FACTORS INFLUENCING JOB SATISFACTION AMONG EMPLOYEES IN THE BANKING INSTITUTION (A CASE STUDY OF KENYA COMMERCIAL BANK (KCB) IN NAIROBI, KENYA)

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DECLARATION

This project proposal is my original work and it has not been presented to any institution for the award of Diploma or Certificate whatsoever.

Signature:   Date: 11/5/2012

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This project proposal has been submitted for examination with my approval as the University supervisor.

Signature:   Date: 3/5/2012

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ABSTRACT

The aim of the study is to determine factors influencing job satisfaction among employees in the Banking Institution in Kenya Commercial Bank. Kenya commercial bank offers loan fund to potential investors who are interested in initial public offer, thus increasing credit. The Kenya commercial bank managers should not shy from taking credit decisions. Again, to ensure that the bank's profitability does not suffer, their decisions must be based on quality information and equality to all their employees to enhance that they are satisfied with their job.

Job satisfaction is so important in that its absence often leads to lethargy and reduced organizational commitment and also lack of it is a predictor of quitting a job. If the employees in Kenya Commercial Bank feel that they are working much harder than others in the department but are receiving fewer rewards they will probably have a negative attitudes towards the work, the boss and coworkers. On the other hand, if they feel they are being treated very well and are being paid equitably, they are likely to have positive attitudes towards the job. The happier people are within their job, the more satisfied they are said to be.

Kenya commercial bank should use training and development to ensure that its employees are well satisfied with their job by offering seminars, sponsoring some of their employees to train in different institution to improve on their skills and knowledge in their career so as to practice to job rotation and also offer promotion within the organization with a good salary to boost their employees' morale on their job and enhance team work to meet their stated goals and objectives and their position in the market.