

**ROLE OF KNOWLEDGE MANAGEMENT PRACTICES ON SERVICE DELIVERY OF
RESEARCH INSTITUTES IN KENYA: A CASE OF KENYA FORESTRY RESEARCH
INSTITUTE**

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ABSTRACT

Knowledge Management is now regarded as the most strategically significant asset with companies emphasizing on capabilities and intangible resources as competitive tools. This study aims at determining the role of knowledge management practices on service delivery of research institutes in Kenya - A case of Kenya Forestry Research Institute, to establish the effects of skills on service delivery within Kenya Forestry Research Institute, to verify the effect of knowledge management process on service delivery within Kenya Forestry Research Institute and to identify the effect of information technology on service delivery within Kenya Forestry Research Institute. The study employed a descriptive research design. A descriptive survey enabled the researcher to describe the characteristics of the variables of interest. The study used stratified sampling method to obtain a sample of 169 respondents. The study used primary data collected by means of a semi-structured questionnaire. The data collected was analyzed using descriptive statistics (measures of central tendency and measures of variations) with the help of Statistical Package for Social Sciences (SPSS) version 21 to achieve the objectives of the study. The findings were presented using tables, frequencies and percentages. The study revealed that institute had embraced various skills development practices to nature the skills development. Skills development in organization has increased job satisfaction and morale among employees, increased employee motivation, increased efficiencies in processes thus resulting in to increased service delivery, knowledge management practices like information gathering, creation, acquisition, storage, analysis and use provided the intellectual latticework that supported service delivery and that IT systems within an organization, facilitated sharing of information, proper planning, and efficient coordination thus resulting into increased service delivery. The study therefore concludes that skills development, knowledge management process and Information technology all affect service delivery in KEFRI. The study recommends that KEFRI should continually develop skills development program and knowledge management practices. The Institute should keep their IT systems updated as this was found to help the organisation accurately monitor its operations for enhanced service delivery. It should strengthen the current IT policy as this was found to bring about harmony in systems utilization process thus positive performance.