

EFFECT OF WORK SCHEDULE IN RELATION TO EMPLOYEE
PERFORMANCE:

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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.