EMPLOYEE FACTORS ON IMPLEMENTATION OF ISO 9001:2008 CERTIFICATION IN UNIVERSITY OF KABIANGA, KERICHO COUNTY

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ABSTRACT

University of Kabianga embarked on ISO 9001:2008 certification in 2010 in line with market trends and as a customer/suppliers satisfaction strategy and was awarded the certificate in August 2012. Success and sustenance of the quality management programme is dependent on the employee factors. The aim of this study was to examine the perception and expectations of employees on the implementation of ISO 9001:2008 certification. This paper also aimed at identifying the main obstacles of the ISO 9001:2008 implementation. Simple random sampling technique was used to come up with representative sample. The study was carried out by collection of primary data through a self-administered, structured questionnaire with closed ended questions to a sample of 150 respondents out of the Kabianga university employee population of 410. The study adopted a survey research design. Statistical Package for Social Science (SPSS) was used for ease of analysis. The study found out that employee factors (perceptions and expectations) play a vital role on ISO 9001:2008 certification and the maintenance of quality management in an organisation. It was also evident that there are obstacles in the implementation of ISO certification. The findings are of great importance to the ISO 9001:2008 certified organisations as well as those who are in the process of attaining it.

KEY TERMS: Employee expectations, ISO, MDF, perceptions, quality, QMS