INVESTIGATION OF FACTORS AFFECTING WORKERS' PERFORMANCE
AT THE NAIROBI CITY WATER AND SEWERAGE COMPANY

BARASA, KEZIAH NASIPWONDI

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DIPLOMA IN HUMAN RESOURCE MANAGEMENT.

THE UNIVERSITY OF NAIROBI

YEAR 2011
DECLARATION

I hereby declare that this is my original work and has never been submitted to any other academic reward. No part of this research should be reproduced without my consent or that of the University of Nairobi.

NAME: KEZIAH NASIPWONDI BARASA  REG. NO: L125 / 11777/2010
SIGNED: ___________________________ DATE: 02/07/2011

This project has been submitted to the University of Nairobi, Department of Extra Mural Studies with my approval as the University supervisor.

NAME: Ms. CAROLYNE CHEPNG’ENO TARE  SIGNATURE ___________________________
DATE 2.7.2011
ABSTRACT

The aim of the research study was to investigate factors affecting workers' performance at the N.C.W.S.C. Workers' performance is quite poor due to lack of communication, motivation, training, proper managerial system. Objective of the study was to find out who is responsible for effecting motivational mechanism at the N.C.W.S.C.

Questionnaires were used as the research design to obtain information from people who have experience on the ground.

The study revealed that there was lack of proper communication from top management to the lower level of management. There was however lack of training on newly embraced technology such as computer, mostly amongst the ageing group.

The company should strive to train its employees with knowledge and skill that will enable them to perform their assigned piece of work effectively. Further investigation should be conducted in other N.C.W.S.C branches to establish principles that underpin workers' performance.