

**EFFECTS OF STRATEGIC PLAN IMPLEMENTATION ON ORGANIZATIONAL
PERFORMANCE: A CASE OF NAIROBI CITY WATER AND SEWAGE COMPANY**

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ABSTRACT

The main aim of the study was to examine the effects of strategic plan implementation on organizational performance: a case of Nairobi City Water and Sewerage Company Limited. The study was guided by four objectives; the effects of leadership, structures, resource, policies and procedures on organizational performance and to measure the combined contribution of four factors (leadership, structure, policies and procedures, and resources) on organizational performance. The study reviewed several theories of strategy implementation as possible avenues towards a frame work of understanding the effect of strategy implementation on organization performance. The Study employed a descriptive survey design utilizing both primary and secondary data. Structured and unstructured questions were used to collect primary data which was administered through “drop and pick later” method while secondary data was collected through literature and document review. Validity was determined by use of conventionally acceptable set at 95% to coincide with the 5% convention of statistical significance. Reliability was enhanced through pilot study. Data analysis was carried out using qualitative and quantitative techniques with the aid of SPSS while the main method of data presentation was frequency distribution tables and bar graphs. Leadership was found to have a significant effect on performance of NCWSC. Resource allocation had a significant effect on the performance of NCWSC. The organization strived to allocate resources as per strategy for effective performance. Findings also showed that organizational structures s had a direct impact on the performance of NCWSC. The study therefore concludes that NCWSC should improve on its structures since they commensurably impact on its level of performance. The study recommended that the key to efficient performance of NCWSC is pegged on their ability have good policies and procedures to minimize redundancy.

Keywords: *Leadership, Organizational structures, Resources allocation, Organizational performance*

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