

ABSTRACT

This Dissertation, Organizational planning and project success in microfinance institutions in Rwanda: A case of caf isonga ltd. sought to study and evaluate the relationship between organizational planning and project's success, this regarding CAF Isonga Ltd, one of microfinance institutions in Rwanda, for the period 2009-2012. Objectives consisted of to assess the existence of organizational planning in CAF Isonga Ltd, to assess how organizational planning is implemented in CAF Isonga Ltd and challenges meted and find out the relationship between that planning in CAF Isonga Ltd and its success. A descriptive survey, qualitative research designs and documentary analysis were used to collect required information from 5 members of Top management of CAF Isonga Ltd, 9 employees of its head quarter, 5 employees of Muhanga branch, and 361 clients. Using simple percentage to analyze the data collected, it was found that in CAF Isonga Ltd there aren't other organizational planning activities besides the annual budgeting and the business plan 2009-2013. Inside the CAF Isonga Ltd, there isn't a manual handbook that describes the organizational planning process, the task to do and the participants. Comparatively to measures of improving organizational planning process, this institution always engages employees to improve organizational performance. The organization is in reconstructing its structure by looking for qualified personnel, competent, and capable to perform expected future. The capital resources are from partners and loans in delinquency paid back. The head quarter' staff of CAF Isonga Ltd experienced a hard situation without a kind of organizational planning process in the institution. In conclusion, a little step of organizational planning function made by the managers of CAF Isonga Ltd contributes to its success while considering customer satisfaction. But it will be more relevant and very successful if the all requirement for a good organizational planning process are respected. As recommendations, a manual handbook that describes the organizational planning process, the task to do and the participants is a must. After their hard period, it is better to have annual action plans with financial plan, human resources plan; material's needs plan, social performance plan and investments plan.