IMPACT OF QUALITY OF EDUCATION ON UNIVERSITY PERFORMANCE. A CASE STUDY OF MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY.

UMURO BUDHA DUBA

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This is a Research Proposal Submitted for the Partial Fulfillment of Award of Diploma in Purchasing and Supplies Management of the University of Nairobi.

JUNE, 2014
DECLARATION

I hereby declare that this is my original work and has never been presented for any academic award in any other university for certification.

Name: UMURO BUDHA DUBA
Signature: ........................................
Date: 15/06/2014 ........................................

SUPERVISOR APPROVAL

This work has been presented for examination with my approval as university supervisor.

Name: DR. JOSEPH NTALE
Signature: ........................................
Date: 19/06/14
ABSTRACT

Quality is the driving force in university performance. However, its role is greatly affected by having quality systems in place. The research sought to assess the impact of quality of supplies on university performance using four indicators; cost reduction, effectiveness, efficiency, and customer satisfaction. The study utilized a qualitative study using survey method and targeted the MMUST population. A sample of 25 students and 25 staffs were administered with questionnaires that had both open and closed questions; 23 students (92%) and 19 staffs (82.6%) responded. The study results using the Chi-squire revealed that quality of supplies impact positively to university performance. Consequently, universities are recommended to ensure quality of its supplies in order to realize good performance. Quality education improves the performance of the university education.