

UNIVERSITY OF NAIROBI

STUDENTS WELFARE AUTHORITY

SWA ANNUAL REPORT FOR THE YEAR 2012

1. INTRODUCTION

The Authority is the Hospitality wing of the University. The Unit core business is Catering and Accommodation.

2. VISION AND MISSION

Our vision is to be the first choice residential and catering facility of our customers.

The SWA mission is to support the Academic goals of the students of the University of Nairobi by providing a comprehensive competent and responsible catering and accommodation system.

3. REVENUE COLLECTION

In the year 2012, SWA realized **Kshs.221.69 million** from its operations i.e. catering, accommodation and Income Generating Activities (IGAs) with the above resources, SWA undertook the following projects which were aimed at improving the welfare of the students and other clients.

(i) Painting of the Halls eg.

- Kenya Science – Hall 3
- Upper State House – Hall 9 and SWA headquarters
- KMSH – external painting of block A
- Upper Kabete – painting of Mugabe Hall
- Chiromo – Block D
- Kikuyu – Doors in wing A and B
- Womens Hall – Hall 12.

(ii) Purchased equipment and furniture eg.

In the financial year, SWA spent **Kshs.4.8 million** to purchase equipment and furniture.

- V O I P
- Wireless black units
- Computers
- Printers
- Hose reels
- Water tanks
- Tables and chairs

(iii) Trained staffs in various areas:-

- Finance
- Catering
- Housekeeping
- Records Management
- Customer care
- Leadership
- Counselling etc

4. TECHNOLOGY

- (i) SWA continued using IT to manage its activities in Human Resource (HRMIS), Finance (FIMS), Accommodation (HAMIS).
- (ii) SWA, has installed equipment in two units for the implementation of the Catering Management Information System (CCU and Kitchen 1)

5. PERFORMANCE CONTRACTING

- SWA continues to comply with the performance contract as signed between University Management and SWA.
- SWA has cascaded the performance contract to the Strategic Management Units (SMU).

6. CHALLENGES

SWA has faced challenges such as:-

- (i) Rising costs of goods and Services against Constant pricing for both accommodation and catering services
- (ii) Limited Financial Resources
- (iii) Inadequate bed space

R. LUGWE FIH
DIRECTOR, SWA

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