

**ASSESSMENT OF THE EFFECTS OF ORGANIZATIONAL  
CULTURE ON PERFORMANCE AT BANK OF AFRICA-  
KENYA LTD**

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## ABSTRACT

This research project report sought to establish the effects of organizational culture on performance at Bank of Africa Kenya limited. The researcher observed a few elements of culture including Technology, Innovation, Leadership and their effect on performance. The researcher looked at the Statement of the problem for the research which was ideally what drove him to carry out the research, Objectives of the study, Study Questions, Significance of the Study to identify the key people that stood to benefit from the study, Limitation of the study, Scope, Basic Assumptions, and Organization of the study. The researcher examined the challenges that are faced by organization in implementing performance culture and at the same time how organization dealt with these challenges. The researcher carried out a literature review on Innovation, Technology, and Leadership effects on performance from different authors and writers and looked at how these elements of organizational culture affected performance. Methodology of the study was also considered where the researcher addressed issues on how he carried out the research. A population of 45 respondents was sampled out of approximately the existing 100 Bank of Africa staff. A return rate of 80 percent of the questionnaires administered was also realized. The researcher used only information collected from only 30 customer service staff as the other 6 head of departments was only to gather specific information in regard to specific questions asked. The study adopted qualitative and quantitative methodology; and survey design was used. The researcher used questionnaires which were administered randomly to the respondents. Data was analyzed using Statistical Program for Social Sciences (SPSS) version 17, and the results presented in graphs, charts and narration. The study found out that when there were leadership changes, there was an increased performance though it started with a declining performance; the bank also was on the trend updating and upgrading their technology so as to remain at par with the current technology in the market. Information sharing was widely used to improve on innovation at the bank in order to come up with new products that would customers want. It was recommended that innovation in an organization should be backed up with resources and that an existing Research and Development department needed to be fully supported to make the bank an innovative organization. The Organization needed to be flexible and embrace training on new technology that they bring on board to enable employees learn new skills of doing their work. Proper induction for new staff needed to be put in place to help them learn what is required of them. It was evident from this study that organizational culture greatly affects performance.