AN INVESTIGATION INTO THE FACTORS INFLUENCING JOB SATISFACTION

(AT The Nairobi Womens’ Hospital; Hurligham Branch )

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This A Research Proposal Submitted In Partial Fulfillment of The Award of A Diploma In Business Management of the University of Nairobi.

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DECLARATION

I hereby declare that this research project proposal is my original work, and it has not in part or whole been submitted elsewhere for a diploma, degree or in any institution of higher learning for examination purposes.

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Supervisor

This research project has been submitted for examination with my approval as university supervisor.

Supervisor........................................ Signature........................................ Date 21/05/2014

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ABSTRACT

This study intends to investigate the factors affecting job satisfaction and how it affects employee performance in the health sector in Kenya with specific reference to the Nairobi Women's Hospital. This has been elicited by the observation that many organizations experience poor employee performance as a result of dissatisfied employees.

The specific objectives of the study are; to identify the factors affecting job satisfaction in the Nairobi women’s Hospital, to find out the methods used to enhance job satisfaction in the Nairobi women’s Hospital, to find out the relationship between job satisfaction and performance of employees of the Nairobi women’s hospital, to investigate how the health institution is strategically placing itself to improve on employee job satisfaction and finally to find out whether satisfied employee perform better than less satisfied counterpart.

In chapter two the researcher will allowed for location of literature from a variety of sources. This involved looking through earlier research, documents, text books and journals on related literature previous research works and observations related to the issue at stake.

This study adopted a case study design since it involves an in-depth collection and analysis of data to determine the characteristics of a unit or an organization. The primary purpose of the case study is to determine factors and relationships among the factors that have resulted in the behaviour under study.

To facilitate data analysis, the data collected was analyzed. This involved data editing, coding, classification and tabulation. The data was put in appropriate tables first before being used in descriptive statistical graphs. The data presentation was put in tables, graphs, percentages and pie charts since it is a visual way to look at the data and see what happens and make interpretation. It also makes it easier for other researcher to understand at a glance.

In consideration of the findings, the researcher concluded that the employees of Nairobi women’s hospital are not well satisfied with their job owing to the fact that we still have quite a number of employees who leave the company between two to five years definitely searching for greener pastures somewhere else.