



KUC/13/ACAD/3/4

All documented information (Quality Objectives, Procedures, Risks and Opportunities for Research and Corporate Planning department are issued under the Authority of:

MANAGEMENT REPRESENTATIVE

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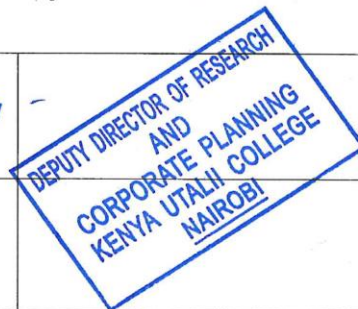


Date:

5/05/2023

PROCESS OWNER/HOD/DIVISIONAL HEAD

Signature:



Date:

5/05/2023

DOCUMENT DETAILS

1.	Section A: Quality Objectives	
2.	Section B: Procedures	
		Title
		Purpose
		Scope
		Reference
		Terms, Abbreviations and Definitions
		Responsibility
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		Output
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		Key Performance Indicators
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SECTION A: QUALITY OBJECTIVES

OBJECTIVE	ACTIVITIES	RESOURCE S.	RESPONSIBLE	TIME FRAME.	KEY PERFORMANCE INDICATORS.
Undertake 1 research annually	Write a Proposal and conduct a research	Budget allocation Research personnel	Research officer	30 th June every year	Proposals Research reports
Facilitate (5) Staff to attend conferences	Identify staff to attend the conference	Finance Budget allocation	DORCP	30 th June every Year	No. of Staff attended Conference
Facilitate 6 academic research papers for Publication	Annual Call for publications. Facilitation for Publication	Funding	DORCP	30 TH June every year	Number of researched Published.
Release results of various evaluation surveys within one month and half on receipt questionnaires	Data Entry and data analysis	SPSS software Trained Research personnel in SPSS	Research officer	1 ½ months	Data Analysis Reports within 1.5 Months.
Ensure submission of performance contracting reports on quarterly basis	Collection of evidence from head of department Compile report	Performance contract template Performance contracting guidelines	DORCP	Quarterly	Quarterly performance contract report

OBJECTIVE	ACTIVITIES	RESOURCES.	RESPONSIBLE	TIME FRAME.	KEY PERFORMANCE INDICATORS.
Monitor Implementation of Strategic Plan	Quarterly Monitoring of Strategic Plan	Staff Strategic Plan	DORCP	Quarterly	Quarter report on Strategic Plan.

SECTION B: PROCEDURES

1.0 TITLE: PROCEDURE FOR UNDERTAKING RESEARCH AND DATA ANALYSIS

2.0 PURPOSE

The procedure sets the minimum standards for undertaking research at KUC to provide knowledge of the hospitality Industry/

3.0 SCOPE

This procedure covers the research process and publication of research findings.

4.0 REFERENCES

Research policy

Structure of a proposal

Structure of a Report.

5.0 TERMS, ABBREVIATIONS AND DEFINATIONS

KUC: Kenya Utalii College

DORCP: Director of Research and corporate planning.

6.0 RESPONSIBILITY

The Director of Research and Corporate Planning shall have overall responsibility for ensuring that this procedure is implemented, monitored and evaluated.

7.0 INPUTS

Budget allocation

Funding

Proposal guidelines

Research Team

8.0 METHOD

8.1 The DORCP shall call for proposals once a year.

8.2 The DORCP shall ensure funds for the research are budgeted in each financial year.

8.3 The research team shall be identified to conduct the research.

8.4 A concept paper shall be prepared for the research and presented to management for approval.(for External Research)

8.5 The research team shall prepare the Proposal.

8.6 The research team shall be facilitated with funds and other necessary resources to conduct research fieldwork.

8.7 The research shall be carried out within the proposed timelines.

8.8 The DORCP shall ensure that the research report is prepared in accordance with the report writing guidelines (see Report writing guidelines Appendix D).

8.10 The DORCP shall ensure that the report is disseminated to relevant stakeholders.

8.11 The DORCP shall commission a copy of the report to the library for reference.

8.12 Research shall be published in a peer-refereed Journal

Research Data Analysis

8.13 The department shall present the data to be analyzed. Data received shall be recorded in the document register KUC/Admin/R/128

8.13 Data Entry shall be performed.

8.14 Data shall be analyzed as per the research requirements within 1.5 months.

8.15 Research survey reports shall be provided to the departments that requested for the analysis.

9 OUTPUT

Research Concepts

Research Proposals

Research survey Reports

Research Publication

Data analysis reports.

10 RECORDS

Research Concept Paper

Research Proposals

Research Reports

Publication certificates

11. KEY PERFORMANCE INDICATOR

Research is conducted at least once a year.

