

**STANDARD OPERATING PROCEDURES AND EMPLOYEE PERFORMANCE
WITHIN AN ORGANIZATION
A CASE STUDY OF RWANDA BIOMEDICAL CENTRE/NATIONAL CENTRE FOR
BLOOD TRANSFUSION DIVISION (RBC/NCBT) IN NYARUGENGE DISTRICT (2010-
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ABSTRACT

The purpose of this study intends to investigate on Standard Operating Procedures and employee performance within Rwanda Biomedical Center/National Center for Blood Transfusion. The main objective of the research project was to generate better knowledge on Standard Operating Procedures and employee performance in National Center for Blood Transfusion. The research has explored different literature in related field and found out the positive relationship which is between Standard Operating Procedures and employee performance. In terms of methods employed, this research adopted descriptive and comparative design; it combined both qualitative and quantitative methodology. The resources of data in this research were both primary data and secondary data; primary data through questionnaire and interview. The target population of this study was 64 employees of Rwanda Biomedical Centre/National Centre for Blood Transfusion and 50 blood donors' representatives of 10 blood mobile sites visited during this research, each sites has 5 representatives. The sample design used was census sampling and purposive sampling. The total sample size was 114 respondents. This study revealed that employee motivation, less absenteeism, and reduction of turnover are important contributions of employees' performance on standard operating procedures. The respondents in this study were 57 out of 114 means 50% of the sample size. The study found out that the workforce at Rwanda Biomedical Centre/National Centre for Blood Transfusion is youthful (92.8% are below 50 years of age), highly experienced (above 6 years), and female dominated (64.29%) for employees and male dominated (72.41%) for blood donors. The responses from this research mentioned that Standard Operating Procedures were a good tool used by employees in order to perform well their activities, but this was not considered as only one factor to increase the productivity. There were other factors that can be relied on to confirm and conclude that Standard Operating Procedures and employee performance can have impact on productivity. Among several recommendations made, is that policies related to standard operating procedures should be reinforced in the organization by all involved parties.