

## **ABSTRACT**

Motivation seems to be one of the most important tools for managing employee performance.

Organizations design

motivation systems to encourage employees to perform most effectively but also to attract potential candidates.

The general objective of this research was to determine the impact of financial and non-financial motivation

strategies on employee performance in Kenya Airways Headquarters. The specific objectives included establishing

how reward and recognition influences employee performance in KQ, to determine the extent to which training

and development influences employee performance in KQ, to determine the influence of work environment on

employee performance in KQ, and finally to determine the effect of financial incentives on employee performance

in KQ. To realize this objective, purposive sampling was used to select the key informants for the interview.

Stratified simple random was also used to ensure the representation of respondents from different strata.

Questionnaires were distributed to sampled respondents and interviews were conducted with respondents from the

KQ staff particularly at the Headquarters of KQ. The non-monetary rewards available at KQ HQ include a

promotion, appreciation certificates, writing or verbal thanks, tour offers, medals awards, health services, housing

facilities, training scholarship, good working conditions, gift offering and recognition, tour offers, assignments

abroad, responsibility and training. The financial motivation includes salary increment