FACTORS INFLUENCING MOTIVATION OF EMPLOYEES IN THE PUBLIC SECTOR IN KENYA (A CASE OF NATIONAL CEREALS AND PRODUCE BOARD)

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A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF DIPLOMA IN HUMAN RESOURCE MANAGEMENT, UNIVERSITY OF NAIROBI

2014
DECLARATION

I declare that this project is my original work and has not been submitted to any other college or university for academic credit.

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ABSTRACT

The purpose of the study was to establish the factors influencing the motivation of employees in the public sector in Kenya, a case of the National Cereals and Produce Board. The study employed a descriptive survey design that provides with qualitative and quantitative data appropriate for investigating the factors influencing performance of employees in National Cereals and produce Board. This method helped the researcher to collect quantitative data in its current and natural setting. Questionnaires are a method of data collection used in enquiries that involve large numbers of respondents. The research instruments that were used in this study were a questionnaire and an interview schedule. Data from open ended in the questionnaires and observation data were analyzed and reported qualitatively. Qualitative data was analyzed through organizing responses in the themes as per the objectives of the study. They were analyzed according to major themes related to the factors influencing employee performance. Quantitative data was analyzed through descriptive statistics.

The study found out that 57% of the respondents viewed that the employees looked recognized but a total of 30 respondents indicated that the employees looked either tired or bored by the work. Research has suggested that reward now cause satisfaction of the employee which directly influences performance of the employee. The study found that training will increase employees’ commitment, which can further counter the numerous direct and indirect costs associated with employees’ turnover. The study points out that if the organization invests disproportionately higher in employee training have lower turnover and perform better than the general market. Almost any organization today, no matter its size, can afford online training options, mentoring and individualized coaching.

Further the study established that employee motivation is one of the policies of managers to increase effectual job management amongst employees in organizations. A motivated employee is responsive of the definite goals and objectives he/she must achieve, therefore he/she directs its efforts in that direction. Respondents reported that motivation formulates an organization more successful because provoked employees are constantly looking for improved practices to do a work, so it is essential for organizations to persuade motivation of their employees. The research has discovered that every organization that wants to succeed must be able to understand the roles obligations, rights, duties, responsibilities and the extent of authority for each other and every employee. The performance of employees of every organization contains these ideologies and brings them out clear so as to make everyone understand. It has been established that performance is affected by communication, training, recognition and motivation of each organization.