

**ASSESSMENT OF THE EFFECT OF HIGH EMPLOYEE TURNOVER ON THE
PERFORMANCE OF GOVERNMENT INSTITUTIONS**

A CASE STUDY OF GARISSA SUB - COUNTY

BY

NJOROGE KIARIE NGUA

ADM NO: BBM (DL) 112/00097

**RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF A BACHELORS DEGREE IN BUSINESS
MANAGEMENT**

MOUNT KENYA UNIVERSITY

© OCTOBER 2013

ABSTRACT

A well managed workforce plays a very vital role in the economic growth and development of any institution. Today in Kenya and the world over, employee turnover has become an issue of discussion by professionals, administrators, legislators, employers and employees of both public and private institutions. The focus has been on improving production and service provision by enhancing efficiency, accountability and ethics and thus, achieve the core principle in Government operations and to create an enabling environment for accelerated and sustained economic growth through pursuit of prudent economic, fiscal and monetary policies through sustainable wages vis-a-vis work conditions in line with the internationally acceptable practices and the Government blue print of Vision 2030.

The researcher in this study aimed at collecting data that would help in gaining an understanding of the effects of high employee turnover in government institutions in the country.

This research adopted a descriptive research design as the best way to guide the researcher in data collection, analysis and interpretation.

The researcher used Garissa Sub-County as the case study and administered questionnaires to 30 persons. This comprised 5 questionnaires to managers and 25 to other employees. The questionnaires were both closed and opened to help the researcher obtain as much information as possible from the respondents.

The study relied on both primary and secondary data. Primary data was collected by use of observations, questionnaires and interview guides while secondary data was collected through journals and other relevant documents. Simple random sampling procedures were used to identify the respondents from the population so as to eliminate bias in selection as well as give all eligible people an equal chance to participate.

The data was cleaned and key punched in a computer ready for analysis. The data was the coded and analyzed by use of Statistical Package for Social Sciences (SPSS) to analyze the quantitative data while data presentation was done through qualitative methods including descriptive and narrative reports while quantitative data has been presented by use of tabulations, bar graphs and pie charts. It was concluded that the major effects that bring about high employee turnover includes low salaries, poor working conditions, bad policies such as; promotions, environment changes , among others.