

**PERFORMANCE CONTRACT AS A TOOL FOR PROJECT  
STAKEHOLDERS' SATISFACTION  
A CASE STUDY OF ELECTRICITY ACCESS ROLL-OUT PROGRAMME  
(E A R P)**

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**ABSTRACT**

This research aimed at examining Performance contract as a tool for stakeholder satisfaction in EARP Project. The main objective of this study was to establish the extent to which Stakeholders are satisfied with service offered by EARP based on performance contract. The specific objectives of the study were: to identify stakeholders expectation from EARP as project operating in EWSA, to determine factors which stimulate stakeholders' satisfaction in EARP service based on performance contract and to assess the performance of EARP in assisting EWSA in achieving the targets. In this study, the researcher used descriptive research design, which is appropriate to describe the impact of performance contract for project stakeholders' satisfaction in EARP. This design was chosen since the result of this study was to help the EARP decision maker to decide consequently with the findings. The researcher used interviews and questionnaires as research instruments in data collection. A sample of 57 respondents was chosen randomly as a population of the study. Data collected were analyzed using answers from questionnaires and compared to the content found the research objectives and research questions. The findings of the study have shown that stakeholders were satisfied. This was proved by answers responded on the questionnaires which were analysed. The analysis showed the extent to which stakeholders are satisfied by services offered by EARP as a project operating under the management of EWSA. The implication of satisfaction of stakeholders of EARP is explained by the fact that EWSA is still working with EARP until now. The results from the analysis of data have demonstrated that there has been positive impact reflected by the improvement of social economic development of stakeholders. The results from research have shown that there is a relationship between satisfaction of stakeholders and performance contract because the achievement of stakeholders satisfaction was attained through the implementation of activities planned in the performance contract. The answers to research questions showed that performance contract signed by EARP was a real tool for project stakeholders' satisfaction in EWSA. EWSA should continue to work with EARP because through the use of performance contract customers are satisfied. Further the researcher recommend that future researchers can investigate the way EWSA and EARP can manage financial issue.