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**ASSESSING LABOUR TURNOVER AT NATIONAL WATER AND SEWERAGE
CORPORATION**

By

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ABSTRACT

The study examined the factors affecting employee turnover at National water and Sewerage Corporation. The study was carried out at four selected establishments namely NWSC headquarters (HQ), GABA water pumping station, Kampala water (KW) units and sewerage treatment plant and the International resource centre (IREC).

The objectives of the study included to examine the effect of employee recruitment on labour turnover at NWSC, establish the impact of staff training and development on employee turnover at NWSC, Assess the impact of motivational benefits of workers on labour turnover.

The study comprised of two thousand three hundred respondents. These constituted two thousand current employees and three hundred former employees of national water and Sewerage Corporation. The study was carried out based on cross sectional survey research design using quantitative research techniques. Data was collected by use of questionnaires and interview guides which were designed and sent to the respondents for completion and analyzed using the scientific program for social scientists (SPSS). The data gathered from the field was organized and presented quantitatively in form of tables, percentages and frequency for the purpose of analysis. Interview responses were reported qualitatively and were used to compare and enrich the responses in the structured items.

The study findings ascertained that an ineffective recruitment process, inadequate staff training and development as well as poor motivational benefits actually affect labour turnover of workers at NWSC. The findings showed that the motivation strategies available for the workers at the corporation are inadequate for their continued stay. In addition it was established that the corporation is having poor working conditions for its employees hence attracting a relatively high labour turnover.

Therefore it was recommended that both economic and non economic forms of motivation be employed in order to minimize employee turnover. Similarly there is a need to make the working environment of the corporation more conducive for employees so as to keep them within the organization.