

**A STUDY OF THE TOTAL QUALITY MANAGEMENT SYSTEM  
IN GOVERNMENT EMPLOYEE PERFORMANCE IN KENYA.  
THE CASE OF MIGORI COUNTY**

**Abilah Rossel Omondi  
MGE/09/113/0845**

**A Thesis Submitted in Partial Fulfillment of the Requirement for the  
Award of the Degree in Master of Governance and Ethics of Mount  
Kenya University**

**June 2015**

## **ABSTRACT**

Commitment by governments had been cited as one of the most important factors resulting in success for implementation of total quality management practices in government and thus enabling general government employee performance. However, Rongo Sub County had been facing some challenges that they have been trying to manage. These include; decline in revenue collection, low staff morale, poor service delivery to customers, corruption and insufficient capacity to deal with customer relationship. This study was intended to investigate total quality management system on government employee performance and was conducted in, Migori County, Rongo Sub-county. It was to determine the effects of managerial commitment, practices, policies in employee performance, to assess the quality of employee training in Rongo sub-County, to find out the extent to which Rongo sub-County management focuses on continuous improvement and to determine the extent to which teamwork contributed to government employee performance. The results of this study are useful to other county governments and organizations in Kenya in implementing TQM practices and improving their employee performance. It will also assist the Government in encouraging counties and ministries to adopt TQM principles. The study applied both qualitative and quantitative designs. This was adopted because the design was concerned with finding out, who, what, which, and how a phenomenon that was the concern of the proposed study. The research study targeted all staff of Rongo sub-County and customers who normally access services offered by the Sub-county. The study applied stratified sampling method, with the sample size of 90. The data collected was obtained from both primary and secondary sources. In primary data, self-developed questionnaires were used, the principal tool for the collection of data were the questionnaires and interview guides. Secondary source included; journals, books and internet. Validity of the instruments was ensured by conducting a pilot study. The study used the pre-testing technique to ascertain the reliability of the data collection instruments. The data was analyzed using descriptive statistics. This was done with the help of statistical package of social science (SPSS). The study was conducted from September 2014 to June 2015.