

THE INFLUENCE OF INCENTIVES ON EMPLOYEES PERFORMANCE IN NON  
GOVERNMENTAL ORGANISATIONS: A CASE STUDY OF THE FEDERATION OF  
WOMEN LAWYERS – KENYA

by

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In accordance with Daystar University policies, this thesis is accepted in partial fulfilment of requirements for the Master of Business Administration degree.

Date:

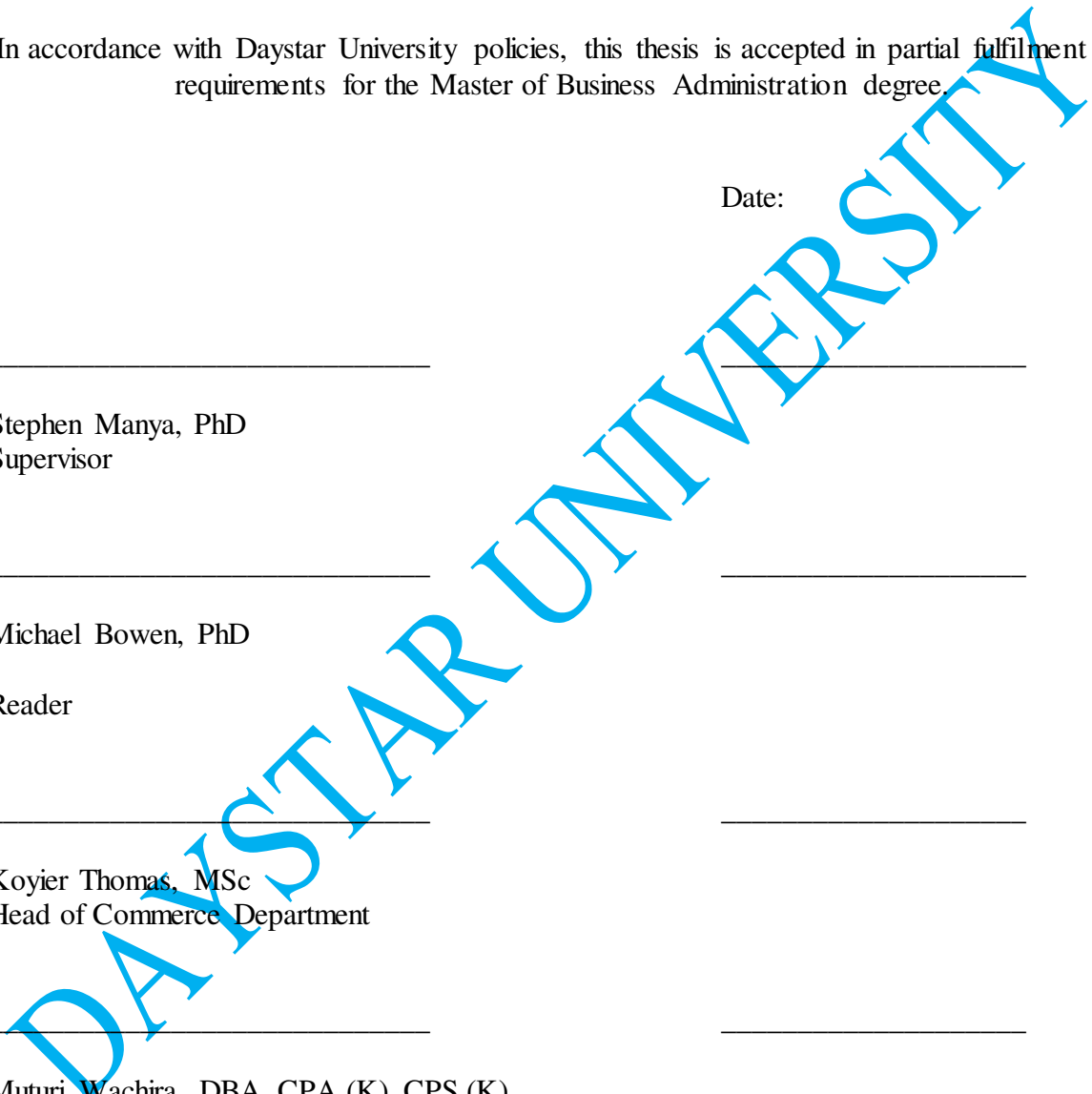
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DECLARATION

I declare that this is my original work and has not been submitted to any other college or university for academic credit.

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## DEDICATION

I dedicate this study to my dear family, for their love and open-handed support. To my husband, Richard Omondi Ouya for his love and patience, our son, Samuel Ochieng Ouya who has continuously challenged me during this journey and to our daughters, Melissa Achieng and Melanie Adhiambo for their encouraging words and smiles when the journey seemed tough. May our Lord Jesus richly bless you.

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## LIST OF ABBREVIATIONS AND ACRONYMS

GoK	Government of Kenya
FIDA	Federacion Internacional de Abogadas
NGOs	Non-Governmental Organisations
TJP	Transformative Justice Programme
WHO	World Health Organisation

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## ABSTRACT

In recent years, there has been a mushrooming of Non-Governmental Organisations (NGOs) to offer services to the public hence complement the work of various world governments especially in developing countries. NGOs have become possible sources of employment to many people in developing nations. Federation of Women Lawyers Kenya (FIDA Kenya) which serves to promote the legal and human rights of women in Kenya is one such employer. The purpose of this study was to establish the influence of incentive schemes on employee performance at the FIDA Kenya. The study was guided by the following objectives; to assess the level of awareness of employees on incentives offered at the FIDA Kenya; to assess the influence of extrinsic rewards on the employee performance in the FIDA - Kenya; to establish the influence of intrinsic rewards to employees on their performance at FIDA Kenya; and to establish the influence of training on employee performance in the FIDA Kenya.

The study employed descriptive survey design and the census method of data collection. The study population was all the FIDA, Kenya employees. The study also showed that about half employees had missed out on bonus payments in the organisation even though there was a positive relationship between bonus payment and various aspects of employee performance. The findings also revealed that majority of the employees had not received work related training as key to enhancing quality and efficient and service delivery.

It is hoped that the findings in this study which was to assess the relationship between incentives and employee performance in NGOs will assist various NGOs in understanding practical incentives for employees and their impact on employee performance