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ROLE OF REWARD MANAGEMENT ON EMPLOYEE SERVICE DELIVERY IN THE GEOTHERMAL DEVELOPMENT COMPANY, KENYA.

Key words: Geothermal, Performance, Service Delivery, Human Resource Management, Ministry of Energy, Republic of Kenya,

The study explores the role of reward management on employee service delivery in the energy industry in Kenya. It was carried out with an aim of optimizing employee performance in the industry as a means of gaining competitive edge that enhances the optimal work output to achieve organization higher performance as a panacea to achieving its desired targets. The objective of the study was thus to investigate the effects of reward management on employee performance in the energy industry in Kenya singling out Geothermal Development Company Ltd. This is Government of Kenya state owned institution mandated with exploration, development and exploitation of all geothermal resources in the Republic of Kenya. The study targeted the geothermal development company given that the industry is new in Kenya. The study used a descriptive cross sectional survey design which gives the quantitative relationship between the reward management practices employed and employee service delivery at a particular point in time to be used for generalization for other times in future. The survey was conducted in the Company's three satellite branches namely Nairobi, Naivasha and Nakuru. The study used primary data collected using structured questionnaires administered using the drop and pick method. The collected data was then sort for validity and reliability and coded then quantitatively analyzed using mean and standard deviation. This was done independently for each of the independent variables. This was then followed by a correlation analysis. The study findings will be used to draw recommendations on the combination of various strategies that optimize employee performance. The emphasis would be on the proportion to which each strategy is to be used as well as a study to explore the modalities of applying job/grade structure at Geothermal Development Company.

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