AN INVESTIGATION STUDY OF FACTORS THAT INFLUENCE SERVICE
EFFICIENCY IN GOVERNMENT OFFICES: A CASE OF COUNTY COUNCIL OF
NAIROBI. (CENTRAL BUSINESS AREA)

BY

MICHAEL MURAGURI KIHARA

A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILMENT OF THE AWARD
OF DIPLOMA IN HUMAN RESOURCE MANAGEMENT IN THE UNIVERSITY OF
NAIROBI.

SEPTEMBER, 2013
DECLARATION

I declare that this is my original work, and has not been presented in any University or College for any academic reward.

Michael Muraguri Kihara

Signature

Date 08/10/2013

L125/ 25812/ 2012

The proposal has been submitted for examination with our approval as university supervisor.

Ms Naomi Mutunga

Signature

Date 08/10/2013
ABSTRACT

This study seeks to establish the effect of motivation on organization performance at Nairobi County Council. The research will have 3 main objectives which includes, to evaluate how employee recognition affect service delivery, to determine how working conditions affect service delivery and to find out if effective communication affect service delivery. Motivation is a complex issue which has combination of factors which operate within each individual, and hence combination of approaches. Therefore motivation plan basically, utilizes several approaches on those which make work itself more satisfying and reward performance. Basic reward programmed theories which reward behaviors. Example is Palatino and Gamboa (1974), they established motivation as valid method which dramatically and permanently changes employee performance which in turn increases productivity. The supervisors will have to jointly establish goals with the subordinates, if not the employee will invariably set goals which will be based on his priorities, rather than organization goal. The research will be a case study of Nairobi County Council 35 HRM managers, 1000 waste management staff and 90 employees performing general chores in offices. The sample size of 28.9% of the employees working in the CBD will be considered for the study. The method to be used in data collection will be both primary and secondary sources of information whereby open and closed ended questionnaire and the report from the organization will be used.

The best sampling design will be stratified and then simple random in every strata, whereby 50 people from various departments will be issued with questionnaires and the collected data presented in form of tables, graphs and pie charts then analyzed by calculating mean, mode and median. The research will be significant to the employees by being motivated by management hence job satisfaction, that is beneficial to the organization by preventing labor turnover and also supervisors having easier time because motivated employees work under minimal supervision.

From the research findings, employee recognition was found to be the best motivator whereby 86.9% of the low income earners established that the pay they get don’t commensurate with the work they do and improvement in wage system can improve their service efficiency. On the other hand, employee working condition and effective communication was found to have same level of motivation whereby 80.5 % of respondents established that effective communication and improvement in working condition will improve their performance.

In conclusion, the researcher was able to determine factors that can best motivate employees of C.N.N, though not enough emphasis has been placed to make these factors practical for employees to offer efficient services. Therefore, the organization needs to understand and develop human labor which is the backbone of any organization that needs succes