

ABSTRACT

Performance contracting was adopted in tertiary institutions as a tool for accountability and realization of service delivery when it first came into operational in the year 2008. However, the Government continues to experience the problem of delays and resistance of putting all its key institutions on performance contracting, most trade unions have come up with raft of demands that should be fulfilled by employers before the advise their members to sign these contracts. It is difficult for the employee to comprehend the key evaluation criteria, unrealistic target set and lack of clear levels of accountability. Service delivery suffers a great deal in terms of lateness, customer complaints, outright mismanagement of resources and compliance with set budgetary levels. The aim of the study was to assess the influence of performance evaluation on service delivery. The objective of the study was to examine the influence of performance appraisal, the performance targets, accountability and the institutional governance on service delivery in TVET institution in the Western Region, Kenya. This study was supported by literature review on performance contracting and indicators of service delivery initiatives, implementation and applications across a globalized setting of America, Europe, Australia, Asia, Africa and Kenya. The literature review failed to analyze critically the influence of performance contracting on service delivery. This gap was filled in the current study by using both descriptive and inferential statistic. The study adopted qualitative research with the aid of research survey design. The target population constituted 1527 service providers with a sample size of 308 employees from eleven TVET institutions in the seven counties in Western Region selected through purposive and stratified random sampling. The primary data was gathered using questionnaires and interview schedule, while secondary data was obtained from records, journals and magazine. The data was analyzed and presented by use of frequencies and percentages. The findings on influence of performance appraisal revealed that service providers in TVET institutions regularly sign appraisals form and their performance monitored and evaluated through work feedback and results revealed that when performance appraisal is done, there was a reduction in service costs and complaints. On the influence of performance targets, it was found out that targets that were negotiated by all the service providers using departmental objective outcomes and indicators had reduced costs in training and complaints on performance from the key service providers. Findings on accountability reported on the need of balanced resource allocation across all service departments and proper audit control systems. Institutional governance revealed a positive correlation between stewardship and service delivery. The government policy was influenced by annual work plan. The study concluded that for performance contracting to succeed all the key stakeholders should be brought on board. The study recommended a compulsory performance appraisal rating to all service providers, targets set on ambitious and progressive outcomes. Service accountability should be based on compliance with set standards and public oversight role to strengthen institutional governance.