

**EFFECTS OF EMPLOYEE EMPOWERMENT ON JOB
SATISFACTION**

(A CASE OF GITARU POWER STATION)

BY

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ABSTRACT

The main objective of the study was to investigate the influence of employee empowerment on job satisfaction in KenGen. It sought to determine how training, involvement in decision making, reward and incentives affected job satisfaction. The research was conducted in Gitaru Power station in KenGen, between March 2013 and May, 2013. The researcher made use of literature review from different sources that focus in this field for better understanding of their views in order to close the gap of employee empowerment because it was left in the studies done by many researchers as a factor that affect job satisfaction among many others such as work ethics, communication between managers, flexibility for personal training opportunities, salary and job security and benefits.

A descriptive research design was adopted to investigate and describe the effect of employee empowerment on job satisfaction. The target population under study was 100 employees in KenGen and a 50% of the target population constituted the sample size selected using the stratified random sampling procedure. Simple random sampling method was then used to select respondents.

Data was collected using semi structured questionnaires which were sent out to selected respondents as they were self administered. Once the questionnaires were administered and returned, the data from the questionnaires was analyzed and presented using statistical tools such as tables, pie charts and bar graphs. The data was further subjected to inferential statistics to establish the relationship between the independent and the dependent variables.

The study results revealed a lot critical information regarding the service industry sector which to some recommendations that will go a long way in improving job satisfaction and performance. Among the recommendations include a good training of employees, according them the necessary recognition through involvement in decision making processes for organizations that care about quality of the services. It was also instructive from the study that having a policy on rewards can do a lot in both job satisfaction and work performance.