ROLE OF WOMEN ENTERPRISE FUND LOANS, CAPACITY BUILDING
AND NETWORKING ON THE PERFORMANCE OF WOMEN-OWNED
ENTERPRISES IN THIKA TOWN, KENYA.

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Role of women enterprise fund

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DECLARATION

This research project is my original work and has not been presented for a degree award in any other university or for any other award.

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To my dear husband, Brown and daughters, Glory, Michelle and Pearl
ACKNOWLEDGEMENTS

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To all of you I say “God Bless You”.
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<tr>
<td>CWES</td>
<td>Constituency Women Enterprise Scheme</td>
</tr>
<tr>
<td>KNBS</td>
<td>Kenya National Bureau of Statistics</td>
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<td>MFIs</td>
<td>Microfinance Institutions</td>
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<td>SMEs</td>
<td>Small and Micro Enterprises</td>
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OPERATIONAL DEFINITION OF TERMS

Capacity Building: Refer to trainings offered by Women Enterprise and Development Fund programme.

Micro enterprise: This is a business enterprise with no more than ten employees.

Microfinance institutions: Refer to finance service providers through which the government gives out Women Enterprise and Development Fund.

Networking: This is creating social relations where women are involved in business social groups.

Performance: Achievement of the women Small and Micro Enterprises objectives. (Increase in stock, increase sales volume, improve business profitability)

Small enterprise: This is a business enterprise with more than ten and less than fifty employees.

Social groups: This is a registered organization of women who come together and have common goals and objectives of doing business.

Women Enterprise and Development Fund: Money set aside by the government to assist women entrepreneurs to establish SMEs and or facilitate the already existing ones.

Women owned enterprises: These are micro and small business enterprises operated by women.
ABSTRACT

The government of Kenya, having appreciated the contribution of women owned Small and Micro Enterprises towards achieving the country’s development goals have put up initiatives that include the Women Enterprise and Development Fund to finance and support women owned SMEs among other interventions. However, despite these interventions, performance of women owned enterprises have been deteriorating with seventy eight percent of all failed businesses being those owned or operated by women. Additionally women owned enterprises continue to record poor performance compared to male owned enterprises. This study analyzed the role of WEDF loans, capacity building and networking on the performance of women owned enterprises in Thika town. The objectives of the study were to: determine the role of WEDF loans on the performance of women owned enterprises; establish the role of capacity building on the performance of women owned enterprises; and establish the role of networking on the performance of women owned enterprises. Stratified random sampling technique was used to identify a sample of 281 women owned enterprises and a questionnaire was used to collect data. Descriptive research design was adopted for this study and Pearson’s Product Moment correlation test was carried out to determine the degree and type of relationship between the Loans, Capacity building and networking on the Performance of women owned enterprises in Thika town. The study findings indicate that loans acquired from WEDF do help improve enterprise performance through, enough stock of products for the demand of customers, improve products portfolio, increase retained earnings and satisfactory profit to maintain women enterprises. It was also found out that WEDF Capacity building and networking played a very important role since training impacted on new skills and knowledge which were useful for customer service, appropriate business management strategies and also improved the perception of aspiring women to expand/start-up new businesses. Networking provided an opportunity for women to access more capital for enterprise performance and also share a better understanding for business environment. Based on the findings of the study, it is recommended that women should appreciate and access the WEDF loans and attend trainings to improve their business management skills. Women should also be encouraged to participate in social groups which also give them an opportunity to access more capital for enterprise performance.
CHAPTER ONE
INTRODUCTION

1.1 Global Issues on Women Entrepreneurship

Small and micro enterprises (SMEs) have been recognized to play an important role in economic growth, employment creation and poverty reduction of both developed and developing countries. On the average, SMEs accounts for over 90 percent of employment in the world and account for 50 to 60 percent of employment in most of African countries (Ahiawodzi & Adade, 2012). Therefore, success or failure of an economy can be traced to a large extent to the performance of its entrepreneurs. Women have been venturing in the field of entrepreneurship, this mainly being attributed to advocacy on women empowerment programmes and policies advanced by both government and non-governmental organizations (Eyben et al., 2008). Their economic activities, particularly in self-employment, empower them economically to contribute to the development of the country. Recognizing this value and its importance therefore, many governments in the world are paying attention to establishment and sustainability of SMEs in order to create a better environment for their growth.

However, despite the crucial role that women entrepreneurs play in the economic development of their families and countries; studies have discovered that women entrepreneurs have low business performance compared to their male counterparts.
(Akanji, 2006). They continue to record poor performance compared to male owned enterprises (Gichuki et al., 2014) with 78 percent of all failed businesses being those owned or operated by women (ILO, 2010). This is caused by factors which normally affect entrepreneurial performance such as lack of credit or financing, poor customer knowledge, training, skills, market and networking.

In many African countries, women still do not have equal economic rights and access to resources as men. Under these conditions women are unable to take full advantage of the economic opportunities presented by transition. Women in Africa tend to work in small scale enterprises, informal sector activities seems to be the norm on the continent. This supports the fact that women entrepreneurs in developing countries do not have easy access to credit (Ibru, 2009), whereas the rate of women participation in the informal economy is higher than males (Akanji, 2006; Akinyi, 2009).

1.2 Women Enterprise and Development Fund initiative

The Kenyan government, having noted the contribution of small and micro enterprises to the economy in creating employment and boosting economic growth, committed itself by integrating the thriving sector into the national development agenda (Republic of Kenya, 2005) and created Women Enterprise and Development Fund (WEDF) in 2007/2008 financial year. Under the Women Enterprise and development Fund, the government disburses loans at a very low interest rate to support women entrepreneurs.

The WEDF was established through Legal Notice No. 147 Government Financial Management (Women Enterprise Fund) Regulations, 2007. It has five mandates as
provided in the established legal notice. These are: Providing loans to women using the two channels, namely, Microfinance Institutions (MFIs) and the Ministry of Gender, Children and Social Development under the Constituency Women Enterprise Scheme (CWES); attracting and facilitating investment in micro, small and medium enterprises oriented infrastructure such as business markets or business incubators that will be beneficial to women enterprises; supporting women oriented micro, small and medium enterprises to develop linkages with large enterprises; facilitation of marketing of products and services of women enterprises in both domestic and international markets; and supporting capacity building of the beneficiaries of the Fund and their institutions (Republic of Kenya, 2009).

1.3 The role of WEDF Loan, Capacity Building and Networking on Performance of Women-Owned Enterprises

Access to finance is essential to the survival and performance of any business enterprise. WEDF loans are accessed through financial intermediaries such as banks, Non-governmental organizations, Savings and Credit Co-operative Societies (SACCOs) and Micro Finance Institutions (MFIs). Women access these funds to start or expand viable business (Republic of Kenya, 2009). The financial intermediaries manage funds allocated to the district from which the women can access directly either as individuals or as organized entities such as groups, co-operatives, and companies (Rita, 2014). The funds are given to a registered self help group of ten members and above and comprising 100 percent or at least 70 percent women and 30 percent men. The group must have a bank account and must have been registered for at least 3 months.
The other component of WEDF is the capacity building for women groups and their institutions. The ministry facilitates this role with a possibility of outsourcing for such services from other institutions with capacity to train women in enterprise and business development skills. WEDF focuses on training of women on business skills since women generally lack business and technical skills and entrepreneurship training that are needed to meet the current changes brought about by globalization, changing patterns of trade, and evolving technologies. Moreover, women are often disadvantaged in terms of access to training. They are often unaware of training opportunities and are less likely to be able to afford the cost of training provided by the private sector.

Finally, the WEDF focuses on networking for women owned enterprises. This component is based on the premise that networking serves as a channel for information enabling entrepreneurs get the necessary advice and resources in the right time (Zuwarimwe & Kirsten, 2010). Hassan and Mugambi (2013) argues that networking support from WEDF enables women access social networks providing them with resources and other economic opportunities.

The WEDF coupled with other interventions such as the UWEZO fund and directive from the president to ensure that 30 percent of all government tenders is awarded to women, youth and persons with disability, reiterates the government’s commitment to reap benefits contributed by women involvement in SMEs. However, despite these efforts, women SMEs still face many barriers in contributing to and benefiting from development with statistics showing that three out of five SMEs fail within few months of operation (KNBS, 2009). This raises a dilemma on the contribution of the funds to
the performance of women owned SMEs. This study seeks to solve this dilemma by analyzing the role of women enterprise and development fund on the performance of women owned enterprises in Thika Town. Thika town has a big number of unemployed people due to lack of capital, redundancy, illiteracy among other factors. Some of the unemployed residents started their own small businesses in the hope of earning income. This led to the creation of more than 80 companies and over 3000 registered micro and small enterprises mainly drawn from the informal sectors (Republic of Kenya, 2006).

