

2016-03

# Effects of work schedule in relation to employee performance

Njoroge, Agnes Wambui

Mount Kenya University

---

<http://erepository.mku.ac.ke/handle/123456789/4648>

*Downloaded from Mount Kenya University, Institutional repository*

EFFECT OF WORK SCHEDULE IN RELATION TO EMPLOYEE  
PERFORMANCE:

Agnes Wambui Njoroge  
BBM/2013/49173

A Research project report submitted to Mount Kenya University in partial fulfillment of the  
requirement for the award of a Bachelors Degree in Business Management

MARCH 2016.

# ABSTRACT

The purpose of this research was to examine the influence of day, afternoon, night and rotating shift schedules on the job performance and job-related stress of couriers. Couriers from EMS Centre Nairobi (n = 163) were surveyed using a structured questionnaire which measured both job performance and job-related stress. Analysis of data indicated that both the courier's job performance and their job-related performance were related to the type of schedule they worked. Overall job performance was highest for the courier's on the day shift, followed by the night staff, afternoon, and rotating shifts. Rotating shift courier's experienced the most job-related stress, followed in turn by the afternoon, day, and night shift staff. The findings are interpreted within a conceptual framework which examines the social organization of work in the courier business by shifts and the effects of flexible time work schedule on organization productivity and cost reduction.