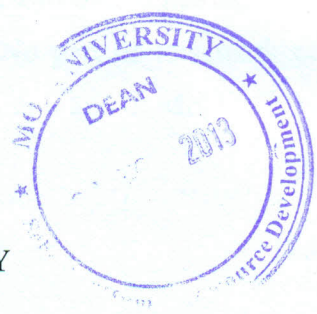


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**ORGANIZATIONAL EMPOWERMENT STRATEGIES AND EMPLOYEE SERVICE DELIVERY IN THE BANKING SECTOR IN KENYA**

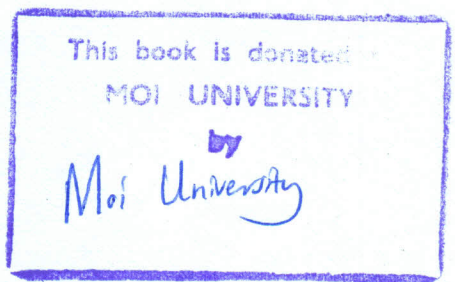
BY



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**THESIS SUBMITTED TO THE SCHOOL OF HUMAN RESOURCE DEVELOPMENT IN PARTIAL FULFILLMENT FOR THE AWARD OF MASTER OF SCIENCE DEGREE IN HUMAN RESOURCE DEVELOPMENT**

**MOI UNIVERSITY**



**ABSTRACT**

The current changes at workplace have affected management operations in organizations in various ways. In the banking sector for instance, the on-going competition being witnessed implies that most of these financial institutions need to deploy strategies in order to sustain themselves as well as satisfy their clients. As banks undertake numerous strategies that range from cost cutting, training and re-training, restructuring, redesigns and empowerment, the big question however is on their strategic ability in fulfilling the required standards to satisfy both employees and customer needs in the turbulent environment. This study therefore examined the organizational empowerment strategies used and established how it affects employee service delivery in the banking sector in Kenya. It addressed the following objectives: identify the various organizational empowerment strategies, examine their effectiveness, assess the challenges and explore appropriate ways to enhance these strategies with an aim of improving service delivery. The study was based on PARTNER model that emphasizes the need for a comprehensive framework that can translate vision and strategy into a coherent and linked set of performance. It utilized a case study design with a mixed method approach covering specific branches of a bank in Kenya. Stratified and purposive sampling methods were used and a sample size of 183 respondents used. Data collection methods included questionnaires, observation, limited interviews as well as documentary review. Collected data was analyzed descriptively and presented in form of tables, charts, graphs and text. This study generated appropriate information arising from the findings and it concluded that, numerous organizational strategies including bank systems, employment terms, and automation were identified to contribute effectively in service delivery but their applications generated mixed results. However, with utilization of appropriate mitigation measures, the situation can still be contained and from these findings therefore, recommendations could be made to strengthen organizational empowerment strategies.