1.4 The Statement of the Problem

The government of Kenya, having appreciated the contribution of women owned SMEs towards achieving the country's development goals have put up initiatives that include the Women Enterprise Fund to finance and support women owned SMEs among other interventions (Hassan & Mugambi, 2013). However despite these interventions, performance of women owned enterprises have been deteriorating with 78 percent of all failed businesses being those owned or operated by women (ILO, 2010). Additionally, women owned enterprise continue to record poor performance compared to male owned enterprises (Gichuki et al., 2014). Given the notable contribution of women owned enterprises to the economy and in alleviating poverty if the present situation continues, it will further deteriorate the lives of Kenyans and deter the country from achieving its development goals (Hassan & Mugambi, 2013). Additionally, women empowerment as envisaged in the development of these support interventions will be a failed course (Gichuki et al., 2014). Previous studies (Mira & Ogollah, 2013; Wawire & Nafukho, 2010; Mwobobia, 2012) explain the challenges women are facing as SME owners in
ensuring their improved performance and maintaining the business. The studies have therefore focused on the challenges women are facing rather than addressing the contribution these challenges have on the performance. The purpose of this study therefore, is to analyse the role of WEDF loans, capacity building and networking on the performance of women owned enterprises in Thika Town.

1.5 Research Questions

i. What is the role of WEDF loans on the performance of women owned enterprises in Thika town?

ii. What is the role of capacity building on the performance of women owned enterprises in Thika Town?

iii. What is the role of networking on the performance of women owned enterprises in Thika Town?

1.6 Objectives of the study

The main objective of this study is to analyze the role of loans from WEDF, capacity building and networking on the performance of women owned enterprises in Thika Town.

The specific objectives are to:

i. Determine the role of WEDF loans on the performance of women owned enterprises in Thika town?

ii. Establish the role of capacity building on the performance of women owned enterprises in Thika Town
iii. Establish the role of networking on the performance of women owned enterprises in Thika Town

1.7 Significance of the study

The results of this study is important in policy formulation that aims at boosting the low performing women enterprise and narrow gender differences in access to economic opportunities to improve the route to economic growth and development. In Kenya, there are ongoing policy efforts that can benefit from the results of the study, for example, achieving gender parity and empowering women in SMEs are given emphases in both the medium term plan (2008-2012) and Kenya Vision 2030, where entrepreneurship is identified as one of the key drivers of socio economic transformation (Republic of Kenya, 2011).

The information from this study may be used by women in understanding and appreciating the contribution of WEDF on the performance of their enterprises. This may further encourage the acceptance of the government interventions to other women who have not taken effort to access the WEDF.

Lessons learnt from the success of WEDF will be used as foundation for designing other schemes to aid development in the country. Additionally, the information from the study may be used by the government to inform policy in respect to implementing changes to streamline the WEDF administration to enhance support for women owned enterprises at the grass root level.
1.8 Scope and organization of the study

This research mainly focused on women owned enterprises within Thika Town constituency. The study purposively focused on women who have benefited from the financial government support (women enterprise fund) in Thika town centre, Jamhuri market, Jua Kali market and Madaraka market.

The study is organised in five chapters. Chapter one introduced the study by highlighting its background and principal objectives. Chapter two is on theoretical and empirical literature and ends by presenting the overview of the literature. Chapter three highlights the research design and methodology used in the study, chapter four presents the study findings and discussions, while chapter five presents the summary, conclusions and policy implications.
CHAPTER TWO
LITERATURE REVIEW

2.1 Introduction

The review of literature falls in two categories, first, theoretical literature and secondly empirical literature. The theoretical literature focuses on the Expectancy Theory, the Theory of Planned Behavior and Resource Based Theory. The empirical literature reviews both empirical literature from other countries and empirical literature specific to Kenya which is the focus of the study. Finally, an overview of literature gives a summary of critical findings arising from both the theoretical and empirical literature reviewed and the research gap.

2.2 Theoretical Literature

2.2.1 The Expectancy Theory

The expectancy theory (Vroom, 1964) points out that the propensity to act in a certain way is contingent on the expectation that the act will be followed by certain outcome and the relation between the outcome and the goals of the individuals. This theory suggests that the owner-manager would engage in growth-seeking behaviour if; growth is consistent with personal goals, that growth-seeking behaviour will lead to growth and believes in personal ability to yield growth. The relevance of this theory to the current study is that businesses owned by women will perform if their goals are favoured within the environment in which they operate.
2.2.2 The Theory of Planned Behavior (TPB)

The TPB was proposed by Ajzen (1991) which asserts that the intention to begin a firm is influenced by different beliefs grouped in three categories. The first one is personal attitudes towards the enterprise-creation behaviour which refers to whether people have positive or negative perception about this behaviour. The decision to begin or expand a business largely depends on personal approach towards the enterprise. This is why WEFD provide training to improve on the perception towards beginning or expanding the already existing businesses. The second is subjective norms which consist of the perceived social pressure to carry out or not entrepreneurial behaviours including parental role modelling, parental support and opinions of other people. An entrepreneur's efficiency is very important for any business that seeks to perform. The third one is perceived control (self-efficacy or ability to perform the behaviour of interest). This implies that, a high sense of self efficacy will indicate a higher probability to take the decision to start an entrepreneurial process. Generally, the theory gives emphasis on the role of intention, which is assumed to capture the motivational factors that influence behaviour. Intentions and indication of how hard people are willing to try and how much of an effort they are planning to exert to perform the behaviour (Ajzen, 1991). Therefore the intention of women owned enterprises to improve on performance of their business is determined by society, individual beliefs and attitudes toward business growth aspirations.
2.2.3 Resource Based Theory

According to this theory, an enterprise is understood as a bundle of resources and capabilities and possession of such a resource bundle determines the enterprise ability to survive or perform (Amit and Schoemaker, 1993). This theory is used in entrepreneurship to explain entrepreneurial processes (Dollinger, 1999) and new venture strategic behaviour (Foss et al., 2008). In general, a firm may possess different types of resources, defined as “an asset or input to production (tangible or intangible) that an organization owns, controls, or has access to on a semi-permanent basis” (Helfat and Peteraf, 2003:999).

However, the theory also holds that not all resources of the firm are important to enable it generate a competitive advantage and superior performance. In order to have a sustainable competitive advantage by making above average profits, these resources must be valuable, non-substitutable and non-transferable (Kraaijenbrink et al 2010; Amit and Shoemaker, 1993). This means that differences in the performance of firms are the result of their distinct resources and capabilities. Again reaping above normal profits or having a competitive advantage in an industry or market can be said to be temporal.

Tangible assets are physical resources which can be seen and evaluated (Wilk & Fensterseifer, 2003). These include plant, equipment, land, stocks, financial (debtors, creditors, cash in hand and at bank). Intangible assets on the other hand are those that
cannot be seen and quantified (Wilk & Fensterseifer, 2003). For example, reputational resources like trademarks, patents, brand and goodwill as well as networks, individual and group skills, interactions and the organizational routines and processes used to organize and co-ordinate these resources. This study focused on Women Enterprise and Development Fund roles which did not only focus on providing tangibles assets in the form of financial support through loans, but it was also formed with the mandate of: providing intangible assets such as capacity building for the women to ensure they have the required knowledge and skills for entrepreneurship, and offer them an opportunity to network and create relationships that can help market their products (Republic of Kenya, 2009). This study therefore focused on the contribution of these resources (capacity building, networking and financial support) on the performance of women owned enterprises in Thika Town.

2.3 Empirical Literature

2.3.1 Financing and performance of women owned enterprises

Rono (2009) studied the performance of micro and small enterprises supported by women enterprise and development fund in Eldoret town, Kenya. The study had four objectives namely to; find out the types of activities carried out by women entrepreneurs, determine factors that influence the performance of MSEs, establish the relative importance of these factors and finally to recommend possible actions that can be taken to improve the performance of MSEs. Stratified random sampling was used to identify a sample of 60 enterprises. Tabulations, tallies, frequency tables and descriptive statistics were used to identify the major business activities carried out by women
entrepreneurs in Eldoret town. Regression analysis was used to determine factors that influence the performance of MSEs funded by women enterprise fund. The estimated model was

$$\pi = (P, W, LV, YM, TT, AO, RM, LE, LI, AB, S, T, C, MS, GL, HL)$$

where $\pi$- Performance, P-Output price, $W$- loan volume, $LV$- output price, $YM$ - years of management, $TT$-technical skills, $MS$- market size, $AO$-age of the owner, $AB$- age of the business, $S$- size, $GL$-license status, $RM$- cost of accessing raw materials, $T$- type of business, $C$- competition and $LE$- is level of education. The study found that market size which was measured by the daily turnover had the most significant coefficient thus the most significant determinant of MSEs Performance. Other variables that determined MSEs Profits were loan volume and business management skills. The study recommended that women entrepreneurs should undertake training that will improve their business management skills and the government should increase the loan volume and encourage women to borrow. The current study looked at the role played by the women enterprise and development fund on the performance of women owned enterprises in Thika town. This study measured performance using the enterprise profits while in the current study performance was measured by achievement of the women entrepreneurs' objectives.

