ANALYSIS OF FACTORS INFLUENCING EMPLOYEE SATISFACTION IN AN ORGANISATION

(A CASE STUDY OF SOLITON TELMEC COMPANY)

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DECLARATION

This project is my own original work and has not been submitted for examination purposes in any other institution for the award of a diploma or any other institution of higher learning for examination purposes.

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APPROVAL BY THE SUPERVISOR

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

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ABSTRACT

Employee satisfaction is important since without it employees will not perform beyond the call of duty in the task that can help the department or companies make positive statement about itself to outsiders. Employee satisfaction also helps to avoid wastage, complaints and arguments. It makes employee work over time when needed and protect fellow employees and organization property.

The main purpose of the study was to determine the factors influencing employee satisfaction in Soliton Telmec Company. The specific objectives were to find out how staff training, communication, working conditions and reward management affect employees satisfaction in Soliton Telmec Company. To accomplish those objectives, the researcher studied the literature review related to the problem under investigation. The data collected was summarized and analyzed both qualitatively and quantitatively by the use of descriptive statistics.

The significance of the study was that it would assist top management in the Soliton Telmec Company to understand factors influencing employees satisfaction, it will provide important information to the Soliton Telmec Company on ways of handling the factors that affect employees satisfaction, it would also assist other similar organization in determining the strengths and weaknesses of their employees and lastly it will lead to formulation of appropriate strategies on ways of improving services within Soliton Telmec Company.

The study found out that 71% (25) of respondents said they have attended training programs. Therefore majority of respondents have attended the training programmes. On communication 66% (23) of the respondents felt that communication affected employee’s satisfaction. So majority of respondent felt communication had an effect on employee’s satisfaction. Result indicated that 29% (10) of respondents said the working conditions at Soliton Telmec were very conducive. Therefore majority of respondents felt working conditions were relatively conducive at Soliton Telmec. The study findings indicated that 63% (22) of respondents said rewards had an effect on employee’s satisfaction in the company. It means that majority of respondents felt rewards had an effect on employees satisfaction at Soliton Telmec Company.

The study concluded that there is urgent need to implement and support new training programs, have a market analysis of pay and benchmark on them, create conducive working and enhance effective communication in the organization. Adoption of all these will eventually influence employees satisfaction in Soliton Telmec Company.