Implementation of Occupational Health aand Safety Policy in Beverage Industries in Tanzania
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This study aimed to investigate impact of non-revenue water control in water utility performance at MUWSA. The study adopted simple random sampling. The qualitative and quantitative data were used to generate reliable data for the study. Data analyses used were descriptive statistics and Chi square (12) test. It involved 251 respondents. It was found that the majority of respondents from MUWSA employees and customers were aware of NRW concept and its impact towards the organization performance. The study findings include contributing factors to NRW such as leakage on service connection up to customer's meter, illegal connection, meter tempering, leakage and bursts, examining level of customer satisfaction using customer satisfaction index, assessing the performance of MUWSA towards NRW control and finally strategies enhanced towards NRW control. The authority has shown a high degree of effective NRW control commitment on the availability of necessary tools for leakage repairs and maintenance, rehabilitation of main service line identified which were more than 10 years. The findings also revealed that the lowest percentage level of NRW was desirable as a result of various inputs and strategies enhanced by the management and employee's involvement. This has shown a significant influence on customer satisfaction positively since NRW is slightly above the national average performance. The study concludes that leakage on service connection up to customers meter, bursts and leakage mainly contributed significantly to the overall level of NRW. Ihe recommendations aimed at strengthening the effective NRW control in water utility performance, furthermore to invest in NRW reduction projects, infrastructural development, employ modern equipment's to adequately deal with NRW, conduct sensitization to the general public and adequate inspections.