

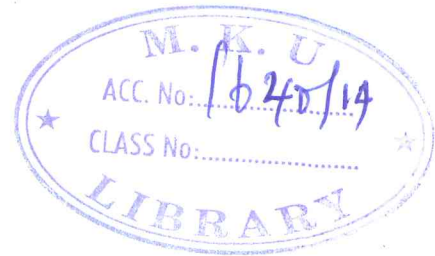
**THE ROLE OF MOTIVATION EMPLOYEES PERFORMANCE**

**CASE STUDY: POSTAL CORPORATION OF KENYA**

**BY**

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## **Abstract**

Employee motivation is a vital essential to an organization in terms of retaining good employees and also in the growth of the organization. This study aimed at establishing the role of motivation on the performance of employees at the work place with particular reference to the Kenya Postal Corporation. The specific objectives of this study were: understanding the extent to which training and development influences employee motivation in PCK; to establish how compensation influences employee motivation; to investigate the extent to which participation in decision making can play part in employee motivation and to determine what extent welfare benefits affect the employee motivation in PCK. This study covered independent variables like: training and development, compensation, welfare benefits and participation in decision making. Important theoretical and practical problems are brought out as well as relevant literature on the aspects pertaining to the effects of employee motivation.

The research design and data analysis utilized both qualitative and quantitative approaches. Qualitative type of research is based more on personal experience and interpretation and therefore was key for this research. Quantitative techniques were applied where analysis of numerical data was found to be essential in the study. Simple random sampling design was used for this study by administering questionnaires to selected departments of the corporation. On study findings, about 45 % of employees regard the employee motivational methods employed by the corporation to be above average in satisfying their needs. Even though many methods could be used to motivate employees, employees have preferences on what motivates them most. Monetary rewards in form of salary increments and bonuses are generally preferred by a higher number of employees and can be the major reason for high employee turnover.

In conclusion the employee always expects more than one of his or her needs at the workplace to be provided to enable him or her execute responsibilities comfortably. It is the responsibility of the human resources function within the organization to ensure that such needs are met without sacrificing on organizational performance and growth. It is the discretion of the management to assess which methods of motivation to be ideal for motivating staff.

For recommendation, management should ensure that the motivation system in place is anchored in the overall organizational planning process recognizing the vision and mission of the corporation. In addition, a participative decision making process should be encouraged to motivate employees to contribute more to organizational excellence.