BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF HUMAN RESOURCES MANAGEMENT

TOPIC

AN ASSESSMENT OF THE IMPACT OF THE GRIEVANCE HANDLING PROCEDURE ON SERVICE DELIVERY IN A PAYMENT AGENCY: CASE OF SALARY SERVICE BUREAU

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A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE BACHELOR OF BUSINESS STUDIES HONOURS DEGREE IN HUMAN RESOURCES MANAGEMENT OF BINDURA UNIVERSITY OF SCIENCE EDUCATION

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ABSTRACT

This research sought to assess the impact of the grievance handling procedure on service delivery at Salary Service Bureau (SSB) which is a government payment agency. The main objectives of the study were to identify causes of grievances at SSB, evaluate effectiveness of the existing grievance handling procedure, evaluate the relationship between workplace grievances and service delivery and recommend ways of enhancing the grievance handling procedure at SSB. The study employed the use of descriptive survey method. A sample of 44 payroll assistants from Education Sections was drawn using a simple random sampling technique from a population of 88 payroll assistants. Data were collected through the use of questionnaires. Bar graphs, pie charts and tables were used to present data. The research findings were that the grievance handling procedure at SSB was not effective and efficient on solving employees’ grievances. The findings also indicated that most grievances at SSB stem from poor leadership styles by management, reward and remuneration structure and poor working conditions. In addition, the study established a strong relationship between grievance handling and service delivery. The study also revealed that grievances impact negatively on employee morale. The study recommended that SSB should provide training and development to supervisors and employees on how grievance handling procedures are utilised. The study also recommended that the grievance handling procedure should be followed as per the Public Service Act of 2000 so as to effectively and efficiently manage grievances at SSB.