

# **The Effectiveness of Performance Contracting in Service Delivery in Public Universities in Kenya**

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## **Abstract**

The concept of performance contracting was mooted by the government of Kenya for effective and efficient achievement of set targets in the public service. All public institutions are expected to set performance targets and indicators for their achievement. The introduction of performance contracting in public universities is an effort to institute a framework of accountability and enhance service delivery in Kenya. Though difficult and challenging to implement, performance contracting leads to higher levels of performance through periodic monitoring and evaluation of performance targets. The main objective of carrying out this study was to determine the effectiveness of performance contracting and ways of improving its implementation and measurement in Kenyan public universities. The study was carried out in public universities and targeted staff in various cadres as respondents. The researchers employed descriptive survey design where questionnaires were administered. Stratified random sampling was used in a sample size of 80 respondents. The findings indicate that performance contracting has not been cascaded to all staff members, only a quarter of the staff had signed performance contracts. However, public universities have made moderate achievements in the entire performance contract indicators. The major challenge that affects the performance contracting process is the low level of coordination. The study recommends that the performance monitoring and evaluation unit be strengthened in order to carry out its mandate effectively and departmental performance contract coordinators be appointed. Also, a clear reward and sanctions scheme is put in place to inculcate a competitive culture in public universities. The study further recommends sensitization and training of university staff to demystify performance contracting. The process should be more inclusive by involving all stakeholders.

# Performance Contracting And Service Delivery Case Of Moi University

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### **Performance Contracting and Service Delivery. Case of Moi University** George Isaiah Otieno

Wamactildah,2014-12-24 Introduction of performance contracting improves service delivery in public sector institutions as was found out by this study These findings go a long way to provide crucial policy inputs to public policy makers in governmental institutions in Africa However employee motivation components should be inculcated in the implementation of performance contracting for better results It suggests that public institutions and especially academic and higher institutions of learning in Africa and governmental institutions should embrace performance contracting in order to improve service delivery to their clients The Limits of Institutional Reform in Development Matt Andrews,2013-02-11 Developing

countries commonly adopt reforms to improve their governments yet they usually fail to produce more functional and effective governments This book explains such failure and proposes an approach to facilitate better reform results in developing country governments *Current Awareness Abstracts* ,1999 **Bulletin of the Atomic Scientists** ,1985-09

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### **Performance Contracting Practices In Tertiary Institutions. A Case Of**

**Teachers Training Colleges In Kenya** Simon Kipkenei,Julius Maiyo,Judah Ndiku,2017-07-07 Studienarbeit aus dem Jahr 2016 im Fachbereich Pädagogik Allgemein Sprache Deutsch Abstract Performance contracting was introduced in Kenya on 1st October 2004 in 16 largely commercial state corporations This would see institutions freely negotiate performance agreement with the Government every year Regular monitoring of the implementation of the contract agreed upon has been a vital aspect for its success The institutions provide feedback by forwarding quarterly reports and taking corrective action where necessary In 2007 the Government of Kenya published Kenya vision 2030 as its long term strategy for achieving global competitiveness and prosperity The country also aims at linking reforms and economic growth to actual quality of life of Kenyans increase customer satisfaction with government services and to build trust in the government Thus one of the foundations of the Kenya vision 2030 linked to performance contracting is an efficient motivated and well trained public service Service delivery in Public Primary Teachers Training colleges has not improved much in spite of the introduction of Performance contracting That was why this study seeks to determine performance contracting practices set by employees in order to improve service delivery in their institutions The study employed descriptive survey design The study population comprised teacher trainees tutors heads of department and sections and principals of the purposively selected Colleges Purposive sampling simple random sampling and stratified random sampling were used to identify the sample population A total of 429 respondents formed the sample size representing 30% of the study population The study revealed lack of capacity building of employees regarding performance contracting ambiguity in the process and resistance by personnel to participate in the process hindering the full success of the service delivery strategy The results further reveal that the teaching staff *Effectiveness of Performance Contracting* Reuben Mbuthia,James Ngari,Benson Mwanhi,2014-10-08

International best practice shows that governments and global agencies are currently implementing performance contracting to enhance performance of civil servants and entrench good governance and accountability. This research set to establish the effectiveness of performance contracting P C in the government institutions this far. The study sought to answer the questions: Does what is written in the Performance Contract match the outcome in terms of service delivery? This was a case study of the Provincial General Hospital in Nakuru County. The study established that indeed performance contract was critical for service delivery. The effectiveness of the implementation of PCs in public institutions depended on the knowledge of the employees and managers on the content of the PC, extent of the work done in relation to PC and the measures necessary to effect the implementations. It was recommended that governments embark on capacity build to enlighten the employees on the genesis and implication of PC. The well performing employees should be rewarded and the uncooperative to face strict penalties. Further research was also advised to shade more light in the study problem.

*Investigating the Effectiveness of Performance Contracting and the Challenges of Implementing IT at Mutimedia University of Kenya (MMU) [EMOD Thesis]*, 2013

Performance Based Contracting Illinois Employment and Training Council, 1982

*Measuring Service Contract Performance* Andrew P. Hunter, Gregory Sanders, 2021-04-15

Researching and manufacturing fighters ships and tanks are only part of the picture for defense contracts. Contracting for services accounts for over 41 percent of DoD contract obligations in 2018. Services include maintaining equipment, moving people and things, creating software, providing server space and construction. Service contracting is challenging as services can be difficult to define and measure. But services are increasingly central to the U S economy. The Department of Defense seeks to attract new firms that will increase its speed and agility; many of these firms are service providers e.g. data analytics or cloud computing. CSIS looked at a million contracts to evaluate how three factors influence performance: 1. service complexity, 2. contract management capacity, 3. vendor's history working with a DoD contracting office. The existing data fails to explain large differences in contract office performance. More DoD transparency about contracting office capacity could help make a case for further investments. The report also found that when vendors and contracting offices have a longer history they tend to have better results. That means DoD needs to think not only about recruiting new partners but also about helping them succeed.

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