



UNIVERSITY OF NAIROBI

Department of Sociology and Social Work

Service Charter

Introduction

The Department of Sociology and Social Work was established as a full-fledged Department of Sociology at the University of Nairobi in the 1968/69 academic year having originally operated as a Sub Department of the Department of Economics. It remained the only Department of sociology in Kenya until the late 1980s. The current Department of Sociology and Social Work. offers a wide range of academic courses and programmes including a Bachelor of Arts in Sociology; Bachelor of Arts in Social Work; Bachelor of Criminology and Criminal Justice; Master of Arts with specializations in Rural Sociology & Community Development, Medical Sociology, criminology & Social order, Disaster Management, Entrepreneurship, Labor Relationship Management and Counseling and Ph.D leading to diploma, BA., MA and PhD. degrees. .

Vision

Department of Choice for teaching, research and consultancy in Sociology and Social Work

Mission

To promote excellence in teaching, research, consultancy and dissemination of sociological and social work knowledge.

Core Values

Team spirit and Teamwork:

In the course of performing our duties, we shall work as a team at all levels

Professionalism:

In all our actions and interactions, we shall maintain ethical behavior, professional etiquette and honesty.

Respect for and conservation of the environment:

In all our activities, we shall strive to respect and protect the environment.

Core Functions

Teaching and learning: The Department offers adequate, innovative, relevant and market driven academic programmes at both undergraduate and postgraduate levels. In addition, the Department provides an enabling environment for integrated growth for students and staff.

Research: The Department is committed to undertake quality and relevant research in compliance with its mandate to generate, preserve and disseminate knowledge.

Consultancy: The Department is also committed to offers consultancy services in the areas of Sociology and Social Work.

Community service: As part of its Corporate Social Responsibility, the Department participates and continues to participate in community outreach services.

Principles of Service

In our service delivery we pledge to:

- Serve our clients with dignity, courtesy and respect;
- Provide efficient and effective service at all times;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability at all times;
- Provide our services in a Professional manner;
- Discharge our duties with passion; and
- Provide the services within specified pace.

Department Clients

- Students,
- Customers
- Employees
- Parents
- Development partners

Partners/Stakeholders

- Universities,
- Research Collaborators
- Linkage partners
- Donors
- Sponsors

- Government Department

- Training Institutions

- Business Partners

- Employers

- Students' Unions and Professional Bodies

- Alumni Associations

Client Expectations

Our clients expect efficient and effective provision of services as follows:-

- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results,
- Recognition and acknowledgement of donors and sponsors
- Expeditious processing of collaborative agreements
- Honouring Memoranda of Understanding (MoUs) involving research institutions,
- Industry and other partners.
- Courteous and timely response to requests and enquiries

Department's Expectations

The Department expects its clients/stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and acute information to enable us to respond to requests timely and appropriately;
- Prompt of payment of all fees ;
- Provide feedback and comments on services rendered.

Support Services

For efficient management of its functions, the Department has various support services provided by;

- Dean's Office
- Procurement Office,
- Bursar's Office;
- Information Communication and Technology (ICT) support services

Commitment to Service Delivery

In our Service Delivery, we pledge that:

- Individual Marksheets shall be finalized and forwarded to the Dean' Office within the faculty framework three weeks following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks of receiving a project or thesis.
- The Departmental Library shall be open from 8.00 a.m. to 4.30 p.m. on weekdays.
- All telephone calls shall be attended to within five rings.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The Department shall not condone impropriety.

Feedback

- Complaints, compliments and suggestions shall be dealt with immediately and action taken.
- Confidentiality and privacy in respect of complainant's identity shall be respected.
- All feedback shall be addressed within seven days.

Contact

The following is the e-mail address for the department

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