FACTORS INFLUENCING EMPLOYEE SATISFACTION IN AN ORGANISATION: A CASE STUDY OF DE LA RUE COMPANY

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DECLARATION

This project is my own original work and has not been submitted for examination purposes in any other institution for the award of a degree or any other qualification.

Sign: ___________________  Date: 05/07/2012

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This project has been submitted for examination with my approval as the university supervisor.

Sign: ___________________  Date: 13/07/2012

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ABSTRACT

The main purpose of the study was to determine the factors influencing employees satisfaction in De La Rue Company. The specific objectives were to find out how staff training, communication, working conditions and reward management affect employees satisfaction in De La Rue company. To accomplish those objectives, the researcher studied the literature review related to the problem under investigation. The data collected was summarized and analyzed both qualitatively and quantitatively by the rise of descriptive statistics. The significance of the study was that it would assist top management in the De La Rue Company to understand factors influencing employees satisfaction, it will provide important information to the De La Rue Company on ways of handling the factors that affect employees satisfaction, it would also assist other similar organization in determining the strengths and weaknesses of their employees and lastly it will lead to formulation of appropriate strategies on ways of improving services within De La Rue Company.

The study found out that 71% (25) of respondents said they have attended training programme. Therefore majority of respondents have attended the training programmes. On communication 66% (23) of the respondents felt that communication affected employees satisfaction. So majority of respondent felt communication had an effect on employees satisfaction. Result indicated that 29% (10) of respondents said the working conditions at De La Rue were very conducive. Therefore majority of respondents felt working conditions were moderately conducive at De La Rue. The study findings indicated that 63% (22) of respondents said rewards had an effect on employees satisfaction in the company. It means that majority of respondents felt rewards had an effect on employees satisfaction at De La Rue Company.

The recommendation is that there is urgent need to implement and support new training programmes, have a market analysis of pay and benchmark on them, create conducive working and enhance effective communication in the organization. Adoption of all these will eventually influence employees satisfaction in De La Rue Company.