FACTORS INFLUENCING EMPLOYEE’S PERFORMANCE

(A Case study of the National Hospital Insurance Fund)

BY:

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(L125/26000/2012)

Research Project Submitted in Partial Fulfillment of the Requirements of the Award of the Diploma in Human Resource Management of the University of Nairobi.

November, 2013
DECLARATION
This is my original work and it has not been presented for examination in any University or any award in this University or any other institution of higher learning.

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Catherine Nyaguthii Mwangi  Date

This research project report has been submitted for examination with my approval, as the University Supervisor.

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ABSTRACT

Employees are the most crucial resource of any organization. Their willingness commitment and ability to perform the assigned task determine the success of an organization. Employees' empowerment is likely to motivate the employees thus raising the performance of an organization in terms of productivity. There a number of factors that may be affecting the employees' performance. Each employee may have a different impact from different things at the workplace. Their attitude and behavior can play a vital role in their performance.

The study was aimed at establishing the factors affecting employees' performance of the Kenya National Hospital Insurance Fund. The purpose of this study is to establish the factors affecting employees' performance of NHIF.

This study also benefited other researchers as a base for their further studies in order to gain practical skills. Fourthly, the study went a long way to improve the policy efficiency by establishing a fair, efficient, and transparent mechanism within the organization. Finally, the management stands to benefit in terms of policy making within the NHIF.

Literature review provided an overview of existing literature from the past studies. This chapter covered the remuneration of employees, training and development, performance contracts, new technology, employee motivation in the NHIF and the conceptual framework.

The study adopted a descriptive/survey research design and will be carried on 100 employees who were selected using stratified random sampling. The data collection instruments that were used are questionnaires and were self administered by the researcher. The data collected was analyzed and presented by use of tables.