

**PERFORMANCE AS A FUNCTION OF RECRUITMENT (A CASE STUDY OF NSSF)**

**STUDENT: KUCAK CENGIZ**


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**DECLARATION**

This project is my original work and has not been presented anywhere else.

Signed:  .....

Date: 04/11/2013 .....

## ABSTRACT

National Social Security Fund is a pension scheme providing social security in old age for the Kenyan workers. NSSF was established by an Act of Parliament cap 258 of the Laws of Kenya in 1966. The Fund has enjoyed the monopoly of being the largest pension scheme provider since then as contributions to the scheme are a statutory requirement. The Fund is currently regulated with other schemes by the Retirement Benefits Authority. There are now many organizations offering pension cover for the Kenyan worker e.g., Old Mutual, CFC Bank, etc., this means that NSSF will have to compete with other pension providers for customers.

The study focused on the methods of recruitment and placement at NSSF and how this was impacting on the performance of staff. The study was to establish whether the policies and practices followed are capable of enabling the Fund achieve its objectives of becoming a first class social security provider. The researcher attempted to establish whether the organization recognizes individual differences in employees while trying to match people to jobs.

The researcher collected data from a sample population of 10% of a population of 500 members of staff at the head office situated at the Social Security House, Nairobi. This sample size was considered large enough to provide representative characteristics of the entire population and small enough to be carried out economically.

The research findings indicate that the Fund recruitment and placement policies and practices did exist though not followed in certain circumstances and this is impacting negatively on performance.

The survey shows that serious problems occurred when internal candidates fail to be selected. Bitterness, antipathy and low morale followed. For this reason it is essential that great care is taken when managing external and internal recruitment to ensure that the approach taken is both fair and seen to be fair. Most employees indicated that the

