



2012 IDIS ANNUAL REPORT

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Foreword

The Institute of Diplomacy and International Studies is part of the College of Humanities and Social Sciences which specializes in international studies research and offering Training at post graduate level to professionals in the realm of International Studies and Diplomacy. The Institute is housed in the first floor of 8.4.4 Building at the Main Campus just behind the Jomo Kenyatta Memorial Library.

The mandate of the institute is to conduct research in diplomacy and international studies and also train professionals in those areas and related proficiency.

Like other public entities, IDIS is faced with challenges which it continues to systematically address within the context of its vision and mission. A major tenet that we espouse is our firm commitment quality service delivery that is hinged on observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all our activities.

The Institute adheres to the tradition of excellence in teaching, research and scholarship, consultancy and community service, good governance and management. This Service Charter is a commitment to the Institute to deliver quality service to our students, staff, research collaborators, donors, other stakeholders and the public at large.

Your feedback will provide us with useful direction towards improving our service delivery to you.

Prof. Maria Nzomo

Director, IDIS

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Introduction

The Institute of Diplomacy and International Relations' Service Charter sets the scope and standards of the service rendered to our students, staff and other stakeholders. We are committed to provision of quality service to our clients and stakeholders. We have set our commitment to you and sincerely welcome feedback on how to improve our service.

Vision

A leading Institute that promotes excellence in teaching, learning, research and consultancy.

Mission

To provide quality teaching, learning, research and consultancy in the field of population and



development by creating, preserving and transmitting knowledge.

Core Values

The Institute is guided by the core values of:

- **Freedom of expression and thought:** We shall promote and defend the freedom of thought and academic inquiry.
- **Innovativeness and creativity:** Innovativeness will be the hallmark of our business activities through fostering pro-activeness, creativity and adaptability to change.
- **Good Corporate governance:** We embrace and practice good corporate governance. In this regard, we shall ensure that all our processes and procedures are marked by efficiency effectiveness and transparency; we are accountable for our decisions and actions; our decision making processes are participative and consultative; and our actions reflect meritocracy, openness and transparency.

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- **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.

- **Quality Customer Service:** The customer focus will be our commitment.
- **Responsible corporate citizenship and strong social responsibility:** We shall nurture responsible corporate citizenship and strong social responsibility.
- **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 Institute offers adequate, innovative, relevant market driven academic programmes at postgraduate level with in-built quality control systems. In addition, the Institute provides an enabling environment for integrated growth for students and staff.

Research: As part of its mandate to generate, preserve and disseminate knowledge, the Institute has created a conducive environment, to undertake quality and relevant research.

Consultancy: The Institute has mainstreamed consultancy as a core function.

Community Service: The Institute participates in community and outreach programmes and activities as part of its corporate social responsibility.

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Structure and Governance

Director of the Institute: Academic and Administrative head of the Institute responsible for maintaining and promoting efficient management of the Institute; answerable to the Principal of the College of Humanities and Social Sciences.

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Institute Academic Board: Constituted by all members of the teaching staff under the chairmanship of the Director of the Institute. This is the supreme academic organ which oversees all the academic programmes at the Institute. Other wide ranging decisions touching on operations of the Institute are also approved in such meetings of the board which are held monthly and as often as need may arise.

Principles of Service Delivery

In our service 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;
- Espouse the principles of natural justice at all times;
- Provide our services in a professional manner;
- Commit ourselves to patriotism;
- Discharge our duties with passion; and
- Provide the services within specified time space.

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Institute Clients

- Students
- Parents
- Staff
- Customers
- Suppliers
- Alumni
- Community
- Development partners
- The general public

Partners/Stakeholders

- Other government departments
- Universities



- Research collaborators
- Training Institutions
- Linkage partners
- Industry
- Business partners
- Employers
- Donors
- Sponsors
- Trade unions
- Students unions
- Professional bodies
- Alumni associations
- Neighbors
- Other stakeholders and partners

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Client Expectations

Our clients expect efficient and effective provision of service as follows:

- A transparent admission processes

- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, transcripts and certificates;
- Increased funding for research;
- Prompt research output

- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Support and marketing of consultancy services;
- Best practices in human resource management;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors;
- Expeditious processing of collaborative agreements;
- Honoring memoranda of understanding (MoU) Involving research institutions, industry and other partners;
- Application of Modern Information Communication Technology (ICT);
- Involvement of Alumni in governance and development of the Institute
- Safe and healthy environment; and
- Courteous and timely response to requests and enquiries;

Institute's Expectations

- The Institute expects its clients/stakeholders to:
- Treat staff with respect and courtesy;



- Provide sufficient and accurate information to enable us respond to requests timely and appropriately;
- Prompt payment of all fees and levies;
- Support of the Institute's programmes and activities; and
- Observe Institute's rules and regulations;

Support Services

- For efficient management of its functions, the Institute has various support services provided by:
 - Individual members of staff
 - Assistant Registrar's Office
 - Institute's Library
 - Computer Laboratory
 - Computer Technologist
 - University of Nairobi Enterprises and Services Ltd. (UNES)
 - Class representatives
 - Among others
- Commitment to Service Delivery

In our service delivery, we pledge that:

- Students admitted to the Institute shall receive admission letters two months prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalised and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within four weeks after receiving a project or thesis chapter.
- Programme coordinators shall submit reports annually.
- Transcripts shall be issued within one week upon application.
- The IDIS Library shall be open from 8.00 a.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 5.00 p.m. on Saturdays.
- Queries from library users shall be responded to within a day.
- Staff performance appraisal shall be conducted annually.
- The Institute shall maintain a healthy, safe and pleasant environment.
- The Institute shall be a drug free and a no smoking zone.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The Institute shall be gender sensitive.
- The Institute shall not condone impropriety.
- The Institute is a CORRUPTION FREE zone

Feedback



- Complaints, compliments and suggestions should be forwarded to the Director.
- The Institute has provided suggestion boxes for feedback.
- Confidentiality and privacy in respect of complainant's identity shall be respected.
- All feedback shall be addressed within seven days.

Contact Nos. for the Institute are:

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Fax 254-20-2245566

E-mail- idis@uonbi.ac.ke [1]

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