

**THE EFFECT ON NON MONETARY INCENTIVES ON SERVICE DELIVERY IN
THE PUBLIC SECTOR: A CASE STUDY OF KENYA BUREAU OF STANDARDS
(KEBS) HEADQUARTERS.**

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ABSTRACT

Service delivery is of critical importance for the organisations which are offering services as their core product. It is what the clients pay for and determines their retention as well as growth and profitability of the organization. For public institutions, the quality of the service offered by them has not been of very keen interest due to the monopolistic nature of the services they offer and lack of incentives. Thus this study focused on use of non monetary incentives to improve service delivery in public institutions. The study will be useful to the public institution as well as other private and non-governmental institution in enhancing quality services. Descriptive research design was used. The study targeted 60 employees of KEBSs. Stratified random sampling was used with a sample size comprising of 30 employees arrived at by using 50% of the 60 employees hence a total sample of 30 respondents. Questionnaires and interviews were used to collect data which was analyzed using descriptive. The findings revealed that the institution did not apply the non monetary incentives however recognition was used to a limited extent but was not necessarily aimed at improving service delivery. Work place opportunities, tangible rewards and job flexibility were lacking. The study recommended that job flexibility and recognition could easily be applied at the minimum cost to improve service delivery. Tangible rewards had cost implication however the benefit overrides the cost and lasted longer. Use of workplace opportunities is limited however where applicable it can still work as an incentive.