UNIVERSITY OF NAIROBI
SCHOOL OF CONTINUING AND DISTANCE EDUCATION
DEPARTMENT OF EXTRA-MURAL STUDIES

JANET JEPCHIRCHIR KURUI
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AN INVESTIGATION ON THE IMPACT OF ONLINE APPLICATION FOR UNIVERSITY ADMISSION;
A CASE STUDY OF JOINT ADMISSION BOARD

A Research project report submitted in partial fulfilment for the requirement of
the award of the Diploma in Human Resource Management

JUNE 2013
DECLARATION

I declare that this project herein is my original work and has not been published nor submitted for any examination in this or any other University and therefore grant University of Nairobi the nonexclusive right to use it for University's own purpose.

Signed: [Signature]

Date: 20/11/2013

KURUI JANET JEPCHIRCHIR
L125/27051/2012

SUPERVISOR

This Research project has been submitted for examination with my approval as University supervisor

Sign: [Signature]

Date: 20th November 2013

MS. FAITH DULO
LECTURER,
UNIVERSITY OF NAIROBI
ABSTRACT

This study is set out to investigate the impact of online application system in admission process and to determine how fast an online application system is compared to the manual system of filling forms for submission to the University as well to determine the best way of keeping the admissions process transparent. It also set out to determine the accuracy of online application for Universities admission and the cost effectiveness of online application for universities admissions.

Joint Admission Board (JAB) is a body that is mandated to conduct a joint admission exercise of students who have cleared secondary schools into universities. Its main aim is to ensure that only those who have attained a certain number of points are given priority to join universities under a government sponsorship. The board usually meets after release of Kenya Certificate of Secondary Examinations (KCSE) to determine the cut-off points to join public universities.

The management of Joint Admission Board (JAB) must ensure that the online application system is transparent and ensure that they build a vision on where they should be in the future and also they should be able to craft a transformation strategy to turn the future into reality.

The research design was a case study in which the area of interest was the admission department which form the integral part of Joint Admission Board (JAB) body. The methodology used to investigate about online application system includes literature review as well as qualitative research (interviews) to obtain more depth information and also some data used was obtained from the secondary sources mostly from existing publication admissions reports.

The study concludes that the online admission system had an influence on the whole process of admission. The system is faster, accurate, and transparent and reduces physical visits made by parents and students during the admission seasons. It has led to improvement in in the process of admission, work environment, research innovation and technology.

The study further concludes that Joint Admission Board (JAB) was faced by challenges such as poor student turnout, this is because some applicants selected by Joint Admissions Board (JAB) are unable to report for their selected programmes it may be due to financial problems or because
some of students are not able access the computers to summit their application and this amounts to classes with no quorum. The fact that admission requirements for universities are dynamic and keep fluctuating each year depending on the overall performance of students is also a challenge to Joint Admission Board (JAB) as Course requirements have to be revised every year.

The study recommends that in order for Joint Admission Board (JAB) to overcome the challenges, there is need to ensure that students from rural areas are reached and helped during the process of application.