

## **INFLUENCE OF ISO 9001:2008 QUALITY MANAGEMENT SYSTEM ON THE RELIABILITY OF SERVICES OFFERED IN PUBLIC UNIVERSITIES IN KENYA**

**Peter Kimanthi Mbaka, Prof. Nelson Jagero (PhD), Dr. Mercy Wanja Njagi (PhD)  
& Dr. (Rev.) Jonathan Omolo (PhD)**  
Chuka University  
KENYA

Corresponding Author: **Peter Kimanthi Mbaka**  
Email: [pkimathi@chuka.ac.ke](mailto:pkimathi@chuka.ac.ke)

### **ABSTRACT**

The purpose of this study was to determine the influence of ISO 9001:2008 Quality management systems on the reliability of services offered in Kenyan Universities. The study adopted correlation research design. The study population comprised of 305, 214 members of academic staff, administrative staff and students from 30 public universities in Kenya chartered by 2016. Simple random sampling was used to select 9 public universities from 30 public universities. From the selected 9 public universities, proportionate sampling was used to select 72 members of academic staff, 90 members of administrative staff and 222 students. Hypotheses were tested using linear regression analysis statistics at  $\alpha = 0.05$  level of significance. The study established that ISO 9001:2008 QMS had significant influence on the reliability of service offered in public universities ( $P < 0.05$  at a significance level of  $\alpha = 0.05$ ) with 15.7%, 7% and 18.9% variations obtained from teaching staff, administrative staff and students' respondents respectively. The study concluded that the ISO 9001:2008 QMS has influenced university staff members on delivering on promises and performing the promised service dependably and accurately.

**Keywords:** ISO 9001:2008 QMS, reliability of services, public universities.