

CEO (VC), Top Management Team Characteristics and KCA University Resilience

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ABSTRACT

The COVID-19 situation at KCA University was unpredictable. More precisely, challenging to predict the future faced with uncertainties and different realities of how long, severe, and spread the Pandemic will be and what might happen to the University, the faculty, individuals, and the students' community hence challenging the University's survival. In the face of the COVID-19 situation, the University's and its stakeholders' survival depended on their ability to take context-specific, robust and transformative action. Our study aimed to understand a resilient team's characteristics and leadership's role in building a resilient team; we based our analysis on KCA University as the University underwent a digital transformation during the COVID-19 Pandemic. Our findings show the Chief executive officer's (VC) positive self-concept and the CEO's personality played a crucial role in creating a resilience Top Management Team (TMT). We also seek to establish a resilient team; our data led us to the following findings, trust between team members, comprehensive team decision-making, team innovativeness and resourcefulness, and finally, team behaviour integration. Played a crucial role in KCA University's resilience.