

**INFLUENCE OF EMPLOYEE TURNOVER ON ORGANIZATIONAL  
PRODUCTIVITY (CASE STUDY: KENYA COMMERCIAL BANK)**

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**A research project submitted in partial fulfillment for the award of Diploma in  
Business Management of University of Nairobi**

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## DECLARATION

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

Nyamu Lilian Kanana.....~~Signature~~.....Date 4/7/2014.

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

Mrs Agnes A. Andollo ..........Sign.....Date 4/7/2014

## **ABSTRACT**

The purpose of the study is to determine the influence of employee turnover on organizational productivity in K.C.B. The study is further seeking to establish the cause, effect and the recommendations that can be put in place to reduce employee turnover in Kenya Commercial Bank. The study also reviewed the literatures on employee turnover that various scholars have researched on. Data is analyzed by use of quantitative and qualitative methods which include the use of descriptive statistics. Use of tables and pie charts was used for data presentations.

The bank will benefit from the finding as it can use the results of the study to improve or reduce employee turnover to a minimal rate since zero rate of employee has also some negative effects to an organization. In zero rate of employee turnover there will be no new employee who may be coming with new ideas and creativity. The government will also benefit in that it will formulate policies that will guide the banking industry in order to reduce the rate of employee turnover. The researcher and other scholars will benefit from the study as they will use the findings of the study as a source of information in their current study.