

THE EFFECT OF JOB DESIGN ON EMPLOYEES PERFORMANCE IN FINANCIAL INSTITUTIONS. A CASE OF BARCLAYS BANK GARISSA BRANCH, KENYA

BY

**ABDIWAHAB SHEIKH OSMAN
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ABSTRACT

Today's business and organizational environment is getting more and more competitive. Unless necessary and efficient strategies are put into practice, very few organizations will survive, let alone thrive. Financial institutions are such organizations striving to stay afloat. This research was carried out to ascertain whether job design approach contributes to employee performance. For ascending their relationships, objective and analytical measures of the entire variable were administered in the form of structural questionnaire to 50 individuals at Barclays bank financial institutions. The researcher uses both primary and secondary forms of data collection. The primary data collection techniques include personal information, unstructured interview and questionnaires. The questionnaires are both, open and close – ended and distributed to employees at their place of work by means of random sampling. Secondary data through extensive literature search of relevant information from management journal, management textbooks, internet. Etc The analysis was done through the use of frequency distribution tables and the result presented in a narrative form. The results are discussed in the light of the study and instrumental in arriving at the right conclusions.

The research sought to find out whether job design plays a positive role in enhancing employee performance for the overall organizational effectiveness. From the findings it was noted that there is moderate relationship between motivation and performance or there is strong correlation between job design, motivation and performance. In chapter 4, set forth the frequency distribution tables. Chapter 5 summarizes the important findings, conclusion and recommendations of the study. This also concluded a brief reference to further areas of research.