

The impact of job changes on human resource development in the communication sector of Kenya: a case of postal corporation of Kenya

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Abstract:

This research is a case study that was conducted in the postal corporation of Kenya. It was aimed at investigating the impact of job changes on Human Resource Development in the communication sector of Kenya. It was carried out in the General Post Office which is the Headquarters of the Postal Corporation of Kenya. The researcher was mainly concerned with the overwhelming rate of job changes that taking place in organizations that invest in Human Resource Development. The independent variable of this research was job changes while the dependent variables were Training and development. Manpower Planning. Employee Motivation as well as Organization success. The accessible population was 100 employees consisting 20 managers and 80 Employees. Stratified Random sampling was adopted as the sampling strategy. There were five departments namely: Sales and Marketing. Common Services. Human Resource. Finance and Accounts and customer care. These constituted the live strata. Both primary and secondary data was collected. Primary data was collected by use of self-administered questionnaires. Data was recorded in note cards coded and categorized. The categories were related to each other to enable easier analysis. Analysis was done using a combination of statistical tools including cross tabulation. chi-square and range percentages. The interpreted data was recorded in charts, frequency tables and text form. Conclusions and generalizations were then made and recommendations given