

CHALLENGES OF AUTOMATION ON SERVICE DELIVERY AT KENYA POWER

by

Rose Matasyo

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APPROVAL

CHALLENGES OF AUTOMATION ON SERVICE DELIVERY AT KENYA POWER

by

Rose Matasyo

In accordance with Daystar University policies, this thesis is accepted in partial fulfillment of requirements for the Master of Business Administration degree.

Date:

Joseph Munyao, MSc,
1st Supervisor

Julius Gogo, Ded,
2nd Supervisor

Samuel Mureithi,
New HOD

Evans Amata, PHD,
Dean, School of Business and Economics

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DECLARATION

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I declare that this thesis is my original work and has not been submitted to any other college or university for academic credit

Signed: _____

Rose Matasyo Maingi
(09-0471)

Date: _____

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LIST OF ABBREVIATIONS

EAP&L: East Africa Power & Lighting Company

KENGEN: Kenya Electricity Generating

KP: Kenya Power

KPC: Kenya Power Company

KPLC: Kenya Power & Lighting Company Ltd

PON: Passive Optical Network

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ABSTRACT

Automated power industries not only focus on production efficiency but also strive to strike a balance between production and consumption. This study sought to investigate the challenges of automation strategy on service delivery at Kenya Power. To achieve this it was guided by research objectives which were: To determine challenges encountered by Kenya Power in the implementation of automation strategy at Kenya Power, determine the effects of these challenges on service delivery at Kenya Power and: To establish ways in which Kenya Power was dealing with these challenges. Descriptive research design was applied, specifically using the cross-sectional design. The population of this study was 3, 797 employees with a sample of 10% from each category adding to 125 employees was used. Questionnaires were used for data collection and frequency distribution, histograms and percentage to analysis the data. The study found that poor customer support from the system to the user made it difficult for the user to understand how the automated system was functioning. It also has found that the automated systems placed an additional layer of complexity between the actual system processes and sensory data the user was controlling. The study recommends that, senior executives must not assume that lower level managers have the same perceptions of the strategic plan and its implementation, its underlying rationale, and its urgency. Further, the management ought to be involved in training of employees to update the knowledge and skills of employees and that the staff should be provided with awareness creation and training programs on public service delivery in relation to their work in order to satisfy customers.

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