

**ROLE OF BUREAUCRACY ON EMPLOYEE PERFORMANCE IN THE BANKING
SECTOR: A CASE STUDY OF COMMERCIAL BANKS AT GILGIL SUB- COUNTY**

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ABSTRACT

The purpose of this study will be to find out the role of bureaucracy on staff performance in the banking sector at Gilgil Sub- County with aim of helping the banking industry to overcome the challenges of this system of administration. The study will be guided by the following objectives: To examine the effect of decision making process on employee performance in Commercial banks, to find out how communication influences employee performance in Commercial banks and to analyse to what extent organizational structure affect employee performance in Commercial banks at Gilgil sub-County. The study will focus on five banks with Gilgil Sub- County with a view of determining if their staffs are affected the same way by bureaucratic leadership. Stratified random procedure will be used and a sample of 10% will be drawn from the study population. The respondents will be picked using simple random technique. Questionnaires with open ended and close ended questions will be administered as well as through unstructured observation by the researcher. Qualitative data will be obtained from interviews. The findings will be represented in frequency distribution tables and pie charts. From this study it is expected that the role of bureaucracy on staff performance will come to the fore and recommendations will be made to help the banking sector in spite of embracing bureaucracy to improve on staff performance.