

**MOUNT KENYA UNIVERSITY
(VIRTUAL CAMPUS-NAIROBI)**

(Effects of Communication on Work Efficiency)

(A case study of Kenya Institute of Management
Nanyuki Branch)

BY

Moses Njoroge Gitonga

BBM/09/113/1012

Research Project Submitted in Partial Fulfillment of
the Requirement for the Award of Bachelors in
Business Management of Mt. Kenya University

JAN 2016

ABSTRACT

The main objective of this study was to analyze the effects of communication on work efficiency in organizations and for this case study it focused on Kenya Institute Of Management Nanyuki Branch. The following were the specific objectives of this study;

- i .To establish the effects of feedback mechanism on work efficiency
- ii .To establish the effects of modes of communication put in place on work efficiency
- iii .To establish the effects of communication on grievance handling

The research concluded that where there is good communication there is work efficiency. When everything is clear on how things are to be done it will minimize the misunderstanding conflicts hence work will be done efficiently. Putting in place good channels of communication enhances the way people do work and therefore efficiency whereas lack of effective communication will cause conflicts and that will only mean that work will not be effectively done. From the research communication is the backbone of every organization because all need to hear and direct and be directed if there is any work to be done and any Mis- communication by said or written word may cause prejudgments and may fail the whole organizations. The researcher suggested that Further research can be conducted to establish the effect of communication on work efficiency in other sectors of our economy since this study concentrated on the educational/institutions of education. Examples of these would be the horticultural sector. And also in the manufacturing sector considering that in any firm that has a production line that involved more than one step in making a product for sure the Communication will matter a lot.