

Factors influencing the performance of Nyeri water and sewerage company in provision of water and sewerage services in Nyeri Central District, Kenya

Muniu, Fredrick Ngotho

URI: <http://erepository.uonbi.ac.ke:8080/handle/123456789/4023>

Date: 2010

Abstract:

Access to portable drinking water has long been recognized as one of the challenges of development. More than 1.1 billion people lack access to safe drinking water and more than 2.6 billion lack adequate sanitation. International community has tried to tackle this problem through various policies in the water and sewerage services sector. In Kenya the government has been implementing water reforms since 2002. The reforms are intended to address problems affecting the water sector. The reforms do not seem to bear fruit to many water service providers. Despite the failures of most providers NYEWASCO has succeeded in Nyeri Central District. Research by Wambua (2004) indicated that water services provision coverage in Nyeri had expanded but did not explain the factors that contributed to the expansion. Therefore the purpose of this study was to find out the factors influencing performance of NYEWASCO in provision of water and sewerage services Nyeri Central District. The objectives of the study are based on the influence of management practices, employee's motivation, water supply infrastructure and financial base on performance of NYEWASCO in provision of water and sewerage services. The researcher reviewed literature according to the following titles; world water situations, water sector institutional frame work in Kenya, factors influencing service delivery namely management practices, employee motivation and financial base, availability of quality and adequate water, theoretical framework and conceptual framework. The study adopted a descriptive survey design; it targeted 15025 NYEWASCO customers and 13 employees. A sample of 375 customers and 34 employees was drawn using stratified random sampling. Data was collected using both open and close ended questionnaires where 328 customers and 34 employees responded. Data was analyzed by SPSS and excel packages using mean, mode, ratio, correlation co-efficient and frequency distribution. The main findings are that NYEWASCO services were found to be efficient in terms of quality of water supplied, employees were found to be reliable and motivated, water supply infrastructure was adequate and financial base was strong. There was a very strong relationship between NYEWASCO performance and the independent variables. The study recommended that water services providers to regularly carry out customer satisfaction surveys, employees of Water Service Providers (W.S.Ps) to strive to be seen as reliable by customers, management of W.S.P to make organizations flat and encourage participatory decision making process so as to involve all the stakeholders. The findings will assist NYEWASCO to identify factors influencing the provision of services in the organization; It will also assist policy makers in the ministry of water and irrigation with information of formulating better policies to run the water sector.