

**CONTRIBUTIONS OF SCHOOL SUPPORT STAFF TOWARDS PUBLIC
SECONDARY SCHOOL EFFECTIVENESS IN IKUTHA DISTRICT, KITUI
COUNTY**



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ABSTRACT

Over a number of years secondary schools in Kenya have demonstrated low effectiveness leading to poor performance and school unrests. Much research has focused on role of teachers and school administration in enhancing school effectiveness. Although the core business of the school is teaching and learning which are performed by teachers and learners respectively, support staffs in the school play a complementary role. Over the years secondary schools in Ikutha District have demonstrated in effectiveness owing to the frequent students unrests and poor performance. Studies on school effectiveness however, have centered their attention on the role of teachers and school administration although school support staff may play an important role in enhancing school effectiveness. It is in this view that this study sought to find out the contributions of school support staffs towards school effectiveness in secondary schools in Ikutha District, Kitui County- Kenya. The study investigated the contributions of: school security personnel; secretary/receptionist; chaplain; bursar/accounts clerk; and boarding and catering support staff towards the school effectiveness in public secondary schools in Ikutha District. The study provided vital information that would help school administration in understanding the contributions of support staff that could used to improve school effectiveness. The study was guided by the system theory. The study used descriptive survey design. The target population was all the 17 principals, 189 teachers and 123 support staff in secondary schools in Ikutha District. The study use random and purposive sampling techniques to select a sample of 10 principals, 63 teachers and 123 support staff. Data was collected using questionnaires and interview guides. Validity of the instruments was tested through comparison of pilot study results with known constructs from literature as well as review of the instruments by experts in the department of education, Mt. Kenya University. A pilot study was carried in 3 schools in the District which were not included in the final study. The results of the pilot study were used to calculate the Cronbach's alpha coefficient which was used for testing the reliability of the instruments. A Cronbach's Alpha value of 0.7 was the minimum expected for the instruments to be deemed reliable for use with the sample. The study collected both qualitative and quantitative data. Quantitative data was analyzed using descriptive statistics such as frequencies and percentages while qualitative data was analysed thematically as per the objectives. Data was presented in tables and charts. The study found out that support staffs contributed significantly to school effectiveness.