

Abstract

The main purpose of this study was to investigate the effect of motivational packages on worker performance using the case of Tanathi Water Services Board. The survey research design was used for the study which was intended to get responses on what the employees of Tanathi Water Services Board felt on whether various motivational packages (such as promotion, work environment and rewards) earlier on introduced by the Board, affected their performance. In this light the study was set to identify the most ranked factors among the three motivational factors.

The research instruments used in data collection were observation, interviews and questionnaires. Answers from the interview schedule, questionnaires and observations were checked and edited, all responses were classified and coded and finally the responses were tallied. The results of the study were presented in tables, charts and graphs whereby both qualitative and quantitative methods of data analysis were used for the study.

The study revealed that, management can make use of different strategies and policies to motivate employees in the working place. Employees are interested in promotion, good working environment and provision of rewards as motivating elements sufficient to push employees of the TAWSB to give out their best. The study also revealed that the core duty of the TAWSB is normally carried out by clericals who are more than the supervisors and as such motivational packages should be geared towards the clerical workers to ensure that they delight the customers. Promotion has been a worry to most staff; measures should be put in place by management to ensure that there is continuity in the promotion of staff to avoid low productivity. The study revealed that if management withdrew motivational packages it will have serious repercussions on employees' performance. The conduciveness of the office

environment has first time impression on the customers and the welfare of the employees.

Management can closely adopt the ideas in theories such as Equity, Maclend Theory, Abraham

Maslow and Hertzberg Two Factors to ensure employees achieve work targets.