

**FACTORS AFFECTING EMPLOYEE CONFLICTS ON SERVICE DELIVERY
IN KENYA**

A Case of Postal Corporation of Kenya (PCK)

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Abstract

The overall objective of the study was to analyze factors affecting employee conflicts on service delivery of the postal corporation of Kenya and in specific the study established that organizational resources, training levels, motivation levels and communication influence service delivery.

A descriptive research design was applied during the study. The study population focused on the employees of PCK at the headquarters in Nairobi. The headquarters was selected since it has the largest population of employee. The study used stratified random sampling technique. Each stratum was a representative of the top management, middle level management and the subordinate staff.

Questionnaires consisting of structured and non-structured questions were used to collect data from all levels of management of the organization. The structured questions helped the study to get specific information while the non-structured questions helped the respondents in expressing their own opinions. Pilot questionnaire was done to ensure clarity and validity of the questions.

The data collected was analyzed with the use of descriptive and inferential statistical techniques that includes Frequencies, percentages, tables. The analyzed data was presented using tables and charts.

The study recommends that PCK should have good communication channels this is because, for an organization to be run effectively, a good manager should be able to communicate to his/her employees what is expected of them, make sure they are fully aware of company policies and any upcoming changes. The organization should train the employees on dealing with disputes in a rational, balanced and effective way.