

**STUDENT PERCEPTION ON SERVICE DELIVERY AT MOI UNIVERSITY:
A CASE STUDY OF ELDORET WEST CAMPUS, KENYA**



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ABSTRACT

Service delivery is a pervasive strategic force and a key strategic issue in any organization. Practitioners and academicians alike are keen on accurately identifying and understanding issues affecting service delivery. Higher education institutions, in general, need to be concerned not only with what the society values in the skills and abilities of their students, but also with how their students feel about their educational experience through their perceptions. The study investigated student perception on service delivery at Moi University, the case study of Eldoret West Campus, Kenya. The study was based on service quality theory, the variables investigated were student perception as independent variable and service delivery processes like academic content services, administrative services, and physical facility services as dependent variables. The study employed the case study research design. A sample of 324 students was selected from a population of 1080 students using the stratified random sampling technique. It generated qualitative data using a questionnaire and respondents' observation data collection instruments. The analysis employed descriptive statistics which adopted qualitative analysis to achieve the objectives of the study. Data was presented in simple frequency tables and analyzed thematically. The study found out that students were satisfied with lecturers' attendance to lectures, relevance of lectures to areas of specialization, management of exams, assignments and presentations, ability of staff to handle students' complaints and availability of sporting facilities. They expressed dissatisfaction with the number of teaching and non teaching staff members, the image of the institution, library services, maintenance of facilities, space for expansion, and equipment of facilities. The study recommended that immediate steps should be taken by the university to expedite the recruitment of more teaching and non-teaching staff commensurate to student growing population, maintenance of institutional image which would encourage students to return, expand library and mobilize resources that adequately support the growing student population. Further research areas may include student expectations and ways in which such expectations can be managed effectively, and customers' perception on service delivery in tertiary colleges.