Wube (2010) studied factors affecting the performance of women entrepreneurs in MSEs in Ethiopia. The main purpose of the study was to assess the factors that affect the performance of women entrepreneurs in MSE’s. The study also addressed the characteristics of women entrepreneurs in MSE’s and their enterprises and the support they acquire from Technical and Vocational Education Training Colleges/ Institutes.
sample of 203 Women Entrepreneurs engaged in 5 sectors was taken for the study using stratified and simple random sampling. A questionnaire developed was used to collect data which was later analysed using simple statistical techniques (tables percent) and descriptive. The study results indicated that personal characteristics of women entrepreneurs in MSE’s & their entrepreneurs affect their performance. Specifically, the study found out that lack of training and access to financial resources was the key determinants of success in women owned enterprises. The study looked into factors affecting the women entrepreneurs in MSEs and not the contribution of these factors towards performance. The current study analysed the contribution of these factors; loans, capacity building and networking on the performance of women owned enterprises.

Olusola (2012) carried out a study in Nigeria to examine the impact of Micro Credit on the performance of women owned micro enterprises in Oyo state. Data were sought through structured questionnaires and chi square test was used to test the study hypothesis. The study found that 46.67 percent of the participants were aware of the existence of the micro finance banks but only 16.67 percent patronized them. However, the performance of those that patronized them did not improve significantly. This was due to high interest rates and short repayment periods. The study recommended that regulatory and statutory bodies should be made to monitor the interest rate on loans and advances as well as accessibility of Women Micro Entrepreneurs to finance. Also, Micro Finance policy should be further publicized to create more awareness to attract patronage from members of the low income group who would then have better
knowledge of the Finance banks' offers and how to access their services to enhance their business performances. This study highlighted the factors affecting the women entrepreneurs in MSEs and not into their level of performance. Further it looked into the impact of micro credits and not into role of loans, capacity building and networking on the performance of women owned enterprises which this study sought to analyse.

Muteru (2013) carried out a study in Kenya on the effect of microfinance institutions (MFI) on growth of women owned enterprises, the study sought to identify the effect of MFI on growth of women owned enterprises in the MSEs sector who have benefitted from credit facilities provided by the Kenya Women Finance Trust in Kikuyu Township. The study adopted Descriptive research design and used stratified sampling to obtain the sample size of 162 participants. Both quantitative and qualitative data were collected during the study by use of questionnaires and an interview guide. Pearson correlation analyses were carried out to find out the relationship between microfinance institutions (MFI) and growth of women owned enterprises. The study found out that, as a result of the MFI credit facilities, the women MSEs entrepreneurs had managed to purchase additional equipment for their businesses as well as employ more staff and expand their activities. This study concludes that the MFIs credit facilities are a significant component of the women MSE entrepreneurs' activities and are critical both at the start-up point as well as in later growth and expansion of the MFI. This study laid emphasis on the financial aspect and its effect on growth of women owned enterprises. The present study emphasises on the role played by Loans, Capacity building and Networking on the performance of women owned SMEs.
Hassan and Mugambi (2013) carried out a study in Kenya to investigate the key determinants of growth which were access to financial resources, entrepreneurial education and training and social networks. The study found out that government and non-state actors provide some financial support and training to women groups but individual women entrepreneurs struggle on their own. The government through the Constituency Women Enterprise Fund (CWEF) disburses interest free loans whose impact is positive and laudable. The study concluded that financial resources, entrepreneurial skills and networking are important ingredients in growth and expansion of women micro enterprises in Garissa. Additionally, MFIs credit facilities are a significant component of the women SME entrepreneurs’ activities and are critical both at the start-up point as well as in later growth and expansion of the MFI.

Gichuki et al. (2014) carried out a study in Kenya to analyse the performance of women owned enterprises accessing credit from village credit and savings associations (VSCA) in Nakuru town. The study adopted a cross-sectional survey design and a sample of 225 women enterprises who participated in VSCA was used. The purpose of the study was to investigate selected factors perceived to influence the performance of women owned SMEs in Kenya. The factors studied included credit and dividends accessed from table banking group, entrepreneur’s experience, and education levels of women and income of women entrepreneurs. Using the ordinal logit regression model, the study found that the entire women entrepreneurs had attained formal education with majority 43.6 percent having attained secondary education. Results also revealed that ordinal logit regression model had Pseudo $R^2$ of 60.2 percent and 49.3 percent which was above the
statistical threshold of 20 percent. This implied that the selected factors: income, credit and Education level of the respondent influenced positive changes in the profits and capital of SMEs. Based on the study finding therefore VSCA were identified as one of the most effective strategy that can enable more women to enter in the rural and urban area to access affordable credit. This study analysed performance of women accessing loans from VSCA which are members’ savings while the current study analyses the role of WEDF which is a government initiative to support women start or support the already existing businesses.

2.3.2 Networking and performance of women owned enterprises

Boyd (2005) study on race, gender, and survival entrepreneurship in large Northern cities during the Great Depression concluded that networks have long been hailed as essential to the survival of female-run establishments. In support of this assertion, Carter et al. (2006) through their study on gender, entrepreneurship and business finance investigated the relationship between banks and entrepreneurs in the UK, where they found out that networking is a critical element for entrepreneurs in gaining access to capital/loans, advice and information needed for initiating and operating a new venture easily. According to the study, entrepreneurs make use of social relations and social contacts as channels to gain access to information, customers, and suppliers and to the sources of finance. They make use of family networks to access unpaid family work as well as emotional support. The study further found that support from personal network improves survival, growth and performance chances of new ventures.
Maria (2011) postulates that enterprise networking realizes tremendous benefits from increased collaboration and better communication such as business growth, cost optimization and innovation. This premise is supported by Schiebold (2011) in the study on a framework of success focusing on the successful determinants for micro entrepreneurs in Swiss Water Kiosk in Mozambique. The study found out that women gain by networking through enhanced awareness, self-confidence, sense of achievement, increased interaction, decision making capacity and involvement in solving problems related to women and community.

However, studies have found out that to be successful in reaping maximum benefits of networking towards growth in business enterprises, women need to overcome their challenges in networking. For example, Mwobobia (2012) carried out a study on the challenges facing small-scale women entrepreneurs in Kenya and found out that lack of effective communication to negotiate favourably, management of debtors, poor record keeping, patriarchal social structure that makes women depend on males in their lives and resistance from family as disincentive to business. This overdependence affects their ability to network with others and eventually lead to poor performance of their businesses. Mwobobia (2012) recommends education and training to ameliorate the effects of some of these challenges to networking.

A study in Kenya by Obura et al., (n.d) on networks, micro small enterprises (MSEs) and performance found out that men and women have different priorities in establishing networking relationships. According to the study, men’s motives are more instrumental (seeking personal gain) while women have more affective considerations in social
relationships. Their management style is not seen as being relevant and thus, women are often excluded from the male networks which are very effective. Women do not have the same tools, assets, and chances than men in the small business arena. When confronted by business problems or difficulties, women entrepreneurs seek assistance first from family, then from close friends and finally from knowledgeable business sources whereas men entrepreneurs rather seek advice from their networks. According to Hassan and Mugambi (2013), this might be due to lack of professional experience or the diverse social network needed for women to fully utilize the information and resources provided.

The phenomenon depicted by the empirical literature on the relationship between networking and performance of women owned enterprises, portray that the phenomenon of networking seems to be applicable to Kenyan women entrepreneurs. It was reported that women entrepreneurs faced a shortage of peer support networks compared with men even though various women entrepreneurs and industry associations have been formed which generally serve as a platform for women entrepreneurs to establish networks and exchange information and experiences as well as to conduct training programmes, seminars and workshops on motivation, leadership and entrepreneur development and to provide other means of support. This is due to the fact that women may not join these associations as they might be overloaded with business and family responsibilities. This limits the women entrepreneurs’ ability to seek informal advice and financing as well as the information networks needed for survival and growth. This
might pose a challenge to women entrepreneurs in establishing networks which are helpful to the survival of their businesses (De Tienne & Chandler, 2007).

2.3.3 Capacity building and performance of women owned enterprises

Capacity building strategies help in determining the business's competitive advantages (Nell & Napier, 2006). The combined impact of globalization, changing patterns of trade, and evolving technologies such as ICT calls for skills that women entrepreneurs on the continent do not possess. Many more women than men lack the requisite level of education and training, including business and technical skills and entrepreneurship training. Women are often disadvantaged in terms of access to training. They are often unaware of training opportunities and are less likely to be able to afford the cost of training provided by the private sector.

In explaining lack of skills for women that eventually affect their performance, and in calling for capacity development programmes among women entrepreneurs, the International Labour Office (2007) found out that, even if women could afford to pay for the training, they have difficulty in travelling to central locations to participate in training programmes, and quite often cannot afford time away from their enterprises and family responsibilities to attend weeklong programmes. The study looked into the importance and role of trainings carried out by WEFD which is a Government initiative to support women entrepreneurs.

