

Causes and Effects of Role Ambiguity as Perceived by Human Resource Management Professionals in Zimbabwe

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ABSTRACT The study sought to investigate the causes and effects of role ambiguity as perceived by human resource management practitioners. A quantitative design was used. One hundred and thirty (61 male, 69 female) participants responded to a questionnaire on causes and effects of role ambiguity. Descriptive statistics were used to analyse data. Five causes of role ambiguity were identified. These were size and complexity of the organisation, rapid rate of change, restrictions on employees' authority, vaguely defined tasks and task interdependence. The perceived consequences of role ambiguity were interpersonal tensions, poor self-image, low job satisfaction, decrease in affectivity, decrease in propensity to leave and extreme behaviour. Recommendations to reduce role ambiguity were made.