

Abstract:**Management and Employee Satisfaction in a Municipal Administration**

Research Question (RQ): Do knowledge and skills of the director of municipal administration have an influence on employee satisfaction?

Purpose: To research the knowledge and skills, a leader needs to guide employees towards reaching a work place satisfaction and consequently towards higher effectiveness of the organization.

Method: A case study on a smaller municipal administration based on an interview with the director of municipal administration on development of knowledge and skills; a questionnaire for determining leadership abilities and a questionnaire for measuring work satisfaction of employees in municipal administration.

Results: The influence of knowledge and skills of the director of municipal administration on employee satisfaction.

Organization: Organization that strives for success needs to devote special attention to people management. Satisfied employees are successful in their work assignments and consequently contribute to effectiveness of the organization.

Society: The purpose of municipal administration is to fulfill the needs of its citizens as much as possible. A quality service for citizens as service users can only be provided by satisfied employees in the municipal administration.

Originality: In the municipal administration of the studied municipality a research study on the influence of knowledge and skills of the leader on employee satisfaction has not been carried out yet, so this will serve as grounds for improvement of organizational climate in the organization.

Limitations/further research: The director of municipal administration is the author's subordinate. The municipal administration has only eight employees, which is a limited sample size even though all employees participated in the research study. In the future it would be wise to conduct a study with all three municipal administrations of the Bela krajina region, as this would provide a clearer picture of employee satisfaction in the municipalities of Bela krajina.

Key words: management, municipal administration, knowledge, skills, employee satisfaction, people management, motivation, organizational climate.