Data analysis done within 1.5 Months

12.0 RECORD OF CHANGES

No.	Date	Details Of Change		Authorization
	<i>dd-</i> <i>mm-</i>	Page	Clause/sub- clause and	Name and Signature
1.	05/05/23		The procedure for proposal development and Implementation has been revised to the proposal to undertake research and data analysis to complete the entire scope of undertaking research.	

13.0 APPENDICES

RESEARCH REPORT GUIDELINE

KENYA UTALII COLLEGE

KUC/ADMIN/R/183

NAIROBI

Chapter I: INTRODUCTION AND BACKGROUND OF STUDY

1.0 Introduction

Introduce the chapter and indicate the contents of the chapter

1.1 Background of Study

This puts the research into context to introduce the research concepts.

1.2 Statement of problem

Provide the precise gap of the research and what it is supposed to solve.

1.3 Study Objectives/Hypothesis

State the overall goal of the problem

1.4 Justification of study

State the beneficiaries of the study and how they will specifically benefit from the study findings

1.5 Definition of Terms

Define the key terms of the study as they are to be understood in the research.

Chapter II: LITERATURE REVIEW

2.0 Introduction

Introduce the chapter and indicate the contents of the chapter

2.1 Literature Review

Structure is guided by the specific research objectives where empirical review of literature is done.

Other than Classical theories, all citation should recent not be more than 5 years old.

2.2 Conceptual framework

This is graphical presentation of how the variables relate and interact with each other.

Chapter III: RESEARCH METHODOLOGY

3.0 Introduction

Introduce the chapter and indicate the contents of the chapter

3.1 Research Design

State the design used and justify the choice.

3.2 Population

Describe the population from where your sample of research will be selected from. Provide the number of entire population

3.2.1 Target Population

From the population describe those that are most fit to be your respondents and numbers where appropriate.

3.3 Sampling Design

Explain the method you will use to come up with your sample. e.g purposive, Stratified, Random etc.

Sample Size

Justify the formula used to come up with your sample size.

Data Collection Methods

Explain what methods will be used to collect data.

Ensure the instrument answers all the research objectives

3.3 Data analysis methods

Explain the methods that will be applied in analyzing the data and how the data will be presented.

Chapter IV: Results and Findings

4.0 Introduction

Introduce the chapter and indicate the contents of the chapter

4.1 Present findings according to Objectives

Chapter V: SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

5.1 Summary of Findings

Conclusion: Present as per Research Objectives

5.2 Recommendations: Present as Per Research Objectives

5.3 Recommendation for further research

Recommend further research to obtain more answers in depth.

6.0 REFERENCES

As per Publication Journal requirements.

1.0 TITLE: PROCEDURE FOR PUBLISHING ARTICLES AND CONFERENCE ATTENDANCE /PRESENTATIONS

2.0 PURPOSE

To provide guidelines on article publishing and conference attendance presentation.

3.0 SCOPE

This procedure covers the process of publishing articles and conference attendance /presentations

4.0 REFERENCES

KUC Research
Policy

5.0 TERMS, ABBREVIATION, DEFINITIONS

Author: - the creator or originator of any written work such as a book, and is thus also a writer.

Publishing: - the activity of preparing and issuing (a book or a journal) for public sale.

Article: - written composition in prose, usually nonfiction, on a specific topic, forming an independent part of a book or other publication, as a newspaper or magazine.

DoRCP: - Director of research and corporate planning

6.0 RESPONSIBILITY

The Director of Research and Corporate Planning has the overall responsibility for ensuring that this procedure is implemented.

7.0 INPUTS

Conference Invitations

Research for Publications

8.0 METHOD

Publication of Research

- 8.1 The Staff shall present a paper that has been accepted for Publication
- 8.2 The DORCP shall approve and forward to the principal for approval to Publish.
- 8.3 The researchers shall be funded for Publication.
- 8.4 The Research paper shall be published.
- 8.5 The research paper copy shall be recorded and maintained in the research department.

Conference Attendance

- 8.6 The staff shall be nominated to attend Conference or shall request to attend conference.
- 8.7 The DORCP shall seek approval from Principal to utilize funds
- 8.8 Upon approval, the Staff shall attend Conference
- 8.9 The staff shall report on the conference attended.
- 8.10 A report shall be maintained of the report provided.

9.0 OUTPUT

Published Research articles

Attendance of Conferences

10.0 RECORDS

One hard copy of the article and one soft copy (PDF)

11.0 KEY PERFORMANCE INDICATORS

Number of Published Articles

12.0 RECORD OF CHANGES

No.	Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>	Page	Clause/sub-clause and	Name and signature
	05/05/2023		<p>The procedure for Research support and capacity building has been reviewed to eliminate capacity building which is the mandate of another department.</p> <p>The procedure of support is specific to the publication of articles and conference attendance.</p>	

1.0 TITLE: PROCEDURE FOR CONSOLIDATING PERFORMANCE TARGETS ,MONITORING, AND EVALUATION

2.0 PURPOSE

To consolidate performance Contracting targets, Monitoring, and Evaluation of performance.

