ASSESSING THE FACTORS THAT ARE AFFECTING HUMAN RESOURCE MANAGEMENT IN THE PERFORMANCE OF THE NON GOVERNMENTAL ORGANIZATION

(A Case Study Oxfam Wajir East District Branch)

BY

ALI ISSACK OMAR
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DECLARATION

This research study is my original work and has not been presented to any other institution.

Sign........................................................................ Date ................................................

ALI ISSACK OMAR
REG NO: L126/14801/2011

Declaration by the Supervisor

This research has been submitted with my approval as the appointed university lecturer of the University of Nairobi.

Sign........................................................................ Date ................................................

Dr. Kibagandi Abugah
ABSTRACT
The main aim of the study was to investigate the effects of human resource management in total logistics management performance in non governmental organizations with specific reference to the study of Oxfam. The objectives of the study were; to establish the effects of staff motivation on total logistics management, to find out whether teamwork affects total logistics management, to find out the effects of communication on total logistics managements and finally to establish the effects of training on total logistics managements. The study adopted descriptive research design from which a total population of 50 employees of Oxfam was involved. To be able to get a good response, stratified random sampling was employed from which a sample of 25 was drawn to represent the entire population. The study revealed that most workers felt that they lacked motivation to assist them at the work place. Workers felt that they were not well motivated for them to carry out their duties diligently without being victimized. Respondent agreed that the organization had team work which ensured that the employees were able to attend to the scores needed in the organization. It was found out that indeed there are challenges which affect total logistics management performance. Communication was one of the challenges, it was deduced that although communication was conducted from time to time it was still wanting, thus the institution should hold continuous and effective communication to its staff. The study concluded that staff motivation was very important aspect in the management of the logistics department. Team work was also found to have had an impact on the logistics management. This was because team work is a very important aspect in the growth of the entire organization and also to the logistics department. Communication in all organizations is very essential. The study found out that whereas the communication mode was moderate there were a substantial number of workers who were discontented. The study recommended that staff motivation should be conducive. Team work should be used on merit and by the employees themselves. This will make the workers own the choice and hence no cause for complaints. Training should be given to all employees. Workers who are well trained will be efficient hence improving productivity.