

STAFF RETENTION REALITIES AT ZIMBABWE REVENUE AUTHORITY (ZINARA) MANICALAND REGION, ZIMBABWE

Chikwature Whatmore

Mutare Polytechnic, Zimbabwe
E-mail: whatmorec@gmail.com

&

Makamache Wiklef

ZRP-Manicaland Provincial Headquarters
E-mail: wiklefmak@yahoo.com

ABSTRACT

It is recognised that people are a key organisational resource. Central to this view is the importance of Strategic Human Resource Management. The study is an analysis of the Staff retention realities at Zimbabwe Revenue Authority (ZINARA) Manicaland Region, Zimbabwe. Mixed approach was also employed to improve the quality of findings in this research. A case study research design was used. The sample had 20 ZINARA staff members. Research instruments used in the collection of data were the questionnaires, interview schedules. Primary employee retention strategies have to do with creating and maintaining a workplace that attracts, retains and nourishes good people. This covers a host of issues, ranging from developing a corporate mission, culture and value system to insisting on a safe working environment and creating clear, logical and consistent operating policies and procedures. The research revealed that to retain employees, the institution compensation plan needs to incorporate the compensation strategies cautiously though. The research recommended that ZINARA, Manicaland should provide compensation for service failures for example cash discounts ZINARA, Manicaland should prove to staff members that they are valuable and that they are trying to make up for their inconvenience or loss. The value or degree of your atonement should equal the customer's loss in time, money, energy, or frustration.

Keywords: Staff retention, Zimbabwe Revenue Authorities, Human Resource Management.