

**A CRITICAL ANALYSIS ON THE MOTIVATIONAL FACTORS AFFECTING POLICE
PERFORMANCE IN NAIROBI COUNTY- A CASE STUDY OF DONHOLM AND EMBAKASI
POLICE STATIONS**

EGLAY MARINA RASA

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ABSTRACT

This deductive study was based on data gathered from 25 police officers from two police stations. The study sought to evaluate the extent to which the performance of the personnel was related to motivation.

Over the past decade, the government has been carrying on public service reforms focusing on streamlining the police service; harmonizing pay benefits; putting in place interventions to enhance efficiency in the service. Despite the government efforts on police reforms geared towards improving security, motivation among police officers has not been improved. These factors have not been adequately investigated and well understood hence hindering serviced delivery. The consideration of the relationship between motivation as the independent variable in this study and performance as the dependent variable was sought. To this end, the purpose of the study was to investigate the impact of motivation in the police service in Nairobi. The study used a research design of exploratory, descriptive and quantitative designs. Police officers were divided into three levels and then simple random sampling was used that gave a representative sample for each level. The questionnaire was used to gather relevant information from the respondents. Data collected was analyzed using both descriptive and inferential statistics. The study established that there is a strong influence on performance of the police officers attributes to units of change in motivation. The study recommended that the government and other stakeholders should adequately motivate the police for improved performance and service delivery. Employee wellbeing at work enhances a healthy workforce which in turn improves the service standards of the organization.