AN INVESTIGATION OF THE RELATIONSHIP BETWEEN LABOUR TURNOVER AND MOTIVATION AT THE AGA KHAN HOSPITAL, NAIROBI

BY

IBRAHIM MOHAMED BIKO

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THIS PROJECT WAS SUBMITTED AS PARTIAL REQUIREMENT FOR THE AWARD OF DIPLOMA IN HUMAN RESOURCE MANAGEMENT AT THE UNIVERSITY OF NAIROBI.

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DECLARATION

I declare that this research proposal is my own original work and has not been presented for an award in any college or university.

Name: IBRAHIM MOHAMED BIKO
Reg. No: L125/24160/2013
Signature: ...........................................

Date: ...........................................

This project has been submitted for evaluation with my approval as a Supervisor.

Name: Beatrice Kimani
Signature: ...........................................

Date: ...........................................
ABSTRACT

The Aga Khan Hospital is based in Kenya's capital city of Nairobi. It is among the biggest private hospital operating in the city. His Highness, The Aga Khan, founded this Hospital in 1958. Hospital provides tertiary and secondary level health care services. The hospital's core business is providing quality health care at affordable price and remains one of the most affordable executive health care facilities in the country. The objective of the Aga Khan Hospital is to promote Human Welfare by disseminating knowledge and providing instruction, training, research, and services to the health sciences. As a testimony of the quality services that Aga Khan provides, it was awarded ISO - 9001 accreditation in all its clinical diagnostic support and administration services in 2003.

This study set out to establish the relationship between motivation and labour turnover. The study was conducted at Aga Khan Hospital to investigate the real cause of high labour turnover and motivation.

The study adopted survey design while stratified sampling was applied as population had heterogeneous characteristics. Data collection was done by giving out questionnaires which is completed by the employees.

The data collected was edited and classified according to the study objectives which was later analyze using tables, percentages and chi-square test. According to this study, the cause of high labour turnover in Aga Khan Hospital is due to lack of motivation, discrimination on the basis of sex, and search for greener pastures. Nursing department and subordinate staffs who are experienced and qualified employees are found to be leaving the Hospital more than other categories of employees. Aga Khan hospital uses fringe benefit, training, and job security to some extent. Generally, what stand out most is that the greatest percentage of employees are uncertified with the tools of motivation and working condition at Aga Khan Hospital.