EFFECT OF REWARD SYSTEMS ON EMPLOYEES’ BEHAVIOUR IN OBUASI MUNICIPALITY OF GHANA

DR. KOFI OSEI AKUOKO*; VINCENT DE PAUL KANWETUU*; PETER DWUMAH*

*DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK, FACULTY OF SOCIAL SCIENCES, KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY, KUMASI, GHANA

ABSTRACT:
Several studies have been conducted on reward systems and its effect on employees’ behaviour in most parts of the world. Reports of these studies indicate that reward systems help improve employees’ behaviour in the areas of commitment, absenteeism and retention. In Ghana, the root cause of the reoccurrence of the numerous industrial actions embarked on by employees is ineffective reward systems. The Government of Ghana recently initiated some reward reforms which aimed at ensuring desirable employee behaviour at work. In spite of these policies, arguably, employees are yet to be satisfied. This claim is manifested in the increased industrial actions in Ghana lately. The questions to be addressed which formed the basis of the study included the following: What kinds of rewards are available for employees in Ghanaian organizations? Do these rewards have any effect at all on the behaviour of employees? Are employees satisfied with the rewards? Therefore, the main objective of the study was to investigate the effect of reward systems on employees’ behaviour in the Obuasi municipality of Ghana. The stratified random sampling technique was used to select 200 respondents and administered with self-answered questionnaires. The information obtained from the surveys was analysed using the Statistical Package for Service Solutions (SPSS version 16.0). The results revealed that employees were not rewarded effectively and consequently were dissatisfied. They were not committed and had no intention to remain in their jobs. However, the study also revealed that even though poor reward systems affected many facets of employees’ behaviour, it did not cause absenteeism. The study, therefore, made some recommendations.

KEY WORDS: Reward, Employees behavior, Retention, Absenteeism, Commitment.