Langowit and Minniti (2007) on the other hand, while assessing the contribution of training to the successful performance of women owned enterprises, argued that women
fail to achieve much in training exercises and hence perform poorly because most entrepreneurship training programmes are too general in scope and do not offer a growth strategy orientation. Many of them focus on the start-up process with very limited effort on the part of the training providers' with regard to doing any post-training follow-up. In addition, women tend not to use supporting government programmes including the training programmes provided. The current study aims to give an analysis of the roles played by training programmes provided by WEFD initiative and their relationship to the performance of the women enterprises which have accessed loans and attended the training sessions.

Wawire and Nafukho, (2010) studied the main factors that affect the management of Women groups SMEs in Kakamega District, Kenya. The objectives of the study were to; determine the major objectives of women groups; find out various categories of SMEs run by women groups and assess major issues related to management that affect the Women Groups SMEs in Kakamega district, Kenya. The study adopted a descriptive research design and created a profile of variables affecting Women Groups SMEs through collection of data and the tabulation of frequencies on the research variables and their interactions. Systematic random sampling was used to select the sample. The study found out that the factors that affect management of Women groups, SMEs, could be categorised as financial, administrative, managerial technical, political, traditional and cultural. The study also found out that Women group's lack skills in these areas, which adversely affect the SMEs. The study recommended support of Women groups, SMEs by all those involved in one way or another. The present study
sought to address this issue by analysing the role of WEFD initiative which is a government support programme.

Muthoni (2013) carried out a study whose purpose was to establish the influence of capacity building strategies on financial performance and growth of women owned SMEs in Gikomba market in Nairobi County, Kenya. The study employed descriptive survey research design where the target population were women owning SMEs at Gikomba Market in Nairobi County. Simple random sampling was employed to identify 357 participants who participated in the survey. Data was collected through observations and interviews. The study found out that Training on entrepreneurship was critical in enhancing financial performance and growth of women owned SMEs. The study also concluded that majority of women owned enterprises were failing due to lack of access to training. According to the study, majority of the SMEs owners had not been trained on entrepreneurship and therefore lacked expertise to ensure their improved performance. This study did not however, report on the women enterprise fund programme capacity building which is analysed in the present study.

Mira and Ogollah (2013) carried out a study on the challenges facing accessibility of credit facilities among women owned enterprises in Nairobi Central Business District in Kenya. The study sought to determine challenges that women entrepreneurs are facing in accessing finance in Kenya focusing on urban women entrepreneurs within Nairobi Central Business District. Descriptive research design was used to describe the general characteristic of the study population and show the relationship between the dependent and independent variables. The target population was 1439 enterprises owned by
women located in Nairobi Central business in construction, textile, food and beverages, consultancy and beauty enterprises. The study revealed that lack of collateral, legislation status of the business, lack of financial track and lack of experience in financial management hinders women entrepreneurs from accessing credit facilities from the financial institutions. The study concludes that lack of information accessibility, insufficient skill and knowledge level as the major factors that women should concentrate on in ensuring the performance of their businesses. This study was on challenges facing accessibility of credit facilities among women owned enterprises in Nairobi Central Business District in Kenya. The current study investigated the role of WEDF loans on the performance of women owned enterprise in Thika town.

The above mentioned empirical literature depict that the failure of women enterprises in Kenya, despite access to government support, might be attributed generally to lack of entrepreneurship training and skills development in Kenya. Most women entrepreneurs acquire their skills and experience through their family members, friends and previous experiences, which has not been effective in enhancing their success (Republic of Kenya, 2005).

2.4 Critique of Existing Literature and Research Gap

Numerous studies (Mira & Ogollah, 2013; Wawire & Nafukho, 2010; Mwobobia, 2012) in the literature have been conducted to explain the challenges women are facing as SME owners in ensuring improved performance and maintaining the business. The studies have therefore focused on the challenges women are facing rather than assessing the contribution of these challenges towards performance. Therefore, while the
literature has informed policy makers on the challenges, their vice to the business is not well understood. This is in itself a deficient of information to women entrepreneurs.

Previous studies have put a lot of emphasis on the application of entrepreneurship theory in assessing the performance of SMEs. Muthoni (2013) argued that although it is SMEs owners who are the major contributors in determining the failure or success of their businesses, the factors of production are also important part of the success of the SMEs that cannot be ignored. The above literature, in assessing their performance of SMEs, have put a lot of emphasis on the fact that it is the entrepreneurs who are combining factors of production to generate profit, hence most of the studies are based on the entrepreneurship theory. However in line with Muthoni’s (2013) argument, consideration should also be made on the contribution of the factors of production in ensuring success. In this way a holistic view of the contributing factors to the performance of SMEs can be identified.

The studies reviewed in the field of entrepreneurship have largely focussed on the entrepreneurship theory in assessing the performance of SMEs arguing that it is the entrepreneurs that determine the success of their business. There is therefore a dearth of information on the contribution of the factors of production in assessing the performance of SMEs. This study aims to fill this knowledge gap by employing the resource based theory that focuses on the contribution of factors affecting the performance of businesses.
Additionally, previous studies have majored on the tangible factors contributing to the success of SMEs. Based on this Hassan and Mugambi (2013) recommended studies that put more emphasis on the intangible resources such as skills and knowledge. This study meets this recommendation by assessing the contribution of capacity building and networking on the performance of women owned enterprises.

Since its implementation in 2007, studies have majorly ignored the impact that the Women Development Fund has on the performance of women owned enterprises. This has among other issues created negative perceptions about the fund, due to different opinions, which has discouraged the acceptance of the Fund by women. This study aims at providing evidence based information of the influence of Women Development Fund on the performance of women owned enterprises.
CHAPTER THREE

METHODOLOGY

3.1 Introduction
This chapter sets out the procedure that was followed in completing the study. It gives highlights on the procedures and techniques that were used in the collection, processing and analysis of data. Specifically the subsections include; research design, theoretical framework, conceptual framework, target population, data collection instruments, data collection procedures and finally data analysis.

3.2 Research design
The study was conducted to analyse the role of women enterprise fund loans, capacity building and networking on the performance of women owned enterprises in Thika town. The descriptive research design was effective for this study to meet its objectives as it seeks to determine the characteristics of a particular factor and helps uncover new facts. The main purpose of a descriptive research is to observe, describe and document aspects of a situation as it naturally occurs.

3.3 Theoretical framework
The study was anchored on resource based theory. According to this theory, an enterprise is understood as a bundle of resources and capabilities and possession of such resource bundles determines the enterprise ability to survive or perform (Amit and Schoemaker, 1993). The WEDF did not only focus on providing tangible assets in the form of financial support through loans, but it was also formed with the mandate of:
providing intangible assets such as capacity building for the women to ensure they have the required knowledge and skills for entrepreneurship, and offer them an opportunity to network and create relationships that can help market their products (Republic of Kenya, 2009). The study therefore focused on the contribution of these resources (capacity building, networking and financial support) on the performance of women owned enterprises in Thika Town. The dependent variable for this study was the performance of women owned enterprises while the independent variables were the government support provided by WEDF that includes loans, capacity building and networking.

**Independent variables**

- WEFD Loans
- Capacity building
- Networking

![Conceptual Framework]

*Figure 3.1: Conceptual framework*

### 3.3.1 Loans and performance of SMEs

Access to finance is essential to the survival and performance of any business enterprise. There is no enterprise no matter how well managed can survive without enough funds for working capital, fixed assets investment, employment of skilled
employees and development of markets and new products. The loans therefore, are used to increase product portfolio, increase stock level which leads increase in sales volume and business profitability.

3.3.2 Capacity building and performance of SMEs

Training is essential for the smooth operations and running of SMEs. The technical skills acquired give one practical knowledge of the trade in which the individual has undertaken training. Availability of knowledge and skills enables the business owners understand their operations in terms of business planning, customer service and financial management. This increases the perception of those willing to start up/expand businesses and also helps the already existing businesses in selecting appropriate business management strategies.

3.3.3 Networking and performance of SMEs

Networking realizes tremendous benefits from increased collaboration and better communication such as business growth, cost optimization and innovation. Women gain by networking through enhanced awareness, self-confidence, and sense of achievement, increased interaction, decision making capacity and involvement in solving problems related to women.
### 3.5 Definition and Measurement of Variable

**Table 3.1: Definition and measurement of Variables**

<table>
<thead>
<tr>
<th>Variable</th>
<th>Description</th>
<th>Unit of measure</th>
<th>scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance</td>
<td>Fulfilment of the SMEs objectives.</td>
<td>Likert scale</td>
<td>Ordinal</td>
</tr>
<tr>
<td></td>
<td>• Satisfactory profit to maintain the business</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Enough stock to service customer needs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Improve product portfolio and increase sales volume</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loan</td>
<td>Loans accessed from WEDF to start or expand business</td>
<td>Likert scale</td>
<td>Ordinal</td>
</tr>
<tr>
<td></td>
<td>• Ease of accessibility to the loan fund</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Loan interest rates</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Loan/fund processing period</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capacity Building</td>
<td>WEDF trainings</td>
<td>Likert Scale</td>
<td>Ordinal</td>
</tr>
<tr>
<td></td>
<td>• Skills on perception of business start up by women,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Skills in business start up/expansion</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Selecting appropriate business management strategies.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Networking</td>
<td>Creating social groups</td>
<td>Likert Scale</td>
<td>Ordinal</td>
</tr>
<tr>
<td></td>
<td>• Membership to social group</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Sharing of business start up/expansion experience and challenges</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Enhancement of ability to access more funds/capital</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.6 Study Area

The study was conducted in Thika town of Thika west district in Kiambu County. Thika town has a population of 165,342 according to 2009 census that is growing rapidly. The Town is currently the head quarter of Thika west district following the split in 2009. It is in the northeast of Nairobi about 40 Kilometres away. Thika is rapidly growing, like the entire greater Nairobi area and it is predominantly rural but that is changing with time.

