



TEACHING COMPETENCE, TEAMWORK AND EDUCATION SERVICE QUALITY IN UPE SCHOOLS IN MBARARA MUNICIPALITY

Abstract

The study examined the relationship between teaching competence, teