FACTORS AFFECTING EMPLOYEES PERFORMANCE IN AN ORGANIZATION.

A CASE STUDY IN THE MINISTRY OF STATE FOR PROVINCIAL ADMINISTRATION AND INTERNAL SECURITY, HEADQUARTERS (HARAMBEE HOUSE)

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A RESEARCH PROJECT REPORT SUBMITTED IN PARTIAL FULLFILLMENTS OF THE REQUIREMENTS OF DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT COLLEGE OF EDUCATION AND EXTERNAL STUDIES IN THE UNIVERSITY NAIROBI.

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DECLARATION

This research proposal is my original work and has never been presented for any Academic award in any other university. No part of this project report may be produced without prior permission of the researcher or the University of Nairobi.

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Date: 19/07/2012

The research project has been submitted for examination with my approval as the University supervisor.

Supervisor's Name: Daniel Kiprotich

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ABSTRACT

Over the last three years, many government ministries have been realizing a decline in employees’ provision of basic services to the general public. The study seeks to establish factors affecting employees’ performance in an organization using a case study of the ministry of state for provincial Administration and Internal security. The study will be guided by the following specific objectives: to establish the effect of remuneration on employees’ performance at the ministry of state for provincial Administration and Internal security, to assess the effect of training and development on employees’ performance at the ministry of state for provincial Administration and Internal security, and find out the effects of working environment on employees’ performance at the ministry of state for Provincial Administration and Internal Security.

The study applied a descriptive research design. The target population was a total of 115 employees of the ministry. A sample size of 50 was used comprising 16 employees’ from the upper level management and 23 from the middle level management and 20 lower level staff. Data for this study was obtained from primary sources.

The study concludes that employees at the ministry were provided with fairly good working environment which included various offices that were fairly well ventilated. The ministry also provided training and development to its employees to ensure maximum employee productivity. The employees were fairly remunerated.

From the study findings, the study recommends that the ministry need to re-assess its remuneration structure and align it with the market rates so as to improve employee welfare. The medical insurance benefits should be improved so as to provide added cover for the employees. The study further recommends that the ministry recommends that the ministry continues training and developing its employees to ensure efficient service delivery to the customers. A well trained employee is more productive and wastes little time.