



UNIVERSITY OF NAIROBI
COLLEGE OF HUMANITIES AND SOCIAL SCIENCES
SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION

SERVICE CHARTER

VISION

A premier and innovative department committed to scholarly excellence in business management and leadership.

MISSION

To contribute to national development through quality teaching, learning, research and consultancy in leadership and management.

CORE VALUES

The Department shall pursue its vision and mission by upholding the following core values:

- ❖ Freedom of Thought and expression
- ❖ Creativity and innovativeness
- ❖ Good Corporate governance
- ❖ Integrity
- ❖ Team spirit and Teamwork
- ❖ Quality Customer service
- ❖ Respect for Diversity
- ❖ Conservation of the environment

CORE FUNCTIONS

1. Teaching and Learning
2. Research
3. Consultancy
4. Community Service

STRATEGIC ISSUES

- Resources and Governance
- Teaching and Learning
- Research, Innovation and Consultancy
- Competitiveness of the Department.

DEPARTMENTAL QUALITY OBJECTIVES

- To manage the Department efficiently and effectively
- To offer quality academic programmes
- To contribute to knowledge development and innovation
- To enhance the competitiveness of the Department.

STRUCTURE AND GOVERNANCE OF THE DEPARTMENT OF BUSINESS ADMINISTRATION

The Department is headed by a Chairman, who is the administration and academic head. The Chairman chairs all Departmental Board meetings. The Department has five specialized thematic areas headed by Thematic Area Coordinators. The thematic areas are Human Resource, Strategic Management, International Business, Marketing and Insurance.

In addition, there are three student advisors who deal with examination processing and student advisory issues related to academic work. There is an overall student advisor, assisted by two student advisors; one is in charge of postgraduate program, the other in charge of undergraduate program.

Finally, there are two program coordinators, one in charge of MSc Entrepreneurship & Innovation Management and MSc Human Resource Management; the other in charge of MSc Marketing.

PRINCIPLES OF SERVICE DELIVERY

In our service delivery we pledge to:

- Serve our clients with dignity, courtesy and respect;
- Provide efficient and effective service at all times;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability at all times;
- Espouse the principles of natural justice at all times;
- Maintain appropriate confidentiality
- Discharge our duties professionally, passionately and with patriotism.

DEPARTMENT OF BUSINESS ADMINISTRATION CLIENTS

Department of Business Administration clients comprise the following among others:

- Students
- Employees
- Parents
- Suppliers
- Alumni
- The Community
- The General Public

CLIENT EXPECTATIONS

Our clients expect efficient and effective provision of services as follows:

- A transparent admission process;
- Exhaustive coverage of the approved syllabi
- Prompt and fair processing of examination results and provisional transcripts
- Well maintained lecture theatres, computer laboratories, offices and other facilities
- An effective performance appraisal system;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries; and
- Prompt clearance of students and staff.

DEPARTMENT OF BUSINESS ADMINISTRATION EXPECTATIONS

The Department of Business expects its clients/stakeholders to:

- Treat staff with respect and courtesy
- Provide sufficient and accurate information to enable us respond to requests appropriately
- Pay all fees and levies promptly.
- Register for course units online promptly.
- Support of School of Business/University programmes and activities,
- Observe University rules and regulations;
- Provide feedback and comments on the service rendered.

COMMITMENT TO SERVICE DELIVERY

In our service delivery, we pledge that:

- Students admitted to the Department of Business Administration shall receive admission letters two months prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on the Department's programmes, examination rules, fees structure, student support services and disciplinary procedures.

- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalized and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Examination Panels to give feedback within one week.
- The Department shall maintain a healthy, safe and pleasant environment.
- The Department is an illicit drug free and no smoking zone.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The Department shall not condone impropriety
- The Department is a CORRUPTION FREE zone.
- Clearance of students shall be finalized within two days.

FEEDBACK

- Complaints, compliments and suggestions should be forwarded to Departmental Heads/Dean's Office.
- Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.
- Confidentiality and privacy shall be respected.
- All feedback shall be addresses within seven days.

APPROVED FOR USE: _____ **DATE:** _____