FACTORS AFFECTING HUMAN RESOURCE PRODUCTIVITY IN HERITAGE INSURANCE COMPANY, NAIROBI COUNTY, KENYA

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DECLARATION

This is my original work and it has never been represented for any academic work in any other university.

Sign Ivy Wambui Ndungi Date 14/07/2014

This work has been presented for examination with my approval as a university supervisor.

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Abstract

Human Resource has continued to play a role in establishing policy, procedures, and programs governing people management in order to meet the goals and objectives of the organizations. The main objective of this research was to establish factors affecting human resource productivity in Insurance Organizations in Kenya taking CFC Heritage Insurance Company as a case study. The study aimed at identifying the various factors affecting human resource productivity in insurance organizations in Kenya but mostly targeting the Heritage Insurance Company. Specific objective was to find out how training affects human resource productivity; to examine how teamwork affects human resource productivity and to analyze the effect of motivation on human resource productivity. The researcher shows how teamwork, training and motivation come about by bringing out their theories and explaining them in details. Data collection was done using the following methods. Primary data source was collected using open-ended questionnaires and close-ended questionnaires from theses. Quantitative research method was also used. The researcher also observed all the activities of the human resource management when carrying out her work hence experiencing how productivity of the human resource comes. Secondary data used include, reference books, internet. The researcher used the s.p.ss method to analysis data in order to reduce accumulated data to manageable size, looking for patterns applying statistical techniques and developing summaries. The data was analyzed by the use of descriptive statistics, which include: percentages and measures of central tendency such as mode, mean and median. To analyse the data, the researcher used excel and computer package and presented the data in form of pie charts, tables and graphs. The researcher also shows the responds that are issued by the respondents and she explains them. The main findings in this research study are that, the factors discussed in this study; teamwork, motivation and training and development, affect the human resource productivity. On the issue of training and development; efficient, effective and highly motivated teams are developed. On the issue of motivation, the employees are motivated to work their level best because their achievement is recognized. On the issue of teamwork, the employees are able to achieve their goals and objectives this is because their organization supports them by providing for them the resources they need. The researcher concluded that indeed teamwork, training and development and motivation affect the human resource productivity in the Heritage Insurance Company. With well educated trainers and a well conceived training program the objectives and goals of the organization are met. It was recommended that training and development should be carried out often in order to improve the skills of the employees for better productivity. The organization should recognize the achievement of all its employees. The organization should ensure that all members are involved in teamwork for better performance.