

# **Effects Of Employee Crises On Strategy Implementation In Commercial Banks In Nairobi**

**Author: Wambua, Joseph M.**

## **Abstract:**

A study by Sababu (2007) showed that formal strategic management systems significantly influenced organizational performance. There is therefore need for emphasis on careful management of employees' personal crises in organizations. Diligent management as well as preventive management of employees' personal crises will ensure that personal factors do not prohibit timely and successful implementation of strategies. Crises affecting employees can adversely influence their productivity and efficiency as well as short term commitment to organizations' goals. The study therefore will investigate the crises that affect strategy implementation in banking service organizations in Nairobi CBD. This study will use the descriptive survey design to find out the personal crises situation in banking service organizations. The target population for the study will be all managers and employees of all the commercial banks in Nairobi; from which 5 banks have been randomly selected. These are CFC Stanbic, Co-operative bank, Eco bank, Equity bank and Habib bank while Barclays bank and Family bank have been sampled for piloting. 10 managers and 50 employees will take part in the study. Two tools will be employed for data collection: questionnaires for managers and employee. Quantitative data will be analyzed descriptively using frequency counts and percentages and presented using frequency tables, bar graphs and pie charts. Qualitative data will be reported in narrative form and where possible percentage of cases reported. The study findings will benefit shareholders, business promoters, boards of directors and top management in that the effects of personal crises on strategy implementation will be revealed, and recommendations made on how to avoid and reduce the impact of these crises.