

EDUCATION AND SOCIAL SCIENCES

THE EFFECT OF QUALITY ASSURANCE ON PERFORMANCE IN PUBLIC PRIMARY SCHOOLS IN ELDORET MUNICIPALITY

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ABSTRACT

The purpose of this study was to investigate the relationship between adoption of quality assurance and pupil's performance in public primary schools in Eldoret Municipality. The researcher adopted descriptive survey design of research to gather information, summarize and present and interpret. Eldoret municipality has 42 public primary schools. The total target population is small and manageable hence a census sampling. In this technique, there is a total enumeration of all the target population. Data was collected through interviews, coded and analyzed using statistical package for social science (SPSS). Quantitative techniques for data analysis were employed in this study, where a combination of various descriptive and inferential techniques was employed. From the study majority of the schools had adopted equality assurance and this shows that quality plays a critical role in enhancing performance of the pupils. Majority of the schools had practiced quality assurance from 5-9 years making the evaluation of it effect on performance visible. From the study, finding factors that the respondents identified to affect quality assurance included lack of upward communication, insufficient relationship, inadequate surface recovery, doing what customers expect, deficiencies in human resourese policies, customers who don ot fulfill roles, problems with service intermediariesm failure to match supply and demand, lack of integrated service, marketing communication, ineffective management of customer expectation and over promising affect quality assurance. However, factors that the respondents identified not to affect quality assurance included: poor service design and no focus on customer requirement. There is no relationship between the performace of public primary schools in 2008, 2009 and the performance of public primary schools and adoption of quality assurance. The quality assurance officers should also increase the frequency of their visit to schools.

Key words: Quality assurance, pupils performance

Effects of pupils' perceptions towards school uniform on learners' academic performance

Catherine Sempele, Kisilu Kitainge, Violet Mugalavai and Dorcas Serem

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