

**FACTORS AFFECTING THE PERFORMANCE OF EMPLOYEES IN NON-PROFIT
MAKING ORGANIZATIONS IN KENYA
(A CASE OF THE TEACHERS SERVICE COMMISSION (TSC))**

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**RESEARCH PROJECT PRESENTED IN PARTIAL FULFILMENT FOR THE
REQUIREMENTS FOR THE AWARD OF A DEGREE IN BACHELOR OF
COMMERCE (FINANCE OPTION) OF MOUNT KENYA UNIVERSITY.**

2014

ABSTRACT

The project title was Factors affecting the performance of employees in non-profit making organization with a study of the Teachers Service Commission. The objectives of the research were summarized as follows: to identify how technology affects the employee performance in non-profit organizations. It also investigated if remuneration at work place can affect employees in the non-profit making organization. Besides that the research was also to analyze how leadership styles of the organization affect workers in the non-profit making organization not forgetting identifying the effects of the new technology towards the performance of employees in non-profit making organization. The researcher narrowed down to looking into all the mentioned gaps and therefore tried to find a solution as per the gaps. Chapter three studied handled the research design and the methodology not forgetting data analysis. The target population which was the population to give out the needed information through their response by the questionnaires was discussed. Both qualitative and the quantitative were analyzed and interpreted in chapter four. It was clear based on the analysis of the data that remuneration was one of the most factors affecting the performance of employees in the non-profit making organization. Other factors analyzed were the new technology effects among others. Pie charts were used in analysis of data. In the analysis it was clear that the organization composed of people in the age bracket of 25-30 years. It was also clear that many of those working in the organization were people with certificates with a few holding the other levels of education. Further analysis showed that many had served in the organization for duration of between 1-5 years. The relationship between the management and the employees was moderate which according to the data collected it symbolized that the communication was wanting and needed to be scrutinized. According to the summary of findings it was found that the organization employees was mostly affected by the factors like remuneration, effects of the new technology, communication problems and leadership styles. Limitations of the study were the time constraints, fear of victimization by the management which hindered some respondents from giving out the correct information. Recommendations are that each and every organization needs to take proper considerations of the factors discussed in this project for it to realize success in its operations. Conclusion was that the organization needs to look into the remuneration, training new technology, the leadership styles in the organization and improve on its communication. It was suggested that there is need

for more scrutiny on the factors affecting the performance of employees in non-profit making organization.