

Management of Employee Grievances in Nigeria Railway Corporation

Josephine Onyeche IGOCHE
LCU/PG/001787

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Certification

This thesis “Management of Employment Grievances in the Nigerian Railway Corporation” was carried out by Josephine Onyeche, IGOCHE with Matric No. LCU/PG/001787 in the Department of Politics and international Relations, Faculty of Management and Social Sciences, Lead City University, Ibadan, Nigeria under my supervision.

Dr. Oluremi Albert

Supervisor

Date

Akeem Amodu, PhD

Head, Politics and International Relations

Date

Dedication

To God only.

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“Even though the above-mentioned institutions and persons have assisted in the process of this research work, I alone stand responsible for the errors, if any, found in the work”.

Abstract

This research study is about the management of employee grievances in Nigeria public corporation. The statement of the problem in this research study is to investigate how employee's needs arise in such organization and the consequence that emerge when these needs are not satisfied. It is assumed that when employee's needs are not satisfied, grievances emerge and this situation in turn affects job satisfaction, production and service delivery therefore, this study falls under organisational behaviour. Research questions were formulated to guide the major activities of this project in terms of methodology. This study is descriptive and explanatory. Survey methods have been used to generate data for analysis. The major findings of this research reveals that the most significant source of employee's grievances in Nigeria includes non implementation of contract of employment and new standard of rules and regulations are setup without due consultation with the employees. Among others, the employees salaries are inadequate. Based on these findings, it is now recommended that there is need to bridge the communication gap between the management and the employees. One of the major way of doing this is to avoid alteration in the employment contract without due consultation with the employees. Besides, employees should be properly motivated with adequate incentives packages and salaries. Conclusively therefore, employees should in the other hand put in their best in actualization the aims and objectives of the parastatal they represent. This is the shared understanding which will ensure relative industrial peace in Nigerian Public Corporations.

Keyword:

Employee grievances, Nigeria public corporations, Job satisfaction, Communication gap, Employee motivation, Management of Employee Grievances, Nigeria Railway Corporation

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