# Effects of Organizational Culture in Hospitals' Performance in Kenya: A Case Study of Thika Level 5 Hospital in Kiambu County, Central Kenya

**SUBMITTED BY**

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# DECLARATION

*This Dissertation is a product of my original work and is not as result of anything done in collaboration. It has not been previously presented to any other institution. I agree that this dissertation may be available for reference and photocopying, at the discretion of St. Paul's University.*

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I/we confirm that the work reported in this research proposal was carried out by the student under my supervision.

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## ABSTRACT

The purpose of the study was to analyse the effects of organizational culture in hospitals' performance in Kenya with focus on Thika Level 5 Hospital. The specific objectives of the study we employee motivation and organizational structure in hospitals' performance. The researcher used the descriptive research design. The targeted population included the top management, middle management and operational level in Thika Level 5 Hospital a total of 200 employees. A sample of 60 employees representing 30% of the target population was selected through Simple random sampling. The data collection instruments were questionnaires which were self-administered. The data was analysed qualitatively and quantitatively and presented in tables and figures.

The study found that teamwork is very relevant to the hospitals' performance in Kenya. The study found that organisational performance as put by 38% of the respondents is of very high effect on hospitals' performance in Kenya. The study therefore got that employee need be understood before initiation of motivation incentives and measures. The study found that the highest number of respondents believe that organizational structure affect hospitals' performance in Kenya. The study concluded that every employee in the organization should be taken through organization behaviour and conduct. The team leaders, managers and supervisors in the organization should set the teamwork tone. That talent management should be a continuous practice. That organizational structures should be well defined to ensure every employee understand where to report.

The study recommends that every employee be ready and prepared to portray the best attitude. That negative attitudes will not be accepted. Employee should be trained on the importance of working as a team. That there should be frequent teamwork responsibilities, that talented employee should be given chance to showcase what they know best and that employee should be assigned to the areas where they are more talented in working. Finally organizational structure should be very clear, understandable, realistic and in line with the organizational objectives to ensure easier performance.


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