FACTORS THAT CONTRIBUTE TO EFFECTIVE PERFORMANCE MANAGEMENT PRACTICES IN LOCAL AUTHORITIES:

A CASE STUDY OF THE CITY COUNCIL OF NAIROBI

BY

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ADM. NO: L125/10411/2007

A RESEARCH PROJECT SUBMITTED FOR EXAMINATION IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR DIPLOMA IN HUMAN RESOURCE MANAGEMENT, UNIVERSITY OF NAIROBI

FEBRUARY, 2009
DECLARATION

I hereby declare that this project is my original work and has not been submitted to any college or institution of learning for award of any academic credit.

STUDENTS SIGNATURE

SIGN......................................................

DATE......................................................

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This project has been submitted with approval by the University Supervisor.

MR D. M. BULINDA

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DATE......................................................

26/02/09
ABSTRACT

The purpose of this study was to find out the factors contributing to effective performance management practices in the City Council of Nairobi. Specific objectives were; to establish if communication, training, leadership, planning and organizational culture contributed to effective performance management in the CCN.

The study applied “ex post facto” design. The target population was 1000 employees of the CCN from various departments that were involved in the study. A questionnaire designed and administered by the researcher was given to a number of employees in the departments and data collected was analyzed by use of charts.

The project has highlighted factors which when properly manipulated can lead to improved organizational and employee performance.