

**IMPACT OF MANAGERIAL PRACTICES ON SERVICE DELIVERY:
A CASE OF PUBLIC EARLY CHILDHOOD DEVELOPMENT AND EDUCATION
TEACHERS' TRAINING COLLEGES IN COAST PROVINCE, KENYA**

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MED/109/00003

**A research project submitted to the school of education in partial fulfillment for the
requirement of the award of the Degree of Masters of Education, Planning, Management
and Administration.**

MOUNT KENYA UNIVERSITY.

NOVEMBER 2011

Abstract

Early Childhood Development and Education (E.C.D.E) is one of the key areas that need intervention in education reforms in Kenya today. In contrast, teacher education for E.C.D.E has historically been given very little attention by the government, hence leading to many non-professionals to run the field as a business. This has compromised on the quality of teacher training which may impact negatively on the learning of the children. This study therefore sought to examine the impact of managerial practices on service delivery, a case of public early childhood education teachers training colleges of Coast region in Kenya. The study was conducted in Kenya in five districts namely; Taita-Taveta, Kwale, Mombasa, Kilifi and Malindi. Descriptive survey design was used which helped to establish the impact of managerial practices on service delivery in E.C.D teachers training colleges, offering early childhood type of education. The target population was five public E.C.D.E teachers training colleges with a total enrolment of 855 trainees, 5 principals, and 60 trainers. This comprised a total of 920 respondents all in the targeted colleges. Only a representative sample of 10% was studied, except the 5 principals where purposive sampling was used, which translated to 97 respondents. Semi structured questionnaires were used to draw up data which was processed and analyzed using statistical package for social scientists. The findings of the study revealed that most E.C.D.E college heads in coast province possess adequate managerial skills necessary for growth and development of their respective institutions and hence quality education. However, it was revealed that the provision of adequate facilities that enhance learning, a role vested in the institutions' heads was wanting. The study concluded that careful selection and thus application of sound managerial practices impacts positively on service delivery, a key driver to quality learning in early childhood education and development. Based on the findings, the study recommended total government involvement and other stakeholders in supporting early childhood education in coast province and in Kenya at large.