FACTORS AFFECTING IMPLEMENTATION OF EMPLOYEES APPRAISAL IN PARASTATALS: A CASE STUDY OF NATIONAL HOSPITAL INSURANCE FUND, NAIROBI.

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A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE AWARD OF DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT OF THE UNIVERSITY OF NAIROBI.

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DECLARATION

This research project is my original work and has not been presented to any other institution for the award of diploma. No part of this research project should be produced without my consent or that of University of Nairobi.

Signed.......................................................... Date...........................................................

Musyoka Jacob Muoka
L126/14266/2011

This research project has been submitted to the University of Nairobi with my approval as the University of Nairobi Supervisor.

Signed: .......................................................... Date..........................................................

Supervisor Michael Musyoka
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ABSTRACT

The purpose of this research project will be to establish the factors affecting implementation of employee appraisal in parastatals in order come up with recommendations that will make exercise successful. It will aim at establishing the problems encountered in the implementation of employees appraisal and the reason for them in relation to the recommendations of a standard employees appraisal. The location of the study will be confined to employees of NHIF. The specific objectives of the study are: to establish and determine if training of appraisers, motivation, effect of teamwork and communication affects implementation of employee appraisal strategy in parastatals. The study will target population of 200 employees of NHIF. A sample size of 50 respondents will be drawn from the said population. Descriptive research design will be used to carry out the study. The design adopted is stratified random sampling. Data collection instruments will be questionnaires which are personally administered by the researcher and analysed quantitatively and qualitatively using frequency tables, percentages and discussing of findings.

According to the respondents, training has greater effect in performance of the employees in the organization, 90% of the respondents greatly support that, this is due to the fact that, most of the organisation lack effective employees appraisers. According to the respondents 50% strongly agreed that communication as a factor affected employees’ appraisal in the organization. It was recommended that effective communication allows for provision of feedback to employees and management. This allows the employees and management to perform better than would been the case without communication. In addition to the basic training required for a trade, occupation and profession there is need to continued training beyond initial qualifications in order to maintain upgrade and update skills throughout working life.