FACTORS CONTRIBUTING TO LABOUR TURNOVER IN ORGANIZATIONS
A CASE OF BARCLAYS BANK OF KENYA

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DECLARATION

This research project is my original work and has not been presented in any higher institution of learning for academic credit

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Declaration by Supervisor

This research project has been submitted with my approval as University Supervisor.

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Date: 22/7/2013
ABSTRACT

The objective of the study was to assess factors that contribute to labour turnover in organizations with special reference to Barclays Bank of Kenya. The study was guided by the following specific objectives: To establish how dissatisfaction can contribute to employer or staff turnover; to find out how salary or wage levels affect employee turnover; to determine how employees relationship with their immediate supervisors can contribute to labour turnover and to determine how lack of promotion can contribute to labour turnover among employees. The researcher used stratified random sampling procedure a method that selects a sample that represents the entire population. A formal questionnaire which provided transparent set of research questions was used to collect data from respondents hence increasing the objectivity of the research. Data was cleaned, coded and analyzed and then presented in tables and graphs. The researcher administered 85 questionnaires to the respondents out of which 65 were returned which represented 76% response rate. The study found out that better communication and fair wages is a sign of attraction for employees in order to improve their living standards. Lack of promotion or career development opportunities makes people wish to move to areas where there are better opportunities. Poor relationships between the employees and the employer also contribute to the labour turnover and good working environment. Hence it is prudent to satisfy workers needs to best of an organization ability in order to maintain the employees. The study further established that high turnover impacts on the company’s productivity because every time employees exit the organization, costs are incurred in recruitment, training and induction of new staff.