The major economic activities in Thika include agriculture, particularly in horticulture (exports mainly to Europe) and coffee industry (exports mainly to the USA and Europe). Other industries include textile (cotton), food processing (pineapples, macadamia nuts, and wheat), tannery, motor vehicle assemblies and cigarette manufacturing. Thika town has a considerable number of women entrepreneurs who are engaged in various business activities including: selling of both new and second hand clothes, hair dressing, dress making, selling groceries, fast food business, and milk distribution which therefore presented a good study area for this kind of research.

There are 15 commercial banks within Thika town. In addition there are eight micro finances, one building society, four village banks and seven insurance companies. The institutions are well distributed within the town and hence they are easily available. This is an indication of a vibrant economic activity that are able to sustain the financial
sector making it one of the fastest growing sector in Kiambu county over the last five years.

3.7 Target Population

The target population for the study were women entrepreneurs in Thika Town who have benefitted from WEDF. According to the Kiambu County records there were approximately 1200 women owned enterprises in Thika Town by the close of the 2013/2014 financial year out of which 951 had accessed loans from WEDF (RoK, 2015). The study targeted SMEs owned by women in the four markets in Thika town including: Thika town centre, Jamhuri market, Jua Kali market and Madaraka market.

3.8 Sampling technique and sample size

Stratified random sampling technique was employed for the study. The stratified random sampling technique involved dividing the population into strata or groups and then drawing samples randomly from each group to interview following Kumar, (2005), Wawire and Nafukho, (2010). This was necessary so as to ensure that each group was represented in the entire sample. The unit of analysis were women owned enterprises in Thika town who have accessed the WEFD loans. Each selected market formed the stratum from which the sample was drawn. In order to determine a representative sample from the general population, Yamane's, as cited in Kyamanywa (2005), sampling formula was used. In this formula, a sample n is selected from a population N, taking a sampling error of 5 percent.
\[ n = \frac{N}{(1 + N (e)^2)} \]

Where:

- \( n \) = sample size
- \( N \) = Population size
- \( e \) = error term or other parameters not used (minimum margin error).

The sample from the four markets in Thika town was composed of women owned enterprises as shown in Table 3.2.

Table 3.2: Sampling Technique and Sample Size

<table>
<thead>
<tr>
<th>Stratum</th>
<th>Total Population</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thika town centre</td>
<td>445</td>
<td>133</td>
</tr>
<tr>
<td>Jamhuri market</td>
<td>290</td>
<td>87</td>
</tr>
<tr>
<td>Jua Kali market</td>
<td>78</td>
<td>23</td>
</tr>
<tr>
<td>Madaraka market</td>
<td>138</td>
<td>38</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>951</strong></td>
<td><strong>281</strong></td>
</tr>
</tbody>
</table>

*Source: Constituency Women Enterprise Fund office (2014)*

Table 3.2 presents the total number of women entrepreneurs who have accessed the women enterprise Loans within the four markets (Thika town centre, Jamhuri market, Jua Kali market, Madaraka market) and the sample that was used in the study.
3.9 Research Instruments

Data was collected using a questionnaire. The questions in the questionnaire were both open ended and closed ended. The design was to collect both qualitative and quantitative data. The questionnaires were administered to the business owners of the women enterprises who have benefited from WEDF within the four markets in Thika Town.

The questionnaire was divided into five sections. Section A entailed profile of the respondents; B focused on assessing performance of the women owned enterprises. Section C entailed questions on the role of WEFD loans on performance of the women owned enterprises; Section D entailed questions on the role of networking support on performance of the women owned enterprises; and section E entailed questions on the role of capacity building on performance of the women owned enterprises.

3.10 Pilot study

In this study, pilot testing was done on ten selected number of women owned enterprises who had accessed the WEDF fund but were not part of the study population. The selection for the pilot study was done purposively to enable testing of the questionnaire. Pilot testing brings to light the weaknesses of the questionnaire, and of the survey techniques (if any), thus improvement can be done. Cronbalch Alpha was used to establish reliability. According to the rule of George and Mallery (2003) Cronbalch Alpha value of > .9 is considered ‘Excellent’, > .8 is ‘Good’, > .7 is ‘Acceptable’, > .6 is ‘Questionable’, > .5 is ‘Poor’, and < .5 is ‘Unacceptable’. A
Cronbach's Alpha of .957 was realized which shows that the instruments used to collect data had internal consistency hence reliable.

3.11 Data type and collection procedure

Primary and secondary data were used in this study. Primary data was collected from women entrepreneurs using a questionnaire while secondary data was obtained from Constituency Women Enterprise Fund office Thika town and the microfinance institutions that administer the loan. The questionnaires were administered by trained research assistants.

3.12 Data coding, entry and refinement

Collected data was assigned codes so as to make it easy for analysis. After coding, data was edited to check for errors and omissions and to ensure that the questionnaires had been completed as required. Finally, data was cleaned, and proof read to identify and correct errors and inconsistency. Data entry was then done in readiness for analysis.

3.14 Data analysis

Qualitative data obtained from the questionnaires was edited and classified into groups with common themes. The content within the themes were then analysed guided by the research questions and objectives. Tabulations, tallies, frequency tables, pie charts graphs and descriptive analysis was used to present the role of WEDF loans, capacity building and networking on the performance of women owned enterprises. Pearson’s Product Moment correlation test was carried out to determine the degree of relationship
between the Loans, Capacity building and networking and the Performance of women owned enterprises in Thika town. Finally, policy implications were derived from the findings of the study.
CHAPTER 4
EMPIRICAL FINDINGS

4.1 Introduction

This chapter presents research findings and their interpretation. The first section of this chapter describes the demographic characteristics of the participants while the second section presents the study results for each objective.

4.2 Response Rate

The study targeted a sample size of 281 participants in which 247 participants filled the questionnaires making a response rate of 87.9 percent. Muganda (2003) asserts that a rate of 50 percent or higher is adequate for data analysis in descriptive studies. This implies that 87.9 percent response rate was appropriate for data analysis.

4.3 Demographic Characteristics

In order to establish the role of women enterprise fund loans, capacity building and networking on the performance of women-owned enterprises, demographic data such as education, age, and work experience was determined. Table 4.1 shows the participants distribution by age and education.
Table 4.1: Demographic characteristics of the participants

<table>
<thead>
<tr>
<th>Variable</th>
<th>Category</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>18–25</td>
<td>40</td>
<td>16.2</td>
</tr>
<tr>
<td></td>
<td>26–35</td>
<td>79</td>
<td>32.0</td>
</tr>
<tr>
<td></td>
<td>36–45</td>
<td>64</td>
<td>25.9</td>
</tr>
<tr>
<td></td>
<td>46–55</td>
<td>49</td>
<td>19.8</td>
</tr>
<tr>
<td></td>
<td>Above 55</td>
<td>15</td>
<td>6.1</td>
</tr>
<tr>
<td>Highest Level of Education</td>
<td>Primary school</td>
<td>11</td>
<td>4.5</td>
</tr>
<tr>
<td></td>
<td>Secondary School</td>
<td>127</td>
<td>51.4</td>
</tr>
<tr>
<td></td>
<td>Diploma</td>
<td>79</td>
<td>32.0</td>
</tr>
<tr>
<td></td>
<td>Graduate</td>
<td>27</td>
<td>10.9</td>
</tr>
<tr>
<td></td>
<td>Post graduate</td>
<td>3</td>
<td>1.2</td>
</tr>
</tbody>
</table>

4.3.1 Distribution by Age

Distribution by age of the participants shows that most of the participants (32.0 percent) were between 26-35 years of age. This may be attributed to high unemployment level thus the youth have engaged themselves in income generating activities. The ILO (2007) revealed that one-third of all successful entrepreneurs originate from this age group. Their argument was based on believe that younger business owners are more motivated, energetic, committed and are less risk averse. The minority (6.1 percent) were above 55 years. They were considered to be old and probably they have realized their aspirations and have less drive due to the fact that the need for supporting a family is no longer present.

4.3.2 Distribution by Level of Education

The level of education for the participants was also sought in the study. Overall results showed that more than a half (51.4 percent) of the study participants had secondary
education while slightly over a quarter (32.0 percent) had a diploma. Few of the study participants had graduate degree (10.9 percent) and postgraduate degree (1.2 percent). According to Hassan and Mugambi (2013) the level of education is important in knowledge transfer through interpersonal communication or group conversations which in turn helps in assessing financial resources, entrepreneurial skills and networking skills. These skills are important ingredients in growth and expansion of women micro enterprises.

