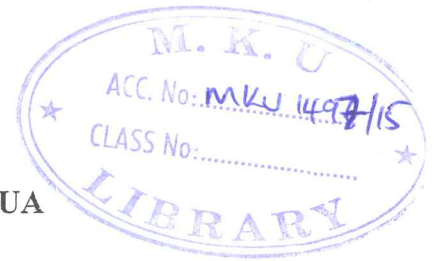


**EFFECTS OF EMPLOYEE EMPOWERMENT ON THE PERFORMANCE OF
PUBLIC INSTITUTIONS: A CASE OF KENYA REVENUE AUTHORITY**

TABITHA WANJIRU MBUGUA



BCOM/112/03148

**A PROJECT REPORT SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF A DEGREE IN BACHELOR OF
COMMERCE OF MOUNT KENYA UNIVERSITY**

May 2015

ABSTRACT

The performance of the public sector workers in Kenya has been a major concern to the Kenyan people. It has been characterized by low work performance and poor service delivery. One of the major problems facing the public sector has been identified as lack of employee empowerment of workers. The problem indicators include: absenteeism from work stations, low quality work, low productivity, lateness, stealing of government property, corruption, insecurity, laziness, a high rate of complaints by the workers, and high staff turnover among the professional staff. This study sought to establish the effects of employee empowerment on the performance of public institutions in Kenya with special focus to Kenya Revenue Authority. The study used descriptive study. The target population for the study was employees of the public institutions with the study population being the 584 employees working in Kenya Revenue Authority at their head office in Nairobi. A total of 175 respondents were involved in the study. The study used questionnaires and documentary sources. The questionnaire was tried out. This used to generate quantitative reports through tabulations, percentages, means and standard deviations. Multiple regressions were used. From the findings the study revealed that work environment affects the performance of public institutions in Kenya to a great extent. Employees need to work in an environment that supports a balance between work, family, and personal interest despite their work schedule and interpersonal relations with supervisors be built to improve their performance and satisfaction. The study revealed that the training and staff development affects the performance of public institutions in Kenya to a great extent. The study concludes that reward and performance measurement programmes affect the performance of public institutions in Kenya. The study revealed that availability of working tools and equipment affect the performance of public institutions in Kenya. There is need to provide adequate personal protective equipment to reduce exposure to hazards and keep the work setting safe.