

THE EFFECTS OF JOB SATISFACTION ON ORGANIZATIONAL PERFORMANCE THE CASE OF KENYA MEDICAL TRAINING COLLEGE

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Work force is said to be the most vital asset playing pivotal role in the development and performance of companies. But the question that whether all of the employees are equally important asset for organizations requires a great attention. Best performing and satisfied workforce can offer greatest return and help organization to achieve desired outcomes. The effects of job satisfaction on organizational performance at KMTC was chosen for this study because, KMTC plays an educator role which is essential to the ongoing development of the health professionals to meet society's needs for quality health care. Most productivity, performance and dissatisfaction issues can be attributed to lack of job satisfaction. A company can have a clear mission, talented people, and great leaders, and still not perform well because of lack of job satisfaction. By examining effects of job satisfaction on organizational performance at Kenya Medical Training College, it was hoped that this study was of help to the KMTC's human resource department which acquired knowledge necessary to assess their current level of job satisfaction and if needed, make changes that support participative decision making and enhance job satisfaction, critical to retaining and attracting a well-qualified staff. The research was conducted in KMTC Nairobi. The study's target was 503 employees in the college, both teaching and non teaching. The data collection instrument was questionnaires. The questions were both closed and open ended. Adjustments were done to the instruments prior to going to the research. Both quantitative and qualitative approaches were used for data analysis. Quantitative data from the questionnaire was coded, edited and entered into the computer for computation and descriptive statistics. The statistical package for social sciences was used. Factor analysis and correlation analysis was done to run descriptive analysis to produce frequency distribution, pie charts, percentages graphs, histograms and tables to summarize data. The response rate was 84% where out of the issued 152 questionnaires, 128 were returned and considered adequate to commence the analysis. Findings established that working conditions, compensation, leadership styles and organizational trust were factors affecting organizational performance. It was recommended that KMTC should provide good working conditions, pay its employees competitive rewards provide good leadership and ensure organizational trust in the organization to achieve maximum organizational performance.