A RESEARCH STUDY ON FACTORS AFFECTING ORGANIZATIONAL PRODUCTIVITY

(Case study of National Bank of Kenya)

By

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RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILMENT FOR THE REQUIREMENT FOR THE AWARD OF A DIPLOMA IN HUMAN RESOURCE MANAGEMENT COURSE UNIVERSITY OF NAIROBI
DECLARATION
This project is my own work and has not been presented for a Diploma or Degree or any other certification in any other institution.

SIGNED

DATE

KWASI CHARLOTTE

This project has been submitted for examination to the University of Nairobi with my approval as the University Supervisor.

SIGNED

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ABSTRACT

This project investigates the factors affecting productivity at the National Bank of Kenya Ltd. The study uses theoretical frameworks that have been drawn from the literature especially on motivation, training and development, customer care, lending policy and government influence.

For productivity to grow at the National Bank of Kenya, management has to look into motivating it staff by improving on their salaries and allowances, recognition awards and social benefits. NBK should also enhance capacity building for their staff through regular training and development. The training programs should be reviewed to accommodate the recent technology in the market and the long term objectives of the bank. Further, the management has to introduce a complete customer service department or call center which will be handling customers' complaint and compliments and updating the customers on new products introduced by the organization. A well established credit and lending committee should be set up to supervise credit management of the organization so as to avoid situation whereby loans and advances are granted irregularly in future.

The findings indicate that the management has to have good motivators, enhance capacity building and ensure proper lending policies are followed for the bank's productivity to increase. However, government interference is the major inhibitor of productivity since the politically correct, dictate to whom and how much loans should be granted to persons or institutions linked to them.