RELATIONSHIP BETWEEN QUALITY OF WORK LIFE AND EMPLOYEE PERFORMANCE IN FAMILY OWNED ENTERPRISES IN MACHAKOS COUNTY

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ABSTRACT

Although, organization performance has interrelated components, employees have pivotal function on attainment of organization objectives. Although, organization performance is the most pronounced individual performance cannot be ignored since human resources is the backbone of organization infrastructure and resources geared towards attainment of firm vision and mission. It is against this the current study sought to examine the relationship between quality of work life and employee performance in family owned enterprises in Machakos county. The specific objectives of the study were to examine the relationship between job satisfaction, social support and work life balance and employee performance in family owned enterprises in Machakos County. The study was based on quality of life theory and social cognitive theory. The target population was 300 family owned enterprises hailing from Machakos County. Only one person in charge of managing human resources in the family owned enterprises was considered for data collection hence translating to 300 individuals. Primary data was collected using structured questionnaire. Drop and pick method was used to distribute questionnaires to the respondents. Pilot study and validity testing of the questionnaire was conducted before data collection. Reliability of the questionnaire was conducted using Cronbach's Alpha. Descriptive research design was adopted for the study. Simple and stratified sampling techniques was applied in this study to draw a sample 75 respondents from six different sectors of family owned enterprises in Machakos County. Data was cleaned, coded and entered into Statistical Package for Social Scientist then analysed using descriptive statistics; mean standard deviation, frequency and percentages. Inferential statistics such as ANOVA, F-statistic, and correlation and regression analysis was conducted to examine the strength and significance of quality of work life variables on employee performance. Data was presented using charts and tables. Both descriptive and inferential statistics on the relationship between quality of work life and employee performance was interpreted and conclusions presented. Results of the study revealed positive and significant relationship between job satisfaction, social support, and work life balance and employee performance in family owned enterprises. Results indicated that on overall 0.723 of total variation in employee performance can be explained by quality of work life(Job Satisfaction, Social Support and work life balance) while the remaining percentage of 0.277 can accounted for by other factors not included in the model. It was concluded that there is need for family owned enterprises to embrace professional human resources management practices. Job satisfaction, social support and work life balance should be pursued to enhance employee performance in family owned enterprises.