

ABSTRACT

The aim of the study was to determine the impacts of industrial actions on institutional performance in narok county hospital. The study had the following objectives; to identify the various types of industrial actions conflicts encountered in narok hospital on employee performance, to establish the various management strategies that have previously been used in the hospital by the management and to determine the causes of the industrial actions. The target population for the study comprised of employees and department heads. The selected departments had a population of 200. Research design used was descriptive statistics. Simple random sampling and stratified sampling techniques were mainly adopted to choose the 30 respondents as sample size. Closed ended questionnaires were used as data collection instruments from all the respondents. Quantitative data was analyzed through SPSS version 21.0 first by coding it and also the MS excel. Interpretation of the data was presented in tables using frequencies and percentages and also by use of charts like pie charts. The results revealed that Interpersonal conflict was the major conflict experienced by the respondents. The study also established grievance procedure as the strategy mostly applied in narok hospital to manage industrial actions and which had a positive impact on performance whenever applied. Finally, conflict was generally perceived to be negative . The recommendations made were; preparation of job descriptions for employees, initiate both upward and downward communication and also horizontal, maintain the optimum level of conflict that is productive in achievement of its goals and objectives, put in place policies to ensure that conflicts that occur are solved Areas for future study should include study on positive effects of industrial actions on institutions