

**ANALYSIS OF ORGANIZATIONAL CULTURE ON EMPLOYEE PERFORMANCE IN
THE BANKING SECTOR: CASE OF KENYA COMMERCIAL BANK;
NAIROBI COUNTY**

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ABSTRACT

Intense competition in the marketplace is forcing banks to examine different ways by which they can enhance performance through influencing employees. Focusing on organization culture is one such option through which a bank can leverage its resources to emerge as an effective competitor. In Kenya Banking industry is characterized by rapid changes in service delivery, customer demands and globalization This study sought to analyse organizational culture influence on employee performance in the Kenya, case of Kenya commercial Bank; Nairobi County and was be based on the following objectives; To assess how participative decision making culture has influenced employee performance in Kenya Commercial Bank, To investigate how competitive culture has influenced employee performance in Kenya Commercial Bank, To assess how Staff development culture has influenced employee performance in Kenya Commercial Bank, To assess how Bureaucratic culture has influenced employee performance in Kenya Commercial Bank. The population of the study was 600 employees in Nairobi County. Out of the total population of 600 employees of KCB a sample size of 10% was used. Stratified simple random sampling technique was applied. Both primary and secondary data were used. A structured and semi structured, self-administered questionnaire was be used to collect primary data, secondary data was sourced from the records held at the Kenya Commercial bank. The data collected was analyzed by Pearson's correlation analysis; the findings were presented by pie charts, graphs and tables. Reliability of the data collection instruments was measured by carrying out a pilot survey using Cronbach's Alpha Method.