

ABSTRACT

The main objective of the study was to determine the effects of performance contracting on service delivery in Kenya's Public University; A case of Maasai Mara. This study sought to answer the question; to what extent did performance contracting affect service delivery at Maasai Mara University? The purpose of this study was therefore to establish whether performance contracting has enhanced service delivery in our Universities.

The study used descriptive research method and questionnaire was used as the main data collecting instrument .It was found out from the research that the PC dimensions that comprised of work plans, monitoring and evaluation as well as performance appraisal systems had an influence on service delivery at large. The University developed work plans based on set priorities and this enabled the achievement of expected results. Monitoring and evaluation was found to impact on service delivery as performance was measured and tracked through a feedback mechanism. Performance appraisal system was found to strengthen internal controls through rewards and sanctions on performance of the employees. This study recommends that Maasai Mara University continue to uphold the use of performance contracting as a tool for monitoring and improving performances