Factors affecting the performance of private water firms in delivery of water services a case of Imetha water and sanitation company-Buuri District

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Abstract:

A study on a private water firm, Imetha water and sanitation services was undertaken to assess the factors affecting its performance in terms of water delivery to its clients. The objective of the study was to identify and document how poverty levels, community participation, profit orientation and credit management and billing procedures were affecting the firm's performance in terms of delivering water to its client. This was in a view of making recommendations for improving such similar private water firms. The study was as result of the public outcry on lack of access of water for as a basic human right even after most public water systems were privatized in the hope of attaining efficiency. Both primary and secondary data was collected. Primary data was collected through questionnaires administered to sampled Imetha clients. The sample was arrived through probability sampling where stratified sampling. An interview schedule was used to help in getting more feedback from the respondents. The secondary data was gotten from reviewing relevant literature. The collected data was comprehensively edited, coded and analyzed using statistical package for social sciences (SPSS). The results indicated that most of the clients were not involved in the privatization process to Imetha, the poverty level of the clients affected the connection to the water system, the water was taken as more expensive after Imetha took over the system and the billing procedure with credit management was quite strict and led to many clients being disconnected. This concludes that these factors affect the performance the private firms on the water delivery. More research is recommended to help in ensuring that water firms are able to efficiently delivery of water.