THE EFFECTS OF QUALITY MANAGEMENT SYSTEMS ON THE PERFORMANCE OF SAVINGS AND CREDIT CO OPERATIVES SOCIETIES IN KENYA

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ABSTRACT

Cooperative societies are viewed as an alternative model of doing business. The subsector has been reliably earmarked in the realization of Vision 2030 through the savings and investments. Quality management in the cooperative societies is very key, if the country has to raise the socio-economic welfare of the Kenyans. The purpose of the dissertation was to find out the effects of Quality Management systems on the performance of Savings and Credit Co-operatives Societies, in Kenya. The population consisted of all ISO certified Saccos in Kenya and from all the sectors in the Kenyan economy, public, private and parastatals. A survey was conducted on all ISO certified Saccos and later Purposive sampling was used to select employees from the various management levels, top, middle and lower cadre employees, that formed three strata. The data for the study was collected from the employees of some of the ISO certified Sacco's in Kenya, in various management levels. Self administered, open-ended questionnaires were used to collect the primary data, and the data was analyzed using SPSS programme and the information presented in figures and tables. In order to determine the relationship between the five research variables, continous improvement, customer focus, leadership, factual decision making, and involvement of the people in the organization, multivariate regression method was used.

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