

Effects of Staff Turnover on the Employee Performance of Work at Masinde Muliro University of Science and Technology

Abstract

High staff turnover affects the smooth running of institutions. This study established the effect of staff turnover on performance of work in Masinde Muliro University of Science and Technology (MMUST). Specific objectives of the study were: to identify effects of staff turnover on administrative work and to identify financial/economic effects of staff turnover. A conceptual framework formed the basis of this study. Correlational research design was used in this study. Cluster random sampling procedure was used to collect data. Questionnaires, interviews, document analysis and observation were blended to capture authentic and exhaustive data. A randomly selected sample of 25 departments was used in this study. A total of 152 respondents participated. Data were analyzed using inferential and descriptive statistics.. The study established that economically, staff turnover in increases work for the remaining staff, leads to customer dissatisfaction, brings about decreased income due to reduced productivity, and leads to increased liability to the practice. Socially, staff turnover lowers staff morale and creates gaps in the social groupings. The study recommends that MMUST should improve on mechanisms of getting feedback from its staff members regarding problems that are likely to cause staff turnover. In addition, staff taking over duties performed by those exiting be given proper orientation.

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