

**AN ASSESSMENT OF EMPLOYEE SATISFACTION ON ORGANIZATIONAL
PERFORMANCE:**

A CASE OF THE NATIONAL REGISTRATION BUREAU OF KENYA

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**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT FOR AWARD OF
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ABSTRACT

The study sought to establish the effect of employee satisfaction on organisational performance. The study was guided by four specific objectives, these were; to assess the effects of recognition on organizational performance; to determine the influence of salary level on organization performance of the national registration bureau; to identify the effect of employee empowerment on organization performance of the national registration bureau; to establish the influence of job grades on organization performance of the national registration bureau and to establish the influence of staff development on organization performance of the national registration bureau. The study was conducted at the national registration bureau headquarters in Nairobi. The sample for the study was 100 employees from different departments in the organization. The researcher adopted the questionnaire as the primary tool for data collection. The researcher was able to collect 85 questionnaires which were used for the analysis. The study adopted descriptive and inferential statistics. Multiple regression as used in order to determine the relationship between the independent and dependent variables. The study found that the most significant variables influencing organization performance were staff empowerment and staff development. The study recommends that the top management of the National Registration Bureau should engage employees in career development. The study found that employee empowering and staff development were the most significant determinants of the motivation among staff. This means that there should be deliberate effort to create programs in the organization to empower employees in their day to duties.