachment 1 100 %

Word Count: 12,970
Research POE NOMA 2020.docx

Institutional database (16)

100 %

 3 My paper	 1 My paper	 13 Student paper
 14 Student paper	 2 Student paper	 5 My paper
 16 Student paper	 7 Student paper	 6 Student paper
 9 Student paper	 8 Student paper	 15 Student paper
 10 Student paper	 4 Student paper	 11 Student paper
 12 Student paper		