3.0 SCOPE

This procedure covers the process of performance contracting target setting to Performance target.

4.0 REFERENCES

KUC – Strategic plan

KUC budget

Performance Contract guidelines

5.0 TERMS, ABBREVIATIONS, DEFINITIONS

Targets: are the quantifiable levels of the indicators that are to be achieved within a given period of time.

Monitoring: is a continuous process of collecting and analyzing targets to compare against expected results;

Evaluation: An assessment of the results obtained.

Abbreviations

DoRCP: Director of Research and corporate planning

HOD: Head of the department

PC: Performance Contract

KUC: Kenya Utalii College

6.0 RESPONSIBILITY

The DORCP has the overall responsibility for ensuring that this procedure is implemented.

7.0 INPUTS

Annual college work plan

Performance contract cycle guidelines

College Strategic Plan

College annual budget

8.0 METHOD

8.1 The Director of Research and Corporate Planning shall ensure the following: -

8.2 Receive Performance contract cycle guidelines from the performance service performance Management Unit (PSPMU)

8.3 Target holders communicate quarterly and annual targets.

8.4 Standard targets Communicated to the target holders.

8.5 Draft performance contract is developed.

8.6 Management deliberates on targets set on the draft performance contract.

8.7 Negotiate the performance contracting targets with the college council and the Ministry of Tourism as per the circular.

8.8 The council shall finalize and present its Performance Contract for Vetting and final approval by the PSPMU and coordination office and the Ministry Tourism and Wildlife.

8.9 Upon approval of the PC, the DoRCP shall ensure that any variations or changes in targets are communicated to all Divisional and departmental Heads for incorporation into their respective performance contract.

8.10 Target holders shall prepare and submit a copy of the performance contract quarterly reports to the research and cooperate planning **10th day of each subsequent quarter.**

8.11 The DoRCP shall ensure that target holder reports are analyzed and incorporated into the main performance contract performance report **15th day of each subsequent quarter.**

8.12 The DORCP shall Communicate Quarterly reports to Management after every quarter.

8.13 The DoRCP shall ensure that the college performance contracting annual report is prepared and finalized for submission to relevant authorities as Communicated by the relevant authorities.

9.0 OUTPUT

Signed performance contract

Performance contracts quarterly reports

10.0 RECORDS

Signed PC

Performance contracts quarterly reports

Performance contracts Evaluation reports

11.0 KEY PERFORMANCE INDICATORS

Signed PC

Performance contracts quarterly reports

Performance contracts Evaluation reports

11.0 CHANGE OF RECORDS FORM

No.	Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>	Page	Clause/sub-clause and	Name and signature
1.	05/05/2023		<p>Procedure for performance contracting has been revised to the actual activities taking pace as per current practice.</p> <p>Has included consolidation and Evaluation activities.</p>	

SECTION D: RISKS

RESEARCH AND CORPORATE PLANNING DEPARTMENT

SUB-PROCESS	RISK	INHERENT RISK			MITIGATION	RESPONSIBLE	KPI
		LIKELIHOOD	IMPACT	OVERALL			
Data entry	Loss of data	3	3	9	Installation of an Uninterruptible Power Supply (UPS) Data Back up	Director of research	UPS Installed
Performance Contracting	Delayed submission of performance evidence from various departments	3	2	6	Constant reminders for submission requirements.	Director of research	Annual and quarterly reports sent on time
Data Analysis	Maintenance of confidentiality	2	2	4	Send Segregated information to relevant heads.	Director of research	Segregated reports sent
Facilitating academic staff to attend conferences for paper presentation and publication	Delayed funding	2	3	6	Budget for adequate funds	Director of research	Conference Attendance Published papers

SCALE FOR RISK RANKING

LIKELIHOOD

- 1- Unlikely
- 2- Possible
- 3- Likely

IMPACT

- 1- Minor
- 2- Moderate
- 3- Major

OPPORTUNITIES FOR RESEARCH AND CORPORATE PLANNING

OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPIs
Donor funding	Select Funding Committee	Competent staff in proposal writing	DORCP	June 2023	Committee formed with TORs/. At least one Proposal written
Joint Research Projects (National and International)	Select research Areas of Interest Propose research partners. Prepare Concept paper	Research Funds	DORCP	June 2023 June 2023 September 2023	Research /Funding proposals written
Initiation of Tourism and Innovation Research Center	Visit Innovation Center Prepare Plan for mgmt. Approval of Innovation Center Train Staff on Innovation Mgt.	Funding	DORCP	September 2023	Innovation Center Implementation Plan