INFLUENCE OF EMPOWERMENT ON EMPLOYEE PERFORMANCE IN AN ORGANIZATION IN KENYA
(CASE STUDY OF KENYA NATIONAL BUREAU OF STATISTICS KNBS)

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THIS IS A RESEARCH FOR PARTIAL FULFILMENT OF A REWARD OF DIPLOMA IN BUSINESS MANAGEMENT AS PER THE REQUIREMENT OF THE UNIVERSITY OF NAIROBI.
DATE; MAY 2013
DECLARATION

This is my original work that has not been presented by any other person to any institution of higher learning.

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Date: 20TH MAY 2013.

This research has been submitted for examination with my authority as the university supervisor.

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Date 22/5/2013
ABSTRACT

This research aims to investigate the relationship between empowerment and employee performance in the Kenya national bureau statistics. It also aims to examine the influence of empowerment on employee performance and to identify which of the four (4) dimensions of empowerment has the greatest influence on employee performance. The four dimensions of empowerment, namely meaning, competence, self determination and impact, are the identified independent variables, with employee performance as the dependent variable. Each of the dimensions of empowerment was tested to determine its relationship with employee performance. Questions on empowerment were adopted from Spreitzer (1995) 12-item questions on meaning, competence, self determination and impact. The questions on performance were adapted from Carly Webster’s (2006) empirical study on “An empirical analysis of the relationships between the interactive uses of performance measurement systems, creativity and performance: the intervening role of psychological empowerment”.

The questionnaires were sent to 250 respondents. A total of 228 respondents from KNBS participated in the survey. Pearson Correlation and Regression Analysis used to taste relation between empowerment and employee performance. The findings indicate that employees in the Kenya national bureau statistics find that empowerment strongly influences employee performance. There is significant correlation between the dimensions of empowerment and employee performance. They feel that when they are empowered with autonomy, freedom and opportunities to influence decision making in their jobs or organization, their performance will improve significantly.

The implications of these findings are discussed and suggestions for future research are also identified and proposed.