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**AN ASSESSMENT OF THE QUALITY OF VEHICLE BODIES
REPAIR SERVICES IN THE INFORMAL SECTOR IN KENYA
A CASE OF ELDORET MUNICIPALITY**



BY

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**A THESIS PROJECT SUBMITTED IN PARTIAL FULFILMENT
OF THE REQUIREMENTS FOR THE DEGREE OF
MASTER OF PHILOSOPHY IN TECHNOLOGY EDUCATION
(MECHANICAL AND AUTOMOTIVE OPTION)
OF THE DEPARTMENT OF TECHNOLOGY EDUCATION
SCHOOL OF EDUCATION
MOI UNIVERSITY**

NOVEMBER, 2013

ABSTRACT

This was a research survey study to assess the quality of vehicle bodies repair services in the informal sector in Eldoret Municipality in Kenya. In Kenya, thousands of vehicles are involved in traffic accidents each year resulting in damaged vehicles each day. While some of the vehicles may be written off, many can still be repaired and fixed up to look and run like new. While there is documented research carried out in some developed countries concerning quality of vehicle body repairs, no such research has been done in Kenya. This research therefore focused on assessment of quality of vehicle body repairs in Eldoret Municipality in Kenya using the Edward Deming's quality theory as a basis for theoretical framework to guide the study.

The study was conducted through survey research design and used a purposive sample of respondents to collect data. The study used questionnaires, interview schedules, and observation data collection techniques. A total of sixty vehicle body repair workshops participated in the study. The data was analyzed using the SPSS software. Both descriptive and inferential statistics were used in data analysis. The data collected was analyzed using frequencies, percentages, and rating scale where applicable and presented in table form. Conclusion was drawn from the findings and recommendation made. Findings revealed that the vehicle body repairs in Eldoret Municipality's informal workshops were of poor quality. Both the levels of education and professional skills of the vehicle body repairers were generally limited and moreover, they were incapable of using various vehicle repair tools and equipment. In addition, many of the workshops lacked essential vehicle repair tools, equipment and machines.

In the light of these findings the researcher recommended that technical training institutions conducting motor vehicle courses should introduce training programmes for repairers to improve their vehicle body repair skills. The Government of Kenya should also provide loan facilities to enable vehicle body repairers purchase tools, equipment, and machines. Institutions of higher learning on the other hand, should put more emphasis on a-hands-on vehicle body repair academic curriculum. The findings of this study can be used by vehicle body industry players and all concerned to take practical steps towards adopting the recommendations and more specifically embracing quality in vehicle body repair services in Kenyan garages and workshops.