4.3.3 Distribution by Work Experience

Performance of enterprises is a factor of experience and training. The study sought to establish the participants work experience. Figure 4.1 shows respondents distribution by work experience.

![Work experience bar chart]

**Figure 4.1: Work experience**

Most of the study participants (41.5 percent) had 0-5 years of experience while the minority (3.4 percent) reported over 20 years of experience. The results show that more than half of the participants had over five years of experience and could clearly understand the purpose of the study hence giving reliable information. According to
Maria (2011) experience makes an important contribution in diversifying social network needed for women to fully utilize the information and resources available.

4.4 Performance of Women Owned Enterprises in Thika Town

To assess enterprise performance participants were presented with four statements on likert scale and asked to state how much they agreed with each statement. The responses ranged from; I now have satisfactory profit to maintain my business, I now have enough stock of products for the demand of my customers, I have been able to improve on my products portfolio and I have been able to increase my sales volume. The responses were rated as 1-strongly disagree, 2- disagree, 3-neutral, 4-agree and 5-strogly agree. The results are displayed in Table 4.2.
Table 4.2: Enterprise performance since access to support from WEDF

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Strongly agree</th>
<th>agree</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I now have satisfactory profit to maintain my business</td>
<td>0%</td>
<td>5%</td>
<td>24%</td>
<td>48%</td>
<td>22%</td>
<td>3.86</td>
</tr>
<tr>
<td>I now have enough stock of products for the demand of my customers</td>
<td>1%</td>
<td>4%</td>
<td>31%</td>
<td>41%</td>
<td>23%</td>
<td>3.82</td>
</tr>
<tr>
<td>I have been able to improve on my products portfolio</td>
<td>1%</td>
<td>3%</td>
<td>25%</td>
<td>49%</td>
<td>22%</td>
<td>3.88</td>
</tr>
<tr>
<td>I have been able to increase my sales volume</td>
<td>0%</td>
<td>1%</td>
<td>13%</td>
<td>56%</td>
<td>29%</td>
<td>4.13</td>
</tr>
</tbody>
</table>

Most of the participants (70 percent) agreed that they now have satisfactory profit to maintain their businesses. This is supported by the fact that WEDF loan repayment period is widely spread while the interest rates are low. Having enough stock of products for the demand of customers was also supported by 64 percent. This implied that loan taken is used to purchase materials for production. Close to three quarters (71 percent) agreed with being able to improve on their products portfolio. Most of the participants (85 percent) agreed that they have been able to increase their sales volume.
Definitely with an increase in stock level and product portfolio will lead to increase in sales.

In an open question participants were asked to state areas that should be improved to ensure that women owned enterprises gain maximum benefits from WEDF.

![Figure 4.2: Areas for improvement to ensure that women owned enterprises gain maximum benefits from WEDF](image)

Most of the participants were of the opinion that there should be more trainings on entrepreneurship (28 percent), the fund should be increased to offer bigger loans to more women (22 percent) and that the process assessing the credit facility should be eased (16 percent). Other recommendations were that the process of accessing the credit facility should be made faster and should target all women without discrimination.

4.5 Role of WEDF Loans on the Performance of Women Owned Enterprises

The first objective of the study was to establish the role of WEDF Loans on the Performance of Women Owned Enterprises. Availability of enough funds to the women enterprises plays a very important role on their success. To analyse this objective, the
study first assessed the distribution of the WEDF Loan assessed by the participants as shown in Figure 4.3.

![Figure 4.3: Distribution of loans accessed by SME](image)

The majority of the participants (39 percent) reported to have assessed 10,001-20,000 shillings in loan while close to a quarter (24 percent) had borrowed 20,001 to 30,000. This is because most of the SMEs are small and they require less amount of capital to start or maintain them. Minority of the participants (16 percent) had borrowed over 30,000. This is because of the general fear of taking loans and experience in taking loans.

To establish the role of loans from WEDF on the performance of women owned enterprises, participants were presented with four statements namely; it’s easy to access loans from WEDF thus increase in stock, I get funds at lower interest rates thus increase in retained earnings, the loans I acquire from WEDF have helped increase my business profitability and WEDF loans are awarded at appropriate time thus increase in sales.
volume. The responses ranged from 1-strongly disagree, 2- disagree, 3-neutral, 4-agree and 5-strogly agree and the results are displayed in table 4.3

**Table 4.3: Rating on WEDF loans**

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is easy to access WEDF loans</td>
<td>2%</td>
<td>7%</td>
<td>22%</td>
<td>52%</td>
<td>16%</td>
<td>3.74</td>
<td>.887</td>
</tr>
<tr>
<td>thus increase in stock levels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I get funds at lower interest</td>
<td>0%</td>
<td>6%</td>
<td>19%</td>
<td>56%</td>
<td>18%</td>
<td>3.86</td>
<td>.805</td>
</tr>
<tr>
<td>rates thus</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>increase in retained earnings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The loans I acquire from WEDF</td>
<td>0%</td>
<td>5%</td>
<td>24%</td>
<td>48%</td>
<td>22%</td>
<td>3.86</td>
<td>.835</td>
</tr>
<tr>
<td>helped improve my businesses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>profitability</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEDF loans are awarded at</td>
<td>4%</td>
<td>15%</td>
<td>32%</td>
<td>36%</td>
<td>13%</td>
<td>3.38</td>
<td>1.016</td>
</tr>
<tr>
<td>appropriate time thus</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>increase in sales volume</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Most participants (68 percent) agreed with this statement that it is easy to access WEDF loans thus increasing their stock levels and this confirms that they have enough stock of products for the demand of their customers.

74 percent of the participants agreed that they get funds at lower interest rates from WEDF and therefore is not a burden to their businesses. This enhanced their retained earnings since the interest rates are low and are spread equally throughout the loan
repayment period. The view that the loans acquired from WEDF are enough to help improve businesses profitability was agreed upon by 70 percent of the participants. However, the statement that WEDF funds are awarded at appropriate time thus increase in sales volume was disagreed by 51 percent of the participants. The statement was disagreed upon due the lengthy process undertaken before the loan is processed.

These findings support those of Gichuki et al. (2014) who carried out research in Kenya to analyze the performance of women owned enterprises accessing credit from village credit and savings association (VSCA) in Nakuru town and concluded that a substantial number of women accessed loans to improve on their performance which is measured in terms of increase in stock, business profitability and increased retained earnings.

Pearson product-moment correlation analysis was used to establish the relationship between the independent variables and the dependent variable. The correlation coefficient ranges between -1 to +1. A coefficient of +1.0 means that there is perfect positive correlation between the variables indicating that increase in independent variable will result to an increase in dependent variable by the same measure. A coefficient of -1.0 means that there is perfect negative correlation between the variables indicating that increase in independent variable will result to decrease in dependent variable by the same measure. A coefficient of zero means there is no relationship between the two items and that a change in the independent variable will have no effect in the dependent variable.
Table 4.4 show the correlation coefficients between WEDF Loans and Performance of Women Owned Enterprises

**Table 4.4: Correlation between WEDF Loans and Performance of Women Owned Enterprises**

<table>
<thead>
<tr>
<th>Have Satisfactory Profit</th>
<th>Have Enough Stock</th>
<th>Improved Products Portfolio</th>
<th>Increased Volume</th>
<th>Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ease in accessing funds</strong></td>
<td>.190*</td>
<td>.359**</td>
<td>.259**</td>
<td>.166*</td>
</tr>
<tr>
<td><strong>Lower interest rates</strong></td>
<td>.060</td>
<td>.298**</td>
<td>.007</td>
<td>.037</td>
</tr>
<tr>
<td><strong>Loans improve profitability</strong></td>
<td>.034</td>
<td>.298**</td>
<td>-.025</td>
<td>.105</td>
</tr>
<tr>
<td><strong>Funds are awarded in time</strong></td>
<td>.109</td>
<td>.279**</td>
<td>.114</td>
<td>.138</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed) and *. Correlation is significant at the 0.05 level (2-tailed).**

The association of Performance of Women Owned Enterprises and WEDF Loans indicate that there was a significant relationship at 5% level of significance between having satisfactory profit and ease in accessing funds (.190). Having enough stock was found to be significantly associated at 1% level of significance with ease in accessing funds (.359), lower interest rates (.298), loans being enough (.298) and funds being awarded in time (.279). Improved products portfolio was found to be significantly...
associated at 1% level of significance with ease in accessing funds (.259). Increased
sales volume was found to be significantly associated at 5% level of significance with
ease in accessing funds (.166).

4.6 Role of Capacity Building on the Performance of Women Owned Enterprises

This was the second objective of the study. Capacity building generates knowledge,
skills and expertise in order to enhance analytical capacity that may assist in increasing
productivity and sustenance. It also helps in determining the business's performance
and competitive advantages.

