INFLUENCE OF EMPLOYEES' ATTENDANCE ON PERFORMANCE IN ORGANIZATIONS: A CASE OF NAIVASHA FLOWER FARMS

BY
ONDUSO LYDIAH NYARANGI
L125/25595/2012

A PROJECT REPORT SUBMITTED IN PARTIAL FULFILLMENT OF THE AWARD OF DIPLOMA IN HUMAN RESOURCE MANAGEMENT IN THE UNIVERSITY OF NAIROBI

2014
DECLARATION

This project report is my original work and has not been presented for a degree or Diploma in any other university.

Onduso Lydiah Nyarangi

L125/25595/2012

APPROVAL

This project report has been submitted for examination with my approval as University supervisor.

Eng. James Theuri

Lecturer, Department of Extra-Mural Studies

University of Nairobi
ABSTRACT

The purpose of this study was to investigate the influence of employees’ attendance on performance in organizations with a focus in the Naivasha flower farms. The study was guided by the following objectives: to establish the relationship between employees’ attendance and human resource development at the Naivasha flower farms, to determine the extent to which employees attendance promotes service delivery in the Naivasha flower farms and to establish the relationship between employees attendance and organizational profitability of the Naivasha flower farms. A descriptive survey design was adopted to investigate influence of employees’ attendance to performance in organizations on the assumption that the design could allow the gathering of information summarize and interpret the study for the purpose of clarification. The target population was all the staff of Naivasha flower farms with main focus on four flower based farming organizations namely Bigott Flowers Kenya Limited, Africalla, Delamere Pivot Limited and Sher Karuturi Agency. Stratified sampling technique was used to obtain the desired sample size. In each of the four flower farms, the population regrouped into strata; consisting of the management and the lower cadre employees. The simple random sampling will then be applied to select 10 respondents from each flower farm comprising of 3 managers and 7 employees. All the 40 respondents selected from the four flower farms will form the sample size for the study. Structured questionnaires were used for collection of primary data from the field whose quality was checked through intensive supervision, meetings and discussions. With the aim of ensuring reliability and validity, pre-testing of the instruments was undertaken before the actual study to give a view of the areas that needed attention and modification. The analysis of data was done using the SPSS. Among other findings, the study established that majority of the employees (67.5%) were male and aged below 50 years with the education level of not more than a diploma. Other findings indicated that the organization cannot perform without the commitment of individual employees’ to the duties. The study further established that attendance of the staff to their assigned duties enhances their competence skills and talents besides reducing lead time. Customer satisfaction and organization’s profitability were also found to be a function of employees’ attendance to their duties. The study recommends the development of a clear and practical policy on employees’ attendance, motivation and a look at the healthcare of the staff. Additionally, it has given suggestions for further research.