FACTORS AFFECTING SUPPORT STAFF PERFORMANCE IN KIBICHIKU SECONDARY SCHOOL IN KIAMBU COUNTY

BY

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DECLARATION

This is original work and has not been submitted for any academic award in any institution.

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This research project has been submitted with my approval as the candidate’s supervisor

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ABSTRACT

This study investigated factors affecting support staff performance in secondary schools. The current research was set out to study the factors that affect support staff performance in Kabete. The factors being studied were: motivation, staff remunerations, work environment and leadership efficiency. The researcher chose to use a case study of Kibichiku as a sample of the target population. In order to collect necessary data, questionnaires were employed. The head teacher and the support staff of Kibichiku Secondary School were interviewed. The questionnaires contained two parts to allow the researcher to collect both quantitative and qualitative. The response was analyzed and a summary of the findings made. The findings showed that Kibichiku has middle aged workers who were married with families thus making them more inclined to be motivated to work due to the fact that they have families and tend to be more inclined to certain acts of motivation. The findings also indicated that most of the employees had at least secondary level education. On job satisfaction and performance, the findings indicated that most of the respondents said that they enjoy their jobs while all the respondents said that the work environment in terms of work load, stress, noise and relationships with both the management and the other employees affects their performance. According to the findings, most of the respondents agreed that the type of leadership in place affects their performance while all the respondents agreed that the methods of motivation in place do help the employees. The outcomes indicated that most of the respondents thought that they should earn more. Some of the respondents said that the level of remunerations they receive affected their performance. The results indicated that the level of remuneration acts as a source of motivation and anything less than what the staff expected in exchange for their services would lead to diminished morale and extend to poor performance.