

THE EFFECTS OF STRESS ON EMPLOYEE PERFORMANCE IN THE PUBLIC SECTOR

**A CASE OF KENYA URBAN ROADS AUTHORITY -
WESTERN REGION**

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ABSTRACT

It is evident from observations and through research that employees in every sector of economy are going through a great deal of job stress resulting in deteriorating employee performance, thus affecting the employees themselves, their families and the organizations. Especially Industrial sector is under a great deal of stress due to many antecedents of stress. Stress in organizations is a wide-spread phenomenon with far-reaching practical and economic consequences. Job stress can be defined as an employee's awareness or feeling of personal dysfunction as a result of perceived conditions or happenings in the workplace, and the employee's psychological and physiological reactions caused by these uncomfortable, undesirable, or threats in the employee's immediate workplace environment. The purpose of this study is to check the impact of this stress on the performance of the employees in public sector. In carrying out the study, random sampling technique was used to select 150 employees from different departments of the Kenya Urban Roads Authority Western Region which is one of the public organizations in Kenya. Relevant data was collected using structured questionnaire and descriptive and correlation analysis was conducted to check the relationship between stress and performance. The findings revealed that some job stress does not impact employees' job performance. The research was based on the case study of KURA Western Region where the research was conducted by collecting the relevant data from the employees. Data was collected from different departments of KURA Western Region which include procurement section, account sections, technical section among other sections of the organization. Since there was a large population at the Kenya urban road authority western Kenya, a sample of 150 employees from different sections was selected and used. Data was collected through questionnaires based on closed/rigid questions as well as the open questions, interviews and observation. The results obtained from the data reveal that workload, role conflict and inadequate monetary rewards are the prime reasons of causing stress in employees and this stress reduces their efficiency. Thus it was recommended that employer should minimize stress by lowering workload, abate the role conflict, pay adequate salary, and provide training and counseling to employees to improve their job performance and job satisfaction.