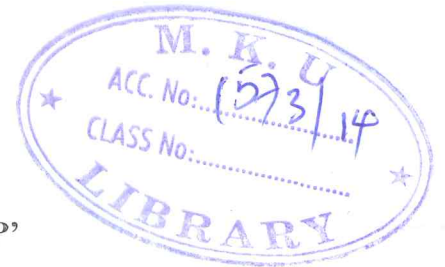


**FACTORS ENHANCING PERFORMANCE OF HUMAN CAPITAL IN AN
ORGANIZATION: A CASE STUDY OF KENYA AIRPORTS AUTHORITY
HEADQUARTER**



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**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE
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ABSTRACT

The main objective of this study was to determine factors enhancing performance of human capital in an organization. This study was guided by these specific objectives; to determine effect of work morale in enhancing performance of human capital in an organization; to assess effect of job satisfaction in enhancing performance of human capital in an organization; to evaluate effect of teamwork in enhancing performance of human capital in an organization and to determine effect of remuneration in enhancing performance of human capital in an organization. This study adopted descriptive research design. Descriptive research design was preferable for this study because more investigations that focused on every particular variable factor may be explicitly discussed in order to generate more information. Target population was 201 respondents with 60 sample size selected through the use stratified random sampling. Questionnaires were analyzed using qualitative and quantitative analysis methods. Study established that work morale, job satisfaction, teamwork and remuneration enhance performance of human capital in an organization. Based on established gaps; it is recommended that employees be trained on effective decision making in order to improve work productivity and work morale. It is also recommended that Kenya Airports Authority always involve staff in decision making in order to boost their morale in undertaking tasks assigned to them. Furthermore, the organization is advised to review its management structure in order to boost flow of information and interaction of employees to improve work morale. Study establishes that there is need for employees' satisfaction survey in order to ascertain the level of each individual level of satisfaction and the challenges that need to be addressed. It is also recommended that organizations monitor each employee in order to understand things that motivates and satisfy them at work. It is argued that this would help in boosting the level of employee's job satisfaction and performances in general. It is recommended that Kenya Airports Authority train staff on conflict management and effective decision making process in order to enhance the quality output produced when staff works as a team. It is also recommended that organizations embed teamwork as part of its work delegation tool in order to ensure that employees develop conversance with how it operates. It was recommended that Kenya Airports Authority train employees to improve the effectiveness of the teamwork in the organization. It is also recommended

that the organization develop conflict resolution mechanism in order to ensure that team members' disagreements ironed out amicably. It is recommended that Kenya Airports Authority to improve payment scheme of its employees regularly in order to ensure that they could meet their daily expenses and alleviate stress. It is also recommended that the organization improve the work terms and conditions with employees in order to ensure that there was supportive work environment that aids to improve work productivity.