FACTORS DECLINING QUALITY SERVICES
IN PRIVATE SECONDARY SCHOOLS IN KENYA
A CASE STUDY OF KAYOLE AREA

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DECLARATION

This project is my original work and has never been presented to any other university.

Sign: [Signature] Date: 5th July 2012

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This project has been submitted for examination with my approval as the university supervisor.

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ELIZABETH GITAU.
ABSTRACT

The study was carried out to access the factors decline services in private secondary schools. The study was carried out at Kayole Area in Nairobi. The specific objectives of the study were: to determine the factors that lead to low academic performance in private secondary schools to find-out factors lead to low performance among teachers, to investigate factors that lead to insufficient management of school resources, to find-out the factors lead to low discipline levels in private secondary school.

The researcher method used is the ex-post factor designs. This is where the investigator has no control over variables in the sense of being able to manipulate them. They can only report what has happened or what is happening. The targeted population was school’s principals, teachers and students in private secondary schools. The sample population consisted of 30 private secondary schools in Kayole Location. To select the sample population random sampling was used.

The researcher gathered data using questionnaire, which had two sections the questionnaires were self administered by the researcher through individual visit to the respondents. The data collected was analyzed using descriptive statistics where the data is explained using diagrams and graphics. The research findings revealed that the main factors affecting private secondary schools are poor