A STUDY TO ESTABLISH THE EFFECTS OF MOTIVATION ON EMPLOYEES IN KENYA UNION OF SAVINGS AND CREDIT CO-OPERATIVES LTD (KUSCCO LTD).

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This is A Report Submitted For The Award Of Diploma In Human Resource At The University Of Nairobi.

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DECLARATION

This is my original work and has never been presented for any academic work in any other university.

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This work has been presented for examination with my approval as a university supervisor.

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ABSTRACT

The research is aimed at studying the influence of motivation on job performance of workers in Kenya Union of Savings & Credit Co-operatives Ltd (KUSCCO) where motivation has been treated as an independent variable while job performance has been treated as a dependent variable which is expected to be studied.

Motivation can be classified into two different categories which are intrinsic and extrinsic on employees' performance. Subjects for the study included ninety (90) workers of KUSCCO Ltd. The data was gathered through the administration of self designed questionnaire. The study revealed that management can make use of different strategies and policies to motivate employees in the cooperate environment. Employees are interested in motivational ways such as enhanced salaries, fringe benefits and good communication which pushes them to better production.

The study revealed that if management withdrew motivational packages it will have serious repercussion on employees' performance. It was also noted that the conduciveness of the office environment has first time impression on the customers and the welfare of employees. Management can also develop new theories such as Equity, Mcllend theory; Abraham Maslow and Hertzberg two factors to ensure achievement at their work target.