

INFLUENCE OF SERVICE CHARTERS ON SERVICE DELIVERY IN KENYA: A CASE OF TEACHERS' SERVICE COMMISSION (TSC)

Degree Programme: [MASTER OF ARTS IN PROJECT PLANNING AND MANAGEMENT](#) [1]

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This study was to establish the Influence of Service Charter on Service Delivery in the Public Sector; a case of Teachers' Service Commission (TSC) of Kenya. The study was guided by four research objectives which included to determine whether define staff promotion has improved service delivery at the Teacher Service Commission (TSC) of Kenya, to establish how responsive are the Teachers Service Commission (TSC) staff in delivering services as required by the service charter, to assess whether define employee discipline by the TSC has improved service delivery and to establish whether defined recruitment by the commission has improved service delivery. The literature review focused on work done by other researchers on service delivery and effectiveness of service charter focusing on its purpose, defining the concepts and its historical development and made comparison to its findings. The respondents were categorized in to senior management, middle management and other staff. The study used systematic random sampling to sample 100 teachers who came to seek services at the TSC headquarters. Every 10th teacher on the queue was sampled for every day visited. A total of 200 respondents were targeted by the study. This constituted 100 from the TSC headquarters and 100 teachers. The study used descriptive survey and five research questions to answer the objectives and the research question seek to get information on the factors that influence of Service Charters on Service Delivery in the Public Sector; a case of Teachers' Service Commission (TSC) of Kenya. Questionnaires, an observation schedule were the main tools used for data collection. The data analysis was done by use of Statistical Package for Social Sciences (SPSS) Programme to generate descriptive and inferential statistics. The results were generated and presented in form of percentages, frequencies and means. Data from open-ended questions was presented in descriptive narrative, the researcher then made recommendations. The study revealed that the generally, service delivery at the TSC had improved to a small extent and its needs more to be done. Failures by the organization to handle respondents' complaints effectively and efficiently were noted. Both secretariat staff and teachers respondents conquered that promotion takes longer period regardless of one's duration of service and academic qualifications. The study further revealed that respondents' feelings of their salaries and benefits are not commensurate to their efforts besides establishing that employee recruitment and remuneration to be the key determinant that influence service delivery. The study recommends that TSC to adapt a strategic that will ensure effective remuneration and recruitments of employees and as well make their salaries and benefits to be market competitive.

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