

**ASSESSING THE MOTIVATING FACTORS OF PUBLIC SECTOR
EMPLOYEES IN GARISSA COUNTY**

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ABSTRACT

The public service has a very critical role to play in the social, economic and political development of any county. This is because the public service is the basic machinery through which the government translates its policies into tangible programmes that benefits the entire country. The government of Kenya has always hoped to improve service delivery to its people by enhancing the performance of its employees. However, the performance of any employee will most likely depend on their level of motivation. This study was conducted to identify motivational level and tests the extent to which some motivational strategies had affected the motivation of public sector employees in Garissa. The study was conducted within four government departments with a population of 172 persons. Out of this a sample was selected proportionally using stratified random sampling technique, 30% were selected from each department leading to a sample of 51 respondents being interviewed. Data was collected using a questioner and the analysis showed that the motivational level of public sector employees in Garissa County was quite low. This demotivation was attributed to unsatisfactory reward system, lack of proper delegation practices, and inadequate training opportunities. In addition the study established that the various departments had no formal strategies or programmes to improve the employee's motivation. On the other hand the study found that employees were allowed to use their initiative and decide on how to solve their customers complains and that this improved their self-esteem, and improved their commitment to work. The study recommended that the government should strengthen its strategies in regard to employee's motivation and try to effectively communicate these strategies to the employees.