**THE IMPACT OF DELEGATION OF JOB ON MANAGEMENT DECISION MAKING**

**(A CASE STUDY OF UYO CITY POLYHTECHNIC)**

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**CHAPTER ONE**

**INTRODUCTION**

* 1. **GENERAL INTRODUCTION**

In an organization the art of job delegation is to agree no clear terms of reference with subordinate to give necessary job and responsibility and then to monitor their performance with undue interference. Or the continual checking of their work. It is important to make sure that subordinates accept the extent of it and any restrictions on the delegation and responsibility given to them.

According to Davis (2001) that said job delegation requires a clear understanding of job, perception, reliance no other people, confidence, trust and courage. He also added that it is important that the manager chooses the right subordinates to whom to delegate job and responsibility.

In the other hand, if there is any universal mark of a manger, it is that of delegation of job. Managerial life is a perpetual challenge of choosing between available alternatives, the manager is forever be set by the necessity to make a choice between alternatives, the outcome of which is definitely not known.

Koontz and Weighrich (2003) explains this as follows, that although job gives people power and money to act officially within the scope of their delegation, this power becomes somehow meaningless unless those affected accepted it and respond to it.

* 1. **HISTORICAL BACKGROUND OF THE STUDY**

Zenith Bank Plc was established in May 1990, it became a public Limited Company in July 2004, and had an initial public offering on the Nigerian Stock Exchange (NSE) on October 21st of that year. Also in 2004, credit rating agency Fitch ratings identified it’s credit as A.A. on their long-term scale.

The bank expects to reach to objectives to bring consumer banking from an asset based of almost zero today, it is close to 2 billion, counting for 60 percent of consolidated profits. The bank is in advanced stages of considering its first African Acquisition which will be part share, part cash financed, a wholly owned subsidiary of Zenith Bank Group, Delivery Investment and Capital Market Service is in progress.

Zenith Bank has also signed an agreement with Sabre Capital a consumer Banking Privvate Equity and Mangement Services Firm based on their net income of N17.2 billion and total income of N0.12 trillion.

Subsidiaries Zenith Insurance, Zenith Pension Custodian, Zenith Securities, Zenith Bank Ghana, Zenith Bank UK, Zenith Bank Plc is a Nigerian Bank based in Victoria Island, Lagos.

As of November 2007, it was the largest company in the country and in all of West Africa with total assets of 21 billion dollars according to banks advertisement in C.N.N.

* 1. **STATEMENT OF THE PROBLEM**

This research work is to examine critically the impact of delegation of job on effective and efficient performance in an organization and to give solution to the problem faced by Uyo City Polytechnic on job delegation, so as to bring about the survival of the organization.

One of the major problems confronting management in Uyo City Polytechnic is the most efficient way of matching people with jobs and who makes delegation. This ugly situation has been there and it is assumed that no organization can do without delegation of job and decision making for effective and efficient management. Little critical research has examine the low productivity of Uyo City Polytechnic, however this study will fill gap by addressing those pertinent issues facing the organization performance.

* 1. **OBJECTIVES OF THE STUDY**

The objectives of this work is follows:

* To assess if delegation of job is an aid to effective and efficient performance of Uyo City Polytechnic.
* To identify factors affecting delegation of job in the area of effective and efficient performance of Uyo City Polytechnic.
* To determine the type(s) of delegated jobs executed by the management of Uyo City Polytechnic.
* To evaluate the impact of delegated jobs on workforce performance.
* To determine the problems affecting the smooth operation of Uyo City Polytechnic.
  1. **SIGNIFICANCE OF THE STUDY**

The significance of the study wholly rest in the facts that finding might assist I providing the best approach to management allocation of jobs to identify and provide solution to delegation problems as they affect organization operational processes which could help to influence the performance of the workforce in Uyo City Polytechnic to enable it meet its objectives and reducing the rate of redundancy presently experienced.

* 1. **SCOPE AND LIMITATION OF THE STUDY**

This research work is basically concerned on the impact of job delegation of job on effective and efficient performance of Uyo City Polytechnic.

This research work however, subjected to some limitation which could make it to be exhaustive, such limitation include, the researchers inability to interview some principal staff of the School whose contributions could have been of great help. It is also limited to time, inadequate materials and the problems of reaching the respondent whom questions are through questionnaire and direct interviews.

**1.7** **RESEARCH QUESTION/HYPOTHESIS FORMULATED**

1. Does delegation of job on effective and efficient performance really has an impact in Uyo City Polytechnic?
2. Is there any distinction between the impact of delegation of job and effective and efficient performance?
3. Can factors affecting delegation of job in the area of effective and efficient performances be identified?
4. Does delegation of job be seen as an aid to management decision?

5. Can delegation of job influence the performance of workforce in an organization.

6. Is there any problems affecting delegation of job in the area of effective and efficient performance.

**1.8 HYPOTHESIS** **FORMULATED**

H0 Delegation of job and effective and efficient performance do not really has impact in Uyo City Polytechnic.

H1 Delegation of job and effective and efficient performance has impact in Uyo City Polytechnic.

Ho Job delegation does not lead to the development and growth of an organization.

H1 Job delegation lead to development and growth of an organization.

HO  There is no significant relationship between delegated job and effective and efficient performance.

H1 There is significant relationship between delegated job and effective and efficient performance.

**1.9** **DEFINITION OF TERMS USED IN THE STUDY**

It is necessary to define accurately some of the unfamiliar terms and terminology used in this thesis – it is as follows:

**DELEGATION**: This is the organization process that permits the transfer of job from superior to a subordinate.

**SUBORDINATE**: A lower staff who is answerable to his boss or his superior.

**TASK :** This implies a piece of work assigned to some one to do.

**JOB**: The degree of discretion in an organization position conferring the person occupying the position, the right to use their discretion and judgment on decision making.

**DUTY:** What someone is obligated in terms of contract agreement.

**RESPONSIBILITY:** Is the obligation to carry out certain activities with accountability for performance.

**INITIATIVE**: Right to think out, and execution of good plan.

**MANAGEMENT**: The people who run and control a business or situation in a successful way.

**MANAGER**: A person who deals with the business affairs.

**ACTIVITY:** A situation in which something is happening or a lot of things are being done.

**DECISION** **MAKING:** The process of deciding about something important especially in a group of people or in an organization.