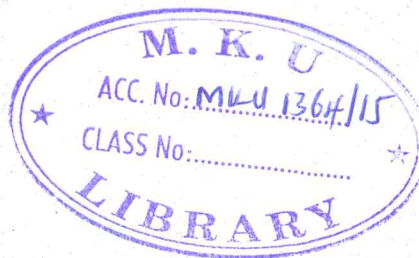


**ANALYSIS OF THE EFFECTS OF LABOUR TURNOVER ON ORGANISATION
PRODUCTIVITY: A CASE STUDY OF BOILER TECHNIQUES ENGINEERING
LIMITED**

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ABSTRACT

The study was focused on the effects of labor turnover on the organization productivity in Kenya with specific reference to Boiler techniques engineering limited. The specific objectives of the study were to establish the effects of organizational cost, employee morale, customer service delivery and organizational performance on labor turnover in organizational productivity in Kenya. The study will be of importance to the management of Boiler techniques engineering limited, other related engineering companies and researchers. The study used descriptive research design and stratified random sampling procedure to select the sample that represented the entire population. The study targeted 139 respondents from the three levels of management and a sample size of 56 respondents. Questionnaire was the main method of data collection. Then the results were analyzed by use of both qualitative and quantitative techniques which involved the use of tables and charts for easy interpretation

The study found that factors such as organizational cost, employee's morale, customer service delivery and organizational performance is affected by labor turnover are the effects of labor turnover on organization productivity. It was concluded that organizational cost is affected by labor turn and firms should reduce turnover rate. The study made conclusions that employee morale is vital in improving productivity through reduced turnover rate and committed workers. It was concluded that that service delivery to customers should be improved through motivation and organizational performance is challenged by labor turnover and firms should increase productivity through work force commitment

Recommendations were that firms should reduce the organizational cost incurred during labor turnover to increase productivity. Employees should be motivated to improve morale to succeed in productivity. Customer service delivery is affected by turnover and may impair productivity. Firms should create a conducive environment for better service to customers through happy and dedicated employees. Organizational performance will increase productivity if the workers are retain from leaving organizations and if service to customers will be improve.