

51010 / PM / TP

BTEP

TO INVESTIGATE THE IMPACT OF RESILIENCE AND COMMITMENT TO CHANGE
ON ORGANISATIONAL PERFORMANCE.

(A CASE STUDY OF MWALIMU SACCO LIMITED AND NEW K.C.C. LIMITED)

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SUBJECT CODE: 2008/307

INDEX NO : 401001171

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A PROJECT SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE
AWARD OF DIPLOMA IN PERSONNEL MANAGEMENT TO THE KENYA NATIONAL
EXAMINATION COUNCIL (KNEC)

NOVEMBER 2010 EXAM SERIES

Abstract.

1. Overview of the report.

Chapter 1.

This is the introduction which gives broad outline of the study and its historical background.

Chapter 2.

This chapter contains the literature review which includes the commitment and resilience and interpretative summary.

Chapter 3.

This explains the detailed methodology of study and provides justification for the choice of the study instruments.

Chapter 4.

This presents this analysis of the data, including tabular presentation of the results of the questionnaires.

Chapter 5.

Gives a summary of the findings, conclusions, suggestions and recommendations for action by management

2. Aim of the study.

To investigate impacts employees' resilience and commitment to change on organizational performance.

3. Specific objectives

-To establish the relationship between employees resilience and commitment and performance of the organization.

-To establish employees' commitment to change and organizational performance.

-To establish whether resilience is a significant predictor of employees commitment to change .

4. Methodology of the study

The study was carried out at the Mwalimu Sacco Ltd and New kcc through the method of filling questionnaires by members of the staff supplemented by oral interviews.

5. Summary finding

The summary revealed that in order for the organization to meet its future targets and goals it has to foster resilience among its employees and involve employees in a joint participation.

For this to be achieved the top management therefore, need to understand the six strategies of resilience and four elements of commitment.

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What it is to be a human being in modern society is changing as the relationship between employee and employer, trade and man, offspring and parent, student and teacher alter in depth and permanence. In response to the need for all to contribute their intelligence, creativity, and responsibility to society. After decades of narrow focus, employees are asked to consider the whole, to be innovative and care for customers, to work in teams and to determine their own jobs and coordinate with others rather than just follow orders. Nearly all-growing sectors of work require technical and human understanding, accurate observation.

This is the most amazing period of transformational change the world has ever seen. The business and social environment is complex, dynamic and turbulent which means that today's success formula can become tomorrow's liability nearly overnight. One thing has become clear ---the world is becoming more turbulent and faster rate pace than organisations are becoming resilient enough to handle that change. Kotter (2000) argues that evidence is everywhere. Large companies are failing more frequently. In the last four years ten of the largest

Despite a growing economy, corporate earnings growth rate of 500 companies has increased by nearly 50%. Despite vigorous effort to manage earnings. Performance slumps proliferating. In each of four years 1973-1977, an average of 77 former 500 companies entering or in midst of a 50% five year decline in the net income, from 1973 to 1997, in the middle of the largest economic boom in the recent time, the average number of companies suffering through such an earnings contraction have more than doubled to 14 each year (Hamel, 2003).