EFFECTS OF QUALITY WORK LIFE ON THE PERFORMANCE OF PUBLIC HEALTH WORKERS IN KENYA: A CASE STUDY OF KENYATTA NATIONAL HOSPITAL, KENYA

Gilbert Ogolla Otiende - MBA

Department: Business Administration

Supervisor: Dr. Gorrey Ofafa

In the era of globalization, market economy, hyper competition and rapid changing environment the success of an organization depends on the strategies adopted to improve Quality Work life of employees. The general objective of this study is to establish the relationship between Quality Work Life and the performance of public health workers at Kenyatta National Hospital. The specific objectives include examining the role of work environment on employee’s performance, determining the effect of career progression on employee performance, establishing how job design affect employee performance and to establish how reward systems contribute to employees performance. Quality Work life has both theoretical and empirical background. Studies have been carried out on the topics and theories related to various components of Quality Work Life put forward these are discussed in chapter two, contribution of other authors on the topic are discussed in the same chapter. The research design to be used for the study will be descriptive. This is so because the study will be aimed at investigating the effect of Quality Work Life on employee performance. The population will be obtained from Kenyatta National Hospital located in the upper hill of Nairobi City. The target population is 6000 employees, 10% of the population will be chosen using Simple random sampling to arrive at a sample size of 120 respondents. The sample size is divided into four strata consisting of Doctors, Nurses, Specialists and Support staff. Questionnaire will be used collect the required data for the study. Data analysis will be done through descriptive statistics where measures of central tendencies and dispersion which include frequency counts, means and percentages. The data will then be represented in pie charts, bar graphs and frequency tables.