While assessing the role of training to the successful performance of women owned
enterprises, the participants were asked to indicate whether they had attended any form
of training and development on entrepreneurship offered by WEDF where majority (89
percent) reported yes. This is an indication that women entrepreneurs find capacity
building as a major factor in ensuring the performance of their business and that may
assist in increasing productivity and sustenance. When asked to state the areas they had
been trained in, majority reported financial management and accountability (79 percent)
followed by business planning (67 percent) and sales and marketing (62 percent).
Participants were also asked to indicate the extent the training that they have participated in, assisted them in improving the performance of their business.
A majority (39 percent) reported to a large extent while over a third (34 percent) reported very large extent. This is an indication that the skills and knowledge acquired through training do assist the participants in their day to day running of their business thus improved performance. This is in line with Langowit and Minniti (2007) findings.

To find out the role of capacity building through training by WEDF, participants were presented with three statements; I’m able to learn new skills through WEDF training that is useful for my enterprises performance, WEDF capacity building assist women entrepreneurs in selecting appropriate business strategies and WEDF capacity building programmes aim at improving perceptions of aspiring women to start-up businesses’.

The responses ranged from 1-strongly disagree, 2- disagree, 3-neutral, 4-agree and 5-strogly agree. The responses were as per statement and the results displayed in table 4.5.
### Table 4.5: Capacity building through training by WEDF

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Mean Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m able to learn new skills through WEDF training that is useful for my enterprises performance</td>
<td>2%</td>
<td>7%</td>
<td>14%</td>
<td>47%</td>
<td>31%</td>
<td>3.97</td>
</tr>
<tr>
<td>WEDF capacity building assist women entrepreneurs in selecting appropriate business management strategies</td>
<td>0%</td>
<td>3%</td>
<td>8%</td>
<td>55%</td>
<td>34%</td>
<td>4.20</td>
</tr>
<tr>
<td>WEDF capacity building programmes aim at improving perceptions of aspiring women to start-up businesses’</td>
<td>0%</td>
<td>1%</td>
<td>6%</td>
<td>55%</td>
<td>38%</td>
<td>4.29</td>
</tr>
</tbody>
</table>

Most of the participants (78 percent) agreed to have been able to learn new skills through WEDF training that is useful for their enterprises performance. On the other hand (89 percent) of the participants agreed that WEDF capacity building assist women entrepreneurs in selecting appropriate business management strategies. WEDF capacity building programmes also aim at improving perceptions of aspiring women to start-up businesses’ and was agreed upon by 86 percent of the participants. This implies that
most women entrepreneurs do value trainings since the skills and knowledge acquired were useful for customer service and appropriate business management strategies thus improving the ability to run a business effectively.

The findings are in line with those of Rono (2009) who studied the performance of micro and small enterprises supported by women enterprise and development fund in Eldoret town and recommended that women entrepreneurs should undertake training that will improve their business management skills.

To find out the relationship between capacity building and performance of women owned enterprises correlation analysis was carried out as presented in Table 4. 6

<table>
<thead>
<tr>
<th></th>
<th>Have Satisfactory Profit</th>
<th>Have Enough Stock</th>
<th>Improved Products Portfolio</th>
<th>Increased Sales Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learn new skills</td>
<td>.250**</td>
<td>.273**</td>
<td>.348**</td>
<td>.249**</td>
</tr>
<tr>
<td>Selecting appropriate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>business management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>strategies</td>
<td>.290**</td>
<td>.561**</td>
<td>.394**</td>
<td>.537**</td>
</tr>
<tr>
<td>Improving perceptions of</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>aspiring women to start-up</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>businesses</td>
<td>.216**</td>
<td>.497**</td>
<td>.447**</td>
<td>.599**</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed) and *. Correlation is significant at the 0.05 level (2-tailed).
The association of Performance of Women Owned Enterprises and Capacity Building indicate that there was a significant relationship at 1% level of significance between having satisfactory profit and learn new skills (.250), selecting appropriate business management strategies (.290) and improving perceptions of aspiring women to start-up businesses (.216). Having enough stock was found to be significantly associated at 1% level of significance with learn new skills (.273), selecting appropriate business management strategies (.561) and improving perceptions of aspiring women to start-up businesses (.497). Improved products portfolio was found to be significantly associated at 1% level of significance with learn new skills (.348), selecting appropriate business management strategies (.394) and improving perceptions of aspiring women to start-up businesses (.447). Increased sales volume was found to be significantly associated at 1% level of significance with learn new skills (.249), selecting appropriate business management strategies (.537) and improving perceptions of aspiring women to start-up businesses (.599).

4.7 Role of WEDF Networking on the Performance of Women Owned Enterprises

Women Owned Enterprises make use of social relations and social contacts as channels to gain access to information, customers, and suppliers and to source for finance.

The study investigated on whether the women enterprise owners were members of any social group related to the running of business where majority (69 percent) indicated that they were members of social groups. This is illustrated in Figure 4.6.
Figure 4.6: Membership of social group related to running of business

To assess the role of WEDF networking support to women owned enterprises, participants were presented with three statements namely; being a member of social group assist me in improving performance of my business, WEDF helps me create social networks to assist me access more capital for my enterprises and through WEDF networking support I am able to share a better understanding of business environment. The responses ranged from 1- strongly disagree, 2- disagree, 3- neutral, 4- agree and 5- strongly agree. The responses were as per statement and the results displayed in Table 4.7.
### Table 4.7: WEDF networking support to women owned enterprises

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Strongly Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>agree</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being a member of a social group assist me in improving the performance of my business</td>
<td>0%</td>
<td>1%</td>
<td>13%</td>
<td>56%</td>
<td>29%</td>
<td>4.13</td>
</tr>
<tr>
<td>WEDF helps me create social networks to assist us access more capital for my enterprises</td>
<td>0%</td>
<td>2%</td>
<td>9%</td>
<td>58%</td>
<td>31%</td>
<td>4.18</td>
</tr>
<tr>
<td>Through WEDF networking support I’m able to share a better understanding of business environment</td>
<td>0%</td>
<td>2%</td>
<td>12%</td>
<td>48%</td>
<td>38%</td>
<td>4.21</td>
</tr>
</tbody>
</table>

More than three quarters (85 percent) of the participants agreed that being a member of a social group assist them in improving the performance of their business while 89 percent of the participants agreed that WEDF helps them create social networks to assist them access more capital for their enterprises. Through WEDF networking support am able to share a better understanding of business environment was agreed by 86 percent of the participants. The findings are in line with those of Carter et al. (2006) who through their study on gender, entrepreneurship and business finance focusing on
investigating the relationship between banks and entrepreneurs in the UK, found out that networking is a critical element for entrepreneurs in gaining access to capital/loans, advice and information needed for initiating and operating a new venture easily.

To find out the relationship between networking and Performance of Women Owned enterprises, correlation analysis were carried out as shown in Table 4.8

Table 4.8: Correlation between networking and Performance of Women Owned Enterprises

<table>
<thead>
<tr>
<th>Have Satisfactory Profit</th>
<th>Have Enough Stock</th>
<th>Improved Products Portfolio</th>
<th>Increased Sales Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving the performance of my business</td>
<td>.239**</td>
<td>.270**</td>
<td>.241**</td>
</tr>
<tr>
<td>WEDF helps me create social networks</td>
<td>.216</td>
<td>.472**</td>
<td>.227**</td>
</tr>
<tr>
<td>Able to share a better understanding of business environment</td>
<td>.329**</td>
<td>.454**</td>
<td>.309**</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed) and *. Correlation is significant at the 0.05 level (2-tailed).

The association of Performance of Women Owned Enterprises and networking indicate that there was a significant relationship at 1% level of significance between having satisfactory profit and improving the performance of business (.239), WEDF helps me create social networks (.216) and able to share a better understanding of business environment (.329). Having enough stock was found to be significantly associated at
1\% level of significance with improving the performance of business (.270), WEDF helps me create social networks (.472) and able to share a better understanding of business environment (.454). Improved products portfolio was found to be significantly associated at 1\% level of significance with improving the performance of business (.241), WEDF helps me create social networks (.227) and able to share a better understanding of business environment (.309). Increased sales volume was found to be significantly associated at 1\% level of significance with improving the performance of my business (.344), WEDF helps me create social networks (.378) and able to share a better understanding of business environment (.399).
CHAPTER FIVE
SUMMARY, CONCLUSIONS AND POLICY IMPLICATIONS

5.1 Introduction
This chapter covers the summary of the study, conclusions, contribution to knowledge, policy implications and areas for further research.

5.2 Summary
The study was motivated by the fact that, the government of Kenya had appreciated the contribution of women owned SMEs towards achieving the country's development goals and has put up initiatives that include the Women Enterprise and Development Fund to finance and support women owned SMEs among other interventions.

This study analyzed the role of WEDF loans, capacity building and networking on the performance of women owned enterprises in Thika town. The objectives of the study were to; determine the role of WEDF loans on the performance of women owned enterprises; establish the role of capacity building on the performance of women owned enterprises; and establish the role of networking on the performance of women owned enterprises.

