

Original Research Article

An Assessment of Work Related Factors on Clergy's Performance: A Case Study of ACK Diocese of Nakuru

ABSTRACT

The purpose of this research was to assess the effect that work related factors have on the performance of the clergy in the ACK Diocese of Nakuru. The study sought to achieve the following objectives: To assess the effects of motivation on clergy work performance and service; to examine the effect that job satisfaction has on performance of the clergy; to investigate the influence that the reward system has on performance of the clergy; ACK Diocese of Nakuru. A descriptive research design was used in the study. The target population consisted of 70 employees but a sample size of 32 respondents was selected; these were clergy based at the A.C.K Diocese of Nakuru. Purposive Random sampling was used for the sample frame. Data was collected through administration of questionnaires. Data was adequately checked for reliability and verification and information was tabulated, coded and processed by computer using the SPSS software. The study found out that the clergy were generally satisfied with their jobs and were motivated by; salary, house allowance, adequate authority and sense of control and equal opportunities and. The study recommends that the Diocese should design the following motivation policies that encourage the clergy performance; salaries increase, promotions, skills enhancements, opportunities for self advancement, integration and partnership.

Keywords: Performance, Clergy, Assessment, Effects, Motivation, Reward system, Job satisfaction.

Introduction

Improving work performance is among the most theoretically and practically important challenges in organizational development (OD) research. OD scholars and theorist have long recognized that job performance depends heavily on how employees perceive their jobs (Herzberg, F., Mausner, B., and Snyderman, B.B 1959; Turner, A. N., & Lawrence, P. R. (1965).

Building on this core insight, extensive OD theory and research has focused on increasing job performance by changing employees 'job perceptions'. Scholars have often argued that job performance can be enhanced through the cultivation of perceptions of task significance - judgments that one's job has a positive impact on other people. Task significance is thought to be particularly critical in the 21st century economy, as employees are increasingly concerned with doing work that benefits other people and contributes to society and as organizations are increasingly concerned with providing employees with these opportunities (Brickson, 2005, Thompson & Bunderson, 2003).

Anglican Church of Kenya Diocese of Nakuru was established in 1960 and it is headed by the diocesan Bishop and the diocesan synod. The ACK Diocese of Nakuru has 61 parishes and 71 clergy serving in different parishes and departments. The Diocese also operates Community Social Services (CSS).

According to Encyclopaedia Britannica (2012), clergy is a body of ordained ministers in a Christian church. In the Roman Catholic Church and in the Church of England, the term includes the orders of Bishop, priest, and deacon. Until 1972, in the Roman Catholic Church, clergy also included several lower orders. It is necessary to change these policies from time to time to reflect changes in the workforce, employment trends, and economic conditions.

According to the ACK Management performance appraisal shall be regularly conducted on all members of the staff. Objective of performance appraisal shall among other things be; create a forum where staff and their supervisors can discuss job performance with a view to promotion and job enrichment based on staff performance, objective evaluations and the organizations professional staffing needs. The provincial terms of service commission shall approve the instruments of appraisal (ACK 2007). Based on a survey done Mirola (2000), ideally ministry is like any other profession requires years of training and education before the candidate enters into service to cope the demands that the service requires.

According to the clergy record in the Diocese of Nakuru which is in the administrative secretary offices the filed reports between 2000-2012 indicated that, five clergy(5) out of the initial number of fifty (50) clergy have completely stopped working as clergy ,while one (1)

transferred to a Diocese that seemed to have good terms of services. According to the *complain files* in the administrative office about twenty parishes have officially complained about the absenteeism of their clergy in their work place. Clergy works on Sunday only and thus neglecting all the other duties that they are expected to do.

The clergy on the other hand have issues that are affecting them. This leads to work absconding and absenteeism. Lack of performance measurement can also lead to effects on job performance. Factors affecting clergy's performance have not been researched on as compared to factors affecting performance in other commercial sectors. Key factors that influence performance like motivation, job satisfaction, reward system and other moderating variables like age, level of education and health are key in designing an effective performance appraisal system which is the research gap that necessitated an assessment of work related factors on clergy's performance. Therefore, the study aims at investigating work related factors that affect clergy's performance in ACK diocese of Nakuru.

RESEARCH METHODOLOGY

The study used a descriptive research design to obtain a picture of clergy' opinions of work related factors and how they affected the Clergy performance with a view to advice the ACK Nakuru Diocese on how to motivate the Clergy for more improved performance. ANOVA was also used to analysed the effects of work related factors on clergy's performance. The target population for the study was 70 clergymen and clergywomen of the ACK diocese of Nakuru. Data was collected from a sample size of 32 clergy selected randomly using simple random sampling. The sample size was determined as prescribed by Kothari (2006). The author states the formula to determine the sample size as; $n = \frac{N}{1+N(e)^2}$ Where; n is the sample size, N is the population in Nakuru Diocese and e is the desired precision. In this study, a precision of 15% was desired. This led to; $32 = \frac{70}{1+70(0.13)^2}$.

The study made use of primary data, collected by the use of questionnaires. Questionnaires were semi structured and were randomly distributed among clergy in ACK diocese of Nakuru. Data collected will be analysed using both descriptive and inferential statistics. ANOVA was used to determine the effect or work related factors on clergy's performance.

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97 **Results and Discussion**

98 **3.1 Demographic Characteristics of the Respondents**

99 The study established that the majority of the respondents 89% were male compared to 11%
100 who were female. Although gender representation in the church setup is a delicate and fluid
101 issue, it is important for the diocese to mainstream the female gender by even encouraging
102 more women to take up the clergy work as a way of providing a practical examples that can
103 encourage gender representation as per the requirement of the Kenya constitution.

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105 The study established that the majority of the clergy working in the Nakuru Diocese 44.4%
106 had age bracket of 42-49 years, 40.7% had age bracket of 34-41 years and 14.8% had age
107 bracket of 26-33 years. This finding indicated that the Diocese of Nakuru employed middle
108 age and still energetic clergy who should be able to steer such the Diocese operations to a
109 high performance and success.

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111 The study established that all the respondents (100%) affirmed that the clergy working in
112 Nakuru Diocese had satisfactory performance in both the pastoral visits and preaching. The
113 majority of the respondents 85.2% agreed that the Clergy working in Nakuru Diocese had
114 satisfactory performance in reference to training and evangelism compared to 14.8% whose
115 performance on training and evangelism was not satisfactory.

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117 **3.2 Effect of Motivation on Work Performance**

118 The study sought to assess the effects of motivation on clergy work performance and service
119 in the ACK Diocese of Nakuru. The study used the following variables to assess the effect of
120 motivation on work performance; salary, house allowances, promotion, adequate authority
121 sense of control, and equal opportunities.

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123 The study established that the majority of the respondents 37.0% agreed that salary motivated
124 their performance to larger extent, 33.3% agreed that salary motivated their performance to
125 small extent and 29.7% agreed that salary motivated their performance to small extent. The
126 majority of the respondents 37.1% agreed that house allowance motivated their performance

to large extent, 37.0% agreed that house allowance motivated their performance to small extent and 25.9% agreed that house allowance motivated their performance to small extent.

The majority of the respondents 44.4% agreed that promotion motivated their performance to some extent, 29.9% agreed that promotion motivated their performance to small extent and 25.8% agreed that salary motivated their performance to large extent. The majority of the respondents 44.4% agreed that adequate authority and sense of control motivated their performance to large extent, 33.3% agreed that authority and sense of control motivated their performance to small extent and 22.3% agreed that authority and sense of control motivated their performance to some extent. The majority of the respondents 59.3% agreed that adequate equal opportunities motivated their performance to large extent, 25.9% agreed that equal opportunities motivated their performance to small extent and 14.8% agreed that equal opportunities motivated their performance to some extent.

Table 4 The R^2 indicates 64.6% of the variation is in Number of years worked is explained by the model .The p-value $0.02 < 0.05$. since the f is less than the sig value we conclude the model is statistically significant hence the number of years worked by the clergy is affected by the reward and motivational factors.

Table 5 shows the output of the ANOVA analysis. The significance level is 0.020 which is below 0.05 and therefore, there is a statistically significant difference in the means for reward and motivational factors of the clergy

Table 6 , the dependent variable is number of years worked as a clergy (performance) while the regressed variables are the reward and motivational factors and motivational factors. All the regressed variable are statistically significant (opportunity for advancement, salary, equal opportunities, adequate opportunity, skills,) p-Values < 0.05 other than housing benefits whose significance value $0.062 > 0.05$.

This finding showed that clergy motivation on job performance was influenced by; salary, house allowance, adequate authority and sense of control and equal opportunities. The implication of this finding was that if the Diocese strategically put in more efforts to not only motivate the employees through promotion, salary, house allowance, adequate authority and

sense of control and equal opportunities but also explore more modern motivators than the Clergy would be much more motivated to increase their job satisfaction which would lead to higher performance. These findings were consistent with findings by Cong and Van (2013) that found out that pay and promotion were the most important factors of motivation that led to improved work performance.

3.3 Effect of Job Satisfaction on Work Performance

The study also sought to examine the effect that job satisfaction has on performance of the clergy in the ACK Diocese of Nakuru. The study used the following variables to analyze the effect of job satisfaction on work performance; relationship with supervisors, variety of responsibilities performed, work environment, job security, social simulation, recognition and appreciations.

The study established that the majority of the respondents 52.1% agreed that supervisors relationships affect their job performance to small extent, 33.1% agreed that supervisors relationships affect their job performance to large extent, 14.8% agreed that supervisors relationships affect their job performance to some extent. The majority of the respondents 44.4% agreed that variety of responsibilities affect their job performance to some extent, 29.7% agreed that variety of responsibilities affected their job performance to large extent, 25.9% agreed that variety of responsibilities affect their job performance to small extent. The majority of the respondents 40.8% agreed that environment affect their job performance to small extent, 37% agreed that environment affected their job performance to large extent, 22.2% agreed that environment affect their job performance to small extent.

The majority of the respondents 77.8% agreed that job security affect their job performance to large extent and 22.2% agreed that job security affect their job performance to small extent. The majority of the respondents 44.5% agreed that social simulation affect their job performance to great extent, 37% agreed that environment affected their job performance to some extent, 18.5% agreed that job security affect their job performance to small extent. The majority of the respondents 69.6% agreed that recognition and appreciation affect their job performance to large extent, 19.3% agreed that recognition and appreciation affected their job performance to large extent, 22.2% agreed that recognition and appreciation affect their job performance to small extent.

Table 8 the dependent variable is number of years worked as a clergy (performance) while the regressed variables are the reward and motivational factors and motivational factors. All the regressed variable are statistically significant (opportunity for advancement, salary, equal opportunities, adequate opportunity, skills,) p-Values<0.05 other than housing benefits whose significance value 0.062>0.05.

This finding showed that the clergy in Nakuru Diocese were satisfied with their jobs based on the following elements; job security, social simulation, recognition and appreciation. The implication of this finding was that when the Diocese put more efforts on other elements like; increased supervisory relationship, enriching the jobs by creating variety in the job and improving the clergy working environment then the motivation level will increase leading to better job performance. These findings were contrary to findings by Fugar (2007) that revealed that the relationship between job satisfaction and salary had a small positive relationship which was not significant.

3.4 Influence of Reward Systems on Work Performance

The study sought to investigate the influence that the reward system has on performance of the clergy in the ACK Diocese of Nakuru Diocese. The study in its design used the following variables to analyze this objective; salary, promotion, internal equity, skills, opportunity for advancement. The study in its design sought the respondents' opinion on the extent to which the above elements of relating to reward system influenced their performance. The table 5 below was used to analyze this objective where data was coded as follows; NA – Not at all response, SM – small extent response, SME – some extent, LE – large extent and VLE – very large extent.

The study established that the majority of the respondents 40.8% agreed that salary influenced their job performance to large extent, 37% agreed that salary influenced their job performance to some extent, 22.2% agreed that salary affect their job performance to small extent. The majority of the respondents 37.0% agreed that promotion influenced their job performance to some extent, 35.1% agreed that promotion influenced their job performance to large extent, 25.9% agreed that salary affect their job performance to small extent. The majority of the

respondents 44.4% agreed that internal equity influenced their job performance to some extent, 33.3% agreed that internal equity influenced their job performance to large extent, 22.3% agreed that internal equity affect their job performance to small extent.

The majority of the respondents 40.8% agreed that skills influenced their job performance to large extent, 33.3% agreed that skills influenced their job performance to small extent, 25.9% agreed that skills affect their job performance to small extent. The majority of the respondents 48.1% agreed that opportunities for advancement influenced their job performance to large extent, 33.3% agreed that opportunities for advancement influenced their job performance to some extent, 18.5% agreed that opportunities for advancement affect their job performance to small extent. These findings were consistent with findings by Bell et al (2013) which found out that in terms of rewards ministerial satisfaction was related to significantly decreased odds of being anxious. Implying that rewards led to job satisfaction. This finding was also in agreement with findings by Knox et al (2007) among catholic priests which found out that ministry satisfaction was related to less anxiety. Further, it was found that both intrinsic and extrinsic rewards positively influenced employee performance (Aktar, S, Sachu, K., Ali,M 2012).

Conclusion

This finding showed that the following reward systems influence the clergy's' job performance; salary, promotion, skills and opportunities for advancement. The implication of this finding was that if the Diocese designs polices that encourage the clergy's; promotions, skills enhancements and opportunities for self advancement then their moral will be positively motivated towards much better performance.

Respondent's Gender

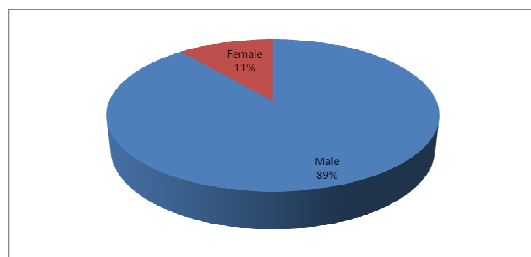


Figure 1: Respondents Gender

Source: Field Data (2013).

Table 1: Respondents' Age Bracket

Age	Frequency	Percent
26-33 years	4.0	14.8
34-41 years	11.0	40.7
42-49 years	12.0	44.4
Total	27.0	100.0

Source: Field Data (2013).

Performance of the Clergy at Nakuru Diocese

Table 2: Clergy Performance in Relationship to Specific Tasks

Performance Areas	Not	Very		Total (%)
	Satisfactory (%)	Satisfactory (%)	Satisfactory (%)	
Pastoral visits	0	74.1	25.9	100.0
Preaching	0	77.8	22.2	100.0
Training	14.8	63	22.2	100.0
Administration	11.1	70.4	18.5	100.0
Evangelism	14.8	77.8	7.4	100.0
Average	8.14	72.62	19.24	100.0

Source: Field Data (2013)

Table 3: Elements of Motivations

Motivators	NA (%)	SM (%)	SME (%)	LE (%)	VLE (%)	Total (%)
Salary	11.2	18.5	33.3	18.5	18.5	100
House allowance	0	37	25.9	14.8	22.3	100
Promotion	7.7	22.2	44.4	22.2	3.5	100
Authority	0	33.3	22.3	29.6	14.8	100
Equal opportunities	11.1	14.8	14.8	29.6	29.7	100
Average	6	25.16	28.14	22.94	17.76	100

Source: Field Data (2013)

261 **Table 4: Elements of Job Satisfaction**

Elements	NA (%)	SM (%)	SME (%)	LE (%)	VLE (%)	Total (%)
Supervisor relationship	7.7	44.4	14.8	18.5	14.6	100.0
variety of responsibilities	-	25.9	44.4	29.7	-	100.0
environment	11.1	11.1	40.8	22.2	14.8	100.0
Job security	11.1	11.1	-	59.7	18.1	100.0
Social simulation	3.7	14.8	37.0	25.7	18.8	100.0
Recognition and appreciation	6.9	12.4	11.1	45.6	24.0	100.0
Average	6.8	20.0	24.7	33.6	15.1	100.0

262 *Source: Field Data (2013)*

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264 **Table 5: Reward Systems Elements**

Elements	NA (%)	SM (%)	SME (%)	LE (%)	VLE (%)	Total (%)
Salary	11.1	11.1	37.0	14.9	25.9	100.0
Promotion	7.4	18.5	37.0	22.3	14.8	100.0
Internal Equity	3.8	18.5	44.4	11.1	22.2	100.0
Skills	-	33.3	25.9	25.9	14.9	100.0
Opportunities for advancement	3.7	14.8	33.3	37.0	11.1	99.9

265 Source: Field Data (2013)

Table 6: **Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	.893 ^a	.744	.63	1.01620	.244	0.352

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Table 7: **ANOVA**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.981	5	1.396	1.352	.032 ^b
	Residual	21.686	21	1.033		
	Total	28.667	26			

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Table 8: **Coefficients**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.033	1.253		-.026	.98
	supervisor relationship	.286	.220	.341	1.299	.08
	variety of responsibility	.115	.307	.083	.374	.12
	environment	-.433	.250	-.486	-1.732	.008
	social stimulation	.306	.201	.343	1.522	.043
	recognition and appreciation	.275	.198	.303	1.390	.019

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