EMPLOYEE VOICE MANAGEMENT AND WORKPLACE PERFORMANCE: A BANKING SECTOR PERSPECTIVE

AGBAEZE EMMANUEL 1, OBIOYI YUSUF 2, AGU OKORO AGU 3, MONYEI FRANCIS 4, CHUKWUMA ISAAC 5, MADU LEO 6

ABSTRACT

Globally, employee voice addresses the notion that people want to be heard because being heard reinforces a sense of belongingness within an organization; while endearing a belief that a person’s action can have an impact in the overall productivity of a workplace. This study therefore becomes pertinent in accordance with calls for scholarly investigation to determine the rate of its impact on the banking sector amid the recent financial recession and turbulence of the sector. Taking a quantitative method, the descriptive survey research design was adopted for the study. The findings indicated that employee voice management had a significant positive correlation on workplace performance of the banking sector ($r = 0.597; t = 23.703; F= 561.823; p < 0.05$). It concluded that employee voice management improved job behaviours, industrial relations, and ultimately improved individual and team outcomes. The study further recommended that the banking sector should increase the autonomy and empowerment of its workforce, as it spurs their commitment to the workplace.

Keywords: Employee voice management, Workplace performance, Consultative voice and Team briefing.

AUTHOR AFFILIATION

1,2,4,5 Department of Management, University of Nigeria, Nsukka
3 Department of Business Management, Evangel University Akaeze
6 Department of Business Management, Gregory University, Uturu

CORRESPONDENCE

Monyei Francis, Department of Management, University of Nigeria, Nsukka
Email: francis.monyei.pg82803@unn.edu.ng

PUBLICATION HISTORY

Received: June 25, 2020
Accepted: June 25, 2020

ARTICLE ID: GJSE-CA-04