

Effectiveness of Grievance Management Standards in Influencing Employee Work Performance

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Abstract

Public universities in Kenya have adopted Grievance Management Standards (GMS) as a form of best practices for handling Human Resource operations and administrative functions. Despite this adoption, there are numerous complaints about inefficiency and malpractices in work performance in institutions of higher learning. This study was to establish the effectiveness of grievance management standards in influencing employee work performance in selected public universities in Kenya. The study was carried out in Masinde Muliro University of Science and Technology (MMUST), Jaramogi Oginga Odinga University of Science and Technology (JOOUST) and Maseno University. The target population was 213 Heads of Departments from whom the sample of 64 was drawn. The study adopted a mix of descriptive and cross sectional research designs. Research instruments employed were questionnaires and interview schedules for the HROs. Primary and secondary data was collected and triangulated for validity. Data were analyzed using inferential and descriptive statistics. Grievances management standards account for 70.1% of the unit Employee work performance. It was recommended that Universities should strengthen structures to ensure effective implementation of Grievances Management Standard for a more positive influence on employee work performance.

Key Words

Best practices, employing authority, employee work performance, Grievance management, human resource management.