

Employee Relations and Job Performance of Selected Deposit Money Banks in Lagos State*

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Abstract

It is imperative that there is sufficient cooperation between employers and employees so that employees can meet the targets set by the employers. Yet in many organisations there have been reports of employee dissatisfaction, up to the level of downing their tools to demand increment in salary and benefits and better conditions of service. In Nigerian commercial banks, there have been complaints of poor pay, poor conditions of work, and excessive use of contract staffing among others. Hence, this study investigated the role of employee relations in enhancing job performance in selected deposit money banks in Nigeria. A quantitative approach was employed and a total of 379 questionnaires were administered to respondents. Employees who have a mutually respectful relationship with their employers are more likely to be happy, loyal, and productive in the long run, according to the study. The study recommended that banks' staff should be encouraged and motivated with equitable remuneration. The study further recommended that efforts should be made to strengthen quality of banks' staff to facilitate improved performance.

Keywords: Employee Relations, Conflict, Communication, Empowerment, Remuneration, Performance