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Personal and work-related problems of employees at the Social Security Commission in Namibia.

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ABSTRACT

Contemporary society poses many challenges to the world of work. Everyday challenges can complicate the lives of employees as they are social beings and as such experience human problems; which can adversely affect work performance. This necessitates proactive measures on the part of employers to mitigate the impact. This study aimed to identify personal and work-related problems of employees at the Social Security Commission (SSC) in Namibia. An exploratory research design was used to identify, describe and explain the phenomenon, incorporating both qualitative and quantitative aspects. Two data collection methods were used: fifty two (52) completed questionnaires and seven (7) interviews conducted with executive management members were analyzed. Thematic content analysis was used for the qualitative data and statistical analysis was used for the quantitative data. The findings indicated the existence of personal and work-related problems experienced by the SSC workforce in Namibia. Respondents perceived these problems to impact on their wellbeing and job performance: **81%** (n=42) of respondents and all of the management team emphasized the need for an Employee Wellness Programme at the SSC workplace.