FACTORS INFLUENCING EMPLOYEE’S TURNOVER IN THE PUBLIC SERVICE INSTITUTIONS

(A Case study of Ministry of Higher Education, Science and Technology)

BY:

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DECLARATION

I declare that this research project is my original work and it has not been presented in any other University or any institution of higher learning.

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1st 10-2013

Date

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

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ABSTRACT

The aim of the study was to establish factors affecting labor turnover in the Public Service Institutions in Kenya with reference to the Ministry of Higher Education, Science and Technology. In relations to narrowing down to specified objectives, the study therefore also aimed at identifying the effect of working conditions, leadership style, organization culture, reward system, employee recognition and organizational culture in the Public Service Institutions in Kenya. The significance of the study will specifically be useful to the management of the Ministry of Higher Education, Science and Technology and other Public service Institutions in Kenya. In the selection of research design, descriptive research design was used. The target population of the study was 200 staff of the Ministry of Higher Education, Science and Technology and the sample size was 72.

The sampling technique used was stratified random sampling. In collection of data, questionnaires were used. The analysis of data was by adopting qualitative and quantitative techniques and findings presented using tables and figures. In the findings as provided from the analysis, it noted that working condition had determined the labor turn over as shown by 25% of respondents whereas 75% of the respondents had said there was no effect. In leadership style 40% of respondents said there was democratic leadership, 18% autocratic while 14% Laissez – Faire. Findings on organization culture 68% of respondents confirming there was very large influence on employee turnover, while 17% of respondents said there was large extent of influence 15% indicated that the influence was moderate. In employee reward system 44% of respondents had strongly agreed there was turnover influence, 14% agreed, 22% strongly disagreed while 19% of respondents had expressed there was no effect on turnover.

On employee recognition, the majority had indicated that employee recognition indeed affected labor turnover. It has been recommended that in working conditions, this organization should continue to improve employees’ working conditions by encouraging open form of communication, financial support in areas such communication and transport expenses, security. In leadership style, those employees that have the ability to be elevated to leadership position must have the necessary skills to lead others. In morale this organization should encourage provision of necessary incentives such as remuneration reviews and better work relations. Employee promotion, the management should always try to consider prioritizing internal employees for any available vacant positions.