

Attitudes towards Disciplinary Measures among Managers and Workers in Bophelong Psychiatric Hospital, Mafikeng

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ABSTRACT This study examines the attitudes towards disciplinary measures among managers and workers at the Bophelong psychiatric hospital, Mafikeng. This is based on the fact that undisciplined workforce may lead to disorder in the workplace and eventually to an organisation's failure to reach its objectives. From a population of four hundred workers and one hundred managers, a simple random sampling technique was used to select sixty workers and forty managers. Data was collected through a structured questionnaire made up of six different sections and analysed using SPSS. Frequency counts, mean and standard deviations were used to describe the data. The results of the study show that 47 percent of the workers and 35 percent of managers are between 30 to 40 years. About 69 percent of workers are female while 70 percent of managers are male. The common educational level among workers is the matric while managers had Diploma and BSc degree. In terms of attitude to disciplinary measure, 73% and 75% agreed that disciplinary measures are legal at BPH by workers and managers respectively. In terms of knowledge of disciplinary measures, sixty six percent of workers at BPH are aware of written warning and Employee Assistance Programmes as disciplinary techniques. Results on implementation of disciplinary measures show that seventy percent of workers mostly had verbal warnings and fifty six percent of managers had withholding all privileges. Common constraints to the implementation of discipline as indicated by workers head office taking too long, unions being too defensive, unqualified managers. The study concludes by advocating the need to review and enforce discipline at the work place if service delivery has to improve.