Using the collected data from the 281 women owned enterprises sampled, it was found that most of the participants agreed with the statement that it is easy to access funds to support their business from WEF loan thus increasing their stock. Most of the participants agreed that they get funds at lower interest rates from WEF and therefore is not a burden to their businesses. This increased their retained earnings. However, the
statement that WEF funds are awarded at appropriate time when they are needed was disagreed by more than half of the respondents.

On the role of capacity building on the performance, majority of the respondents reported to have attended some form of training and development on entrepreneurship offered by WEDF. Majority reported financial management and accountability followed by business planning and sales and marketing to be areas they had been trained in. Majority of the respondents reported that the training they had participated in assisted them in improving the performance of their business in a large extent. Most of the respondents agreed to have been able to learn new skills through WEF training that is useful for their enterprises performance. On the other hand most of the respondents agreed that WEF capacity building assist women entrepreneurs in selecting appropriate business management strategies. WEF capacity building also enhanced the perceptions of aspiring women to start-up businesses’ and this was agreed upon by majority of the respondents.

Finally, on the role of networking on the performance of women owned enterprises, majority of the participants responded to have been members of some social group related to the running of their business. More than three quarters of the respondents agreed that being a member of a social group assist them in improving the performance of their business while majority of the respondents agreed that WEDF helps them create social networks to assist them access more capital for their enterprises. Through WEDF networking women also share a better understanding of business environment and marketing of their produce.
5.3 Conclusions
The main objective of this study was to analyze the role of loans from WEDF, capacity building and networking on the performance of women owned enterprises in Thika Town. The findings of the study indicated that loans from WEDF, capacity building and networking played different roles on the performance of women owned enterprises in that SMEs have enough stock to service customer need, their product portfolio have improved, their sales volume have gone up thus providing satisfactory profit to maintain women owned SMEs. The capacity building provided skills and knowledge that improved the perception of women willing to expand or begin new businesses. The networking helps women share a common understanding of running a business and marketing and further provided an additional capital to run their businesses. It can therefore be concluded that Women enterprise Fund, should continue to provide support to women through loans, capacity building which is essential for smooth operations and running of businesses and offer them an opportunity to network and create relationships that can help market their products and acquire more capital for their businesses.

5.4 Policy Implications
Women SME’s have been recognized to play an important role in the economic growth, employment creation and poverty reduction thus making them very crucial in the economy. It’s therefore from the findings of this study that the following policy implications arise;
The government should come up with a training programme for all women entrepreneurs. This will assist women who have capital to start businesses and do not require the WEDF loans to start or expand businesses. Training has been found to provide women with skills and knowledge which is useful in the daily running of the enterprise.

Women entrepreneurs should form an association that will help them address their grievances, provide training to new entrepreneurs, market their products and provide information on new business opportunities.

5.5 Contribution to Knowledge

The study has found out that WEDF loans played a very important role in the performance of women owned enterprises in that the loans accessed were substantial and these improved on the performance of SME’s.

Capacity building improved their skills and knowledge and therefore, they understand the operations of their business enterprises while networking is a critical element for entrepreneurs in gaining access to capital/loans, advice and attainment of information needed for initiating and operating a new business.
5.6 Areas for Further Research

The study provides the following areas for further research.

The role of WEDF, capacity building and networking on the performance of women owned enterprises in big cities central business district, high income residential zones, peri-urban areas of small towns and rural areas.

There is need to compare performance of women owned SMEs funded through bank loans and those funded through the WEDF loans.

5.7 Limitation of the study

The study was limited by constraints of resources, access and time. The financial and material resource needed for a larger sample size for this study was inadequate.

Language was another access limitation as it was difficult translating some questions and statements into the local dialects perfectly because of the limited vocabulary of the local dialects. This limitation, in particular, explains why only literate individuals/participants were sampled for the study.

The target population was the women entrepreneurs who had accessed the women enterprise within the town. It was difficult to locate them and some of the women could not disclose that they had already accessed the fund for fear of what would happen to them if they disclosed their financial status.
REFERENCES


Mugenda, A, G and Mugenda, O, M, (2003). Research Methods, Quantitative and Qualitative Approaches, Nairobi: ACTS Press,


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APPENDIX I: QUESTIONNAIRE

I am Doris Nkio Mukura, a postgraduate student at Kenyatta University pursuing a master of economics degree in policy and management, I’m carrying out a study to analyse the role of women enterprise and development fund on the performance of women owned enterprises in Thika town. This study targets women entrepreneurs within Thika town centre, Jamhuri market, Jua kali market and Madaraka market.

You are hereby requested to kindly respond to the following questions as honestly as possible. All information collected in this study is purely for academic purposes and will be treated with confidentiality. Your answers will be grouped with the answers of other people and will not make any reference to your names nor victimize you in any way. The findings of this study will be very useful in the formulation of policies that will promote women entrepreneurs to increase their performance.

SECTION A: DEMOGRAPHIC INFORMATION (Tick where appropriate)

1. Age Bracket

   18–25 [ ] 26 – 35 [ ]
   36 – 45 [ ] 46 – 55 [ ]
   55 and above [ ]

2. What is the level of your education?

   Primary school [ ] Secondary School [ ]
   Diploma [ ] Graduate [ ]
   Post graduate [ ]
3. How long have you been in business?

0 – 5 years [ ] 6 – 10 years [ ]

11 – 15 years [ ] 16 – 20 years [ ]

Over 20 years [ ]

SECTION B: ASSESSMENT OF WEDF LOAN

5 (i) what is the amount of loan that you accessed from women enterprise fund?

<table>
<thead>
<tr>
<th>Amount in KSHS</th>
<th>Tick one</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 -10,000</td>
<td></td>
</tr>
<tr>
<td>10,001 – 20,000</td>
<td></td>
</tr>
<tr>
<td>20,001 – 30,000</td>
<td></td>
</tr>
<tr>
<td>Over 30,000</td>
<td></td>
</tr>
</tbody>
</table>

(ii) In a 5-point likert scale of 1-strongly disagree, 2- disagree, 3- Neutral, 4- Agree, and 5-strongly agree, rate the following statements on the WEDF loan

To what level can you rate the following statements on WEDF loans

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) It is easy to access loans from WEDF thus increase in stock levels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) I get funds at lower interest rates thus increase in retained earnings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
c) The loans I acquire from WEDF are enough to help me improve my businesses profitability

d) WEDF funds are awarded at appropriate time thus increase my sales volume

SECTION C: ASSESSMENT OF CAPACITY BUILDING FROM WEDF

4. (i) Have you ever attended any form of training and development on entrepreneurship offered by WEDF?

Yes [ ] No [ ]

(ii) If yes, were you trained in the following areas of entrepreneurship?

- Business planning
  Yes [ ] No [ ]

- Financial management and accountability
  Yes [ ] No [ ]

- Sales and marketing
  Yes [ ] No [ ]

5. To what extent does the training that you have participated in assisted you in improving the performance of your business?

a) Very large extent [ ]  b) Large extent [ ]  c) Moderate extent [ ]

d) Low extent [ ]  e) Very low extent [ ]
6. In a 5-point likert scale of 1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree, rate the following statements on the level of capacity building by WEDF to women owned enterprises in Thika Town

<table>
<thead>
<tr>
<th>To what level can you rate the following statement on the capacity building through training by WEDF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>a) I'm able to learn new skills through WEDF training that is useful for my enterprises performance</td>
</tr>
<tr>
<td>b) WEDF capacity building assist women entrepreneurs in selecting appropriate business management strategies.</td>
</tr>
<tr>
<td>c) WEDF capacity building programmes aim at improving perceptions of aspiring women to start-up businesses.</td>
</tr>
</tbody>
</table>
SECTION D: ASSESSMENT OF NETWORKING SUPPORT

7. Are you a member of any social group related to the running of business?
   a) Yes [ ]  
   b) No [ ]

8. In a 5-point likert scale of 1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree, rate the following statements on the level of networking support by WEDF to women owned enterprises in Thika Town.

<table>
<thead>
<tr>
<th>To what level can you rate the following statement on WEDF networking support to women owned enterprises in Thika Town</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>a) Being a member of a social group assist me in improving the performance of my business?</td>
</tr>
<tr>
<td>b) WEDF helps me create social networks to assist us access more capital for my enterprises</td>
</tr>
<tr>
<td>c) Through WEDF networking support I'm able to share a better understanding of business environment.</td>
</tr>
</tbody>
</table>

SECTION E: ASSESSMENT OF ENTERPRISE PERFORMANCE

In a 5-point likert scale of 1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree, rate the following statements on the level of performance of your enterprise.
9. To what level can you rate the following statement on your enterprise performance since you accessed support from WEDF

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) I now have satisfactory profit to maintain my business</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) I now have enough stock of products for the demand of my customers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) I have been able to improve on my products portfolio</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) I have been able to increase my sales volume</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. In your own opinion what areas should be improved to ensure that women owned enterprises gain maximum benefits from WEDF.

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