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Factors Affecting Quality Assurance in Public Primary Schools in Eldoret Municipality

1. Moses M. Kamau: Lib Hons- Mot, Dip-Ksl, Mba-Cuea
Lecturer : Department Of Business Studies, Eldoret Poytechnic
Email: Moseskamau676@yahoo.com

2. Jason M. Wapukha, M-Phil; Techn. Ed. Mech. Eng.
Lecturer : Department Of Mechanical Engineering, Eldoret Poytechnic
Email, Jason_Wapukha@yahoo.com

3. Janet M. Isoka Bed -Elect. Eng, M-Phil Student -Moi University
Lecturer: Department Of Electrical Engineering
Eldoret Poytechnic
Email: Janethsoka@yahoo.com

4. Nyabero Charles
Lecturer : Department Of Mechanical Engineering
Eldoret Poytechnic

Abstract

Following the Kenya government's introduction of Free Primary Education (FPE) in 2008, there has been widespread perception that the quality of education and training in public primary schools has declined. There has been a tendency to link the decline on increased pupils enrolment, inadequate and outdated teaching, learning materials and equipment, frequent student unrests, and low staff morale which can be reversed. The objectives of the study was to establish the following: to determine whether public primary schools have adopted quality assurance in Eldoret Municipality, and to identify factors affecting quality assurance in public primary schools in Eldoret Municipality. The researcher adopted descriptive survey design of research to allow gather information, summarize, present and interpret findings for clarification. The study was carried out in public primary schools, majority of the schools had adopted quality assurance and this showed that quality assurance plays a critical role in enhancing performance of the pupils. Majority of the schools had practiced quality assurance for 5-9 years making the evaluation of its effect on performance being visible. From the study findings factors that the respondents identified to affect quality assurance included; Lack of upward communication, insufficient relationship, poor service designs, Deficiencies in human resource policies, customers who do not fulfill roles, Ineffective management of their visits to schools. Head teachers should introduce staff appraisal through locally designed forms to enhance standards and engage in evaluative class observation, to ensure that a variety of teaching methods, apart from class discussion, is utilized. Head teachers should frequently invite quality assurance officers to advice on school affairs and community relationships. They should also request adequate staffing from government for the delivery of quality education.

Key Words: Quality, Quality Assurance, Accreditation, pupils, teacher, head teachers