

ABSTRACT

The Impact of Privatization of a Statutory Corporation:
A Study of Job Satisfaction

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This thesis investigates *the impact of privatization* on levels of employees' *job satisfaction*, during exchange relations involving *cost* or *effort* for *rewards*, through social interaction in the workplace. Using objective research methods, the study uncovered and answered many salient questions critical to the viability and sustainability of the *privatization* initiative, as it relates to *employees' job satisfaction, employees' attitudes, productivity and social exchange* at TTPost, a statutory corporation in Trinidad and Tobago.

Data were collected with standardized questionnaires through structured interviews conducted among a sample population of 209 respondents, representing 16% of the target population of 1275 employees. Analyses were performed using the Statistical Package for Social Sciences 19 Programme (SPSS). Multiple regression, Spearman's Rho correlation, frequency tabulations, cross-tabulations and descriptive statistics were employed in analysing the data and inferring there from. Hypotheses were tested using Spearman's Rho correlation, Friedman's Test and the Wilcoxon Signed Rank Test.

Among major findings, *job satisfaction* was found to have been significantly decreased after privatization. *Lack of trust and confidence* in management was found to be the variable most impacted upon by *privatization*, and *productivity*, the least. *Education* explained *job satisfaction* most significantly, whilst *position held* measured *job satisfaction* the least. At TTPost, *power*, the level of potential cost that the employer induces the employee to accept in social exchange relations at the workplace, was found to have no significant relationship with *dependence*, the level of potential cost that the employee is willing to accept.

Keywords: Bertram Hyman Telemaque; impact of privatization on job satisfaction; motivation; power and dependency; privatization; social exchange; TTPost.