

EFFECT OF IMPARTING ON EMPLOYEE PERFORMANCE

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Abstract

This study is on the Effect of Imparting on employee performance. The problem that led to the study is the disputes and delays in the access to information that would increase performance of staff. The total population for the study is 200 staff of first bank in Akwa Ibom state. The researcher used questionnaires as the instrument for the data collection. Descriptive Survey research design was adopted for this study. A total of 133 respondents made up human resource managers, accountants, customer care officers and marketers were used for the study. The data collected were presented in tables and analyzed using simple percentages and frequencies.

Keywords: Employee performance, Data collection, Human resource managers, human resource managers, accountants, customer care officers.

INTRODUCTION

Imparting is one of the tools used to achieve the objective of any organization. The survival, growth, development, understanding and harmonizing of the activities of organization and society at large is largely dependent in the effective Imparting of that organization and society. On the other hand, employees are the human resources of the organization. The employees are the human resources of the organization. Their performance is largely recognized as the most important of all the resources required for the production of goods and services; Imparting enhances information flow, which leads to mutual co-existence and understanding both within and outside the organization. The key to rapid socio-economic development and efficient service delivery is dependent on Imparting. Therefore, without adequate skill and well motivation workforce operating with a sound human resource Imparting network programme, development is largely not possible. For the importance of the correlation between employee performance and Imparting network, one of man's earliest preoccupations has been to increase the Effect, diversity and intelligibility of his messages while simultaneously developing his capability to intercept and decipher them. Throughout history, human beings

have sought to improve their ability to receive and assimilate information about their surroundings at the same time increase the speed and variety and gestural signals roofed for transmission of information. Imparting could be verbal, vocal and signals rooted in their physical structures, humans developed a whole range of verbal means of giving and receiving messages. Drum messages, dance signals, artifacts touching etc are paramount especially because they associated. With the presentation of objects with abstract ideas. The Effect of employee performance and good Imparting network generates from the fact that human beings possess a highly developed sense of feeling, perceiving, deducing and reacting to situation and phenomena with the utmost consideration for his personal safety and comfort first and foremost. Thus, response elicited at times by utterance, situations and occurrences do not fall in line with what the originator envisages of the situation. Again, employee performance is the result on feedback for messages communicated to employees. As pointed out by Koontz (1979) Imparting is the transfer of information from the sender to the receiver with the information being understood by the receiver? To this end, group activity is impossible without effective Imparting because, coordination and exchange cannot be

effected. As pointed out by Newcomer (1988), Imparting is a process of conveying message from one person to another, an organization to another, or from a network (e.g. radio, television) to people, mass Imparting or simply put it is the act of sending and receiving messages.. The Effect of Imparting on employee performance cannot be over emphasized

Research design

The researcher used descriptive research survey design in building up this project work the choice of this research design was considered appropriate because of its advantages of identifying attributes of a large population from a group of individuals. The design was suitable for the study as the study sought to Effect of Imparting on employee performance

Sources of data collection

Data were collected from two main sources namely:

- (i)Primary source and
- (ii)Secondary source

Primary source:

These are materials of statistical investigation which were collected by the research for a particular purpose. They can be obtained through a survey, observation questionnaire or as experiment; the researcher has adopted the questionnaire method for this study.

Secondary source:

These are data from textbook Journal handset etc. they arise as byproducts of the same other purposes. Example administration, various other unpublished works and write ups were also used.

Population of the study

Population of a study is a group of persons or aggregate items, things the researcher is interested in getting information on the study Effect of Imparting on employee performance. 200 staff of first bank in Akwa Ibom State was selected randomly by the researcher as the population of the study.

Sample and sampling procedure

Sample is the set people or items which constitute part of a given population sampling. Due to large size of the target population, the researcher used the Taro Yamani formula to arrive at the sample population of the study.

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{200}{1 + 200(0.05)^2}$$

$$= 200$$

$$1 + 200(0.0025)$$

$$= 200 \quad 200$$

$$1 + 0.5 = 1.5 = 133.$$

Instrument for data collection

The major research instrument used is the questionnaires. This was appropriately moderated. They staff were administered with the questionnaires to complete, with or without disclosing their identities. The questionnaire was designed to obtain sufficient and relevant information from the respondents. The primary data contained information extracted from the questionnaires in which the respondents were required to give specific answer to a question by ticking in front of an appropriate answer and administered the same on staff of the organizations. The questionnaires contained about 16 structured questions which were divided into sections A and B.

Validation of the research instrument

The questionnaire used as the research instrument was subjected to face its validation. This research instrument (questionnaire) adopted was adequately checked and validated by the supervisor his contributions and corrections were included into the final draft of the research instrument used.

Method of data analysis

The data collected was not an end in itself but it served as a means to an end. The end being the use of the required data to understand the various situations it is with a view to making valuable recommendations and contributions. To this end, the data collected has to be analysis for any meaningful interpretation to come out with some results. It is for this reason that the following methods were adopted in the research project for the analysis of the data collected. For a comprehensive analysis of data collected, emphasis was laid on the use of absolute numbers frequencies of responses and percentages. Answers to the research questions were provided through the comparison of the percentage of workers response to each statement in the questionnaire related to any specified question being considered.

Frequency in this study refers to the arrangement of responses in order of magnitude or occurrence while percentage refers to the arrangements of the responses in order of their proportion.

The simple percentage method is believed to be straight forward easy to interpret and understand method.

The researcher therefore chooses the simple percentage as the method to use.

The formula for percentage is shown as.

$$\% = f/N \times 100/1$$

Where f = frequency of respondents response

N = Total Number of response of the sample

100 = Consistency in the percentage of respondents for each item contained in questions.

TABLE I

Gender distribution of the respondents					
Response	Frequency	Percent	Valid Percent	C	
Valid	Male	77	57.9	57.9	57.9
	Female	56	42.1	42.1	100.0
	Total	133	100.0	100.0	

From the above table it shows that 57.9% of the respondents were male while 42.1% of the respondents were female.

Question 2

The positions held by respondents

TABLE II

The positions held by respondents					
Response	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	HRMs	37	27.8	27.8	27.8
	Accountants	50	37.6	37.6	65.4
	Customer care officers	23	17.3	17.3	82.7
	Marketers	23	17.3	17.3	100.0
	Total	133	100.0	100.0	

The above tables shown that 37 respondents which represent 27.8% of the respondents are human resource managers, 50 respondents which represents 37.6 % are accountants, 23 respondents which represents 17.3% of the respondents are customer care officers, while 23 respondents which represents 17.3% of the respondents marketers

TEST OF HYPOTHESES

There is no relationship between management and employees.

Table III

there is no relationship between management and employees			
Response	Observed N	Expected N	Residual
Agreed	40	33.3	6.8
strongly agreed	50	33.3	16.8
Disagreed	26	33.3	-7.3
strongly disagreed	17	33.3	-16.3
Total	133		

	there is no relationship between management and employees
Chi-Square	19.331 ^a
Df	3
Asymp. Sig.	.000
a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 33.3.	

Decision rule:

There researcher therefore reject the null hypothesis that state that there is no relationship between management and employees as the calculated value of 19.331 is greater than the critical value of 7.82

Therefore the alternate hypothesis is accepted that state there is relationship between management and employees

TEST OF HYPOTHESIS TWO

There is no existing Imparting network in First Bank Nigeria plc .

Table V

There is no existing Imparting network in First Bank Nigeria plc .			
Response	Observed N	Expected N	Residual
Yes	73	44.3	28.7
No	33	44.3	-11.3
Undecided	27	44.3	-17.3
Total	133		

Test Statistics	
	there is no existing Imparting network in First Bank Nigeria plc
Chi-Square	28.211 ^a
Df	2
Asymp. Sig.	.000
a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 44.3.	

Decision rule:

There researcher therefore reject the null hypothesis that state that there is no existing Imparting network in First Bank Nigeria plc as an accelerator for economic growth as the calculated value of 28.211 is greater than the critical value of 5.99

Therefore the alternate hypothesis is accepted that state that there is existing Imparting network in First Bank Nigeria plc

Conclusion

Based on the findings of this research, the study has been able to reveal that effective Imparting creates mutual understanding between management and workers which helps in building genuine relationship among both parties in the organizations. Also, this study reveals that poor Imparting can affect workers performance. Therefore, organizations should regularly articulate it policies, goals and objectives to it workers in other to improve work performance. That is, Imparting is a means through which the task and the resources needed to carry out an assignment, the roles and duties and the expected results are made known to the subordinates which makes work easier for better performance. Also, managers need to communicate with employees regularly to get feedback and offer suggestions in other to prevent confusion about future job assignments; this will help improve workers performance and organizational productivity. In addition, top managers should communicate directly with their subordinates on issues of importance. Organizations should eliminate the barriers on Imparting and create efficient, participative, and transparent Imparting medium to improve workers commitment.

Recommendation

The correlation found between measure of effective Imparting and employee performance implies there should be improved efforts at ensuring information provided by management are thorough and understandable. Moreover, other channels of Imparting such as the use of notice boards can be explored. In addition, email/internet Imparting must be improved. The fact that face-to-face is considered a more useful channel of Imparting provides a unique opportunity for management to involve the grassroots in the formulation of policies as well as in decision-making. This will ensure employees feel valued and also elicit commitment to the implementation of decisions taking in order to achieve set goals and objectives. Employee performance can be further enhanced if bottlenecks in the Imparting systems are either removed or kept at their least. Particularly, information distortions caused by omissions and exaggerations must be addressed by both management and employees. There should be fewer distractions during Impartings in order to reduce or remove selective learning. Added to this, management must avoid Imparting overload because it reduces clarity in Imparting. Even though open and candid Imparting is encouraged, it is recommended that such Impartings come with courtesy and consideration, and without malice or prejudice.

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