

THE CONTRIBUTION OF JOB ROTATION TOWARDS ADMINISTRATIVE STAFF PERFORMANCE IN THE ISLAMIC UNIVERSITY IN UGANDA

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ABSTRACT

The study investigated the contribution of job rotation towards administrative staff performance in IUIU. The study was prompted by the appalling poor performance of the administrative staff. The objectives of the study were to examine the contribution of Intrafunctional, Interfunctional, and Cross region job rotation towards administrative staff performance in IUIU. The study adopted a case study design where both qualitative and quantitative approaches were used. Purposive, simple random sampling and stratified random sampling were applied. Questionnaires, Interviews and documentary reviews were used to collect data. Data was coded and analyzed using the Statistical Program for Social Sciences (SPSS). Findings generally reveal that much as Intrafunctional job rotation has improved both interpersonal and public relations skills among administrative staff in IUIU, it has not increased job satisfaction, reduced absenteeism and has not enhanced career advancement among administrative staff. As regards interfunctional job rotation, the findings revealed that it has not increased the motivation, creativity and career development among administrative staff. Findings however reveal that it has improved decision making skills, enhanced both team work and ability to handle change among the administrative staff. As regards Cross region rotation the findings revealed that it has enhanced cross cultural awareness, and imparted cross cultural skills among administrative staff. Findings however revealed that it has not increased job satisfaction, enhanced creativity and reduced absenteeism among the administrative staff. The Conclusion of the study was that job rotation practices had not contributed much to the improvement in performance of the administrative staff in IUIU as it is impeded by an organization culture that does not allow employees to be creative and innovative and a work environment that does not support productive work hence curtailing the benefits of job rotation. Recommendations of the study were that Rotates should be exposed to a variety of learning experiences to cultivate learning among the administrative staff, Skill based pay that reward job rotation and other means of skill development be adopted, and Initial training should be initiated to the employees to be rotated. Participative management should be enhanced to allow greater participation of administrative

staff in their work; the institution should enhance a culture that encourages risks taking and innovation and job rotation should be linked to promotion