EFFECTS OF FACILITIES MANAGEMENT ON WORKERS PERFORMANCE IN 3-5 STAR HOTELS IN NAIROBI COUNTY, KENYA

BY:

MR JULIUS .K. KOSGEY
(B.SC.HOTEL AND RESTAURANT MANAGEMENT, USIU)
T129/22217/2011

A RESEARCH PROPSAL SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF THE DEGREE OF MASTER OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT IN THE SCHOOL OF HOSPITALITY AND TOURISM OF KENYATTA UNIVERSITY
DECLARATION

This proposal is my original work and has not been presented for a degree in any other university.

Signature ........................................ Date ........................................

JULIUS KIPSANG KOSGEY

T129/22217/2011

SUPERVISORS

This proposal has been submitted for review with our approval as University Supervisors.

1. Signature ........................................ Date 14/7/2014

   MR. Vincent Maranga
   Department of Hospitality and Tourism
   Kenyatta University

2. Signature ........................................ Date 18/7/2014

   MRS. Rahab Mugambi
   Department of Hospitality and Tourism
   Kenyatta University
ACKNOWLEDGEMENTS

I am very grateful to my supervisors Mrs. Rahab Mugambi and Mr. Vincent Maranga who guided me through this proposal writing. Special thanks to my entire family for their patience, understanding and encouragement.
# TABLE OF CONTENTS

DECLARATION ......................................................................................................................... ii
ACKNOWLEDGEMENTS ........................................................................................................ iii
LIST OF TABLES ....................................................................................................................... vi
LIST OF FIGURES .................................................................................................................... vii
ABBREVIATIONS AND ACRONYMS ....................................................................................... viii
DEFINITION OF OPERATIONAL TERMS ............................................................................... ix
ABSTRACT ............................................................................................................................... x

## CHAPTER ONE: INTRODUCTION
1.1 Background of the Study ................................................................................................. 1
1.2 Statement of the Problem ............................................................................................... 2
1.4 General Objective of the Study ....................................................................................... 3
    1.4.1 Specific Objectives of the Study ............................................................................. 3
1.5 Hypothesis ....................................................................................................................... 3
1.6 Significance of the Study ............................................................................................... 4
1.7 Assumptions of the Study ............................................................................................. 4
1.8 Limitations of the Research ........................................................................................... 4
1.9 Delimitations of the Research ....................................................................................... 4

## CHAPTER TWO: LITERATURE REVIEW
2.1 Introduction ..................................................................................................................... 5
2.2 Relationship between Maintenance Management and Workers Performance in Hotels .................................................................................................................. 6
2.3 Effects of Workplace Design on Workers Performance ............................................... 7
2.4 Facilities Regulations and Standards in Hotels .............................................................. 8
2.5 Chapter Summary .......................................................................................................... 10

## CHAPTER THREE: RESEARCH METHODOLOGY
3.1 Introduction ..................................................................................................................... 12
3.2 Research Design ............................................................................................................ 12
3.3 Variables ......................................................................................................................... 12
3.4 Location of the Study ..................................................................................................... 12
3.5 Target Population .......................................................................................................... 13
3.6 Sampling Techniques ................................................................................................... 13
    3.6.1 Simple Random Sampling .................................................................................... 13
    3.6.3 Purposeful Sampling ............................................................................................ 13
3.7 Research Instruments .................................................................................................... 14
    3.7.1 Self-Administered Questionnaire .......................................................................... 14
    3.7.2 Personal Interview .................................................................................................. 15
    3.7.3 Observation Checklist ........................................................................................... 15
3.8 Pre-testing ....................................................................................................................... 15
    3.8.1 Validity of the Research Instrument ...................................................................... 15
    3.8.2 Reliability of the Research Instrument ................................................................... 15
3.9 Data Collection Techniques ........................................................................................... 16
3.10 Data Analysis ............................................................................................................... 16
3.12 Logistical and Ethical Considerations ........................................................................... 17
3.13 Conceptual Framework ............................................................................................... 17
4.0 REFERENCES ................................................................................................................... 20
5.0 APPENDICES ................................................................................................................... 24
LIST OF TABLES

Table 3.2 Sample size ................................................................................................................. 14
LIST OF FIGURES

Figure 3.1 Conceptual framework .................................................. 18
ABBREVIATIONS AND ACRONYMS

FM - Facilities management
IFMA - International Facility Management Association
OSHA - Occupation Health and Safety Act
DEFINITION OF OPERATIONAL TERMS

Star Hotels
This comprises hotels that are graded on the widely-recognised star rating system, ranging from the basic one-star rating to the five star luxury categories. These hotels will comprise all business facilities whose sole purpose is providing food, drink and accommodation.

Performance
Refers to the degree of accomplishment of the tasks that make up an individual’s job (Spears, 2002).

Facilities Management
This refers to the management of building, plant and equipment to ensure they are maintained in good condition. In hotels it relates to routine cleaning and maintenance based either on usage or cycle time (Jafari, 2002).

Workplace Environment
This is where an employee’s working surrounding is according what the organization gives of the quality for the facilities, tools, ergonomic design, light, air, temperature, noise, ventilation and the cooperation with manager and co-workers. The environment can affects the employees’ productivity, safety and health, and psychologically (Best practice, 2008)

Workers – In the study, it will refer to people who work for a particular hotel (Macmillan Education, 2002)

Occupational health and Safety
It refers to protection and promotion of health of workers by providing them safe and healthy work environment by preventing and controlling occupational disease and accidents.
ABSTRACT

In today’s competitive business environment, hospitality organisation can no longer afford to waste the potential of their workforce. Facilities management continues to affect the way in which hotel property and other physical assets are being managed, which has a subsequent impact on the worker’s performance. Previous studies reveal that, this phenomenon has had only limited impact in hotels because of being overly-associated with the negative aspects of outsourcing to the detriment of health and safety, customer experience and satisfaction, and operational efficiency. In Kenya, very little has been documented on facilities management within the hotel industry. The main purpose of this study will be to determine how facilities management influence workers’ performance in the hotel industry. Specific objectives will be to; examine the relationship between maintenance management and workers performance; effect of workplace design on workers performance and to establish whether there are regulations and standards on facilities management in star rated hotels in Nairobi County. The study will adopt a descriptive survey research design. Stratified, random and purposive sampling method will be used to pick the respondents. Data collection instruments will include questionnaires, interview schedules and observation checklists targeting the hotel general managers, departmental managers and junior staff. The collected data will be coded, tabulated and edited with the aid of suitable electronic statistical package, then presented using tables, graphs and pie charts to enhance a meaningful description. The data will be analysed using descriptive statistics namely frequencies, percentages and means to explain the variable characteristics, while inferential statistics including correlation and regression analysis will be used to determine the variable relationships. The research hypotheses will be tested using Pearson’s Moment of Correlation. ANOVA tests will be conducted to determine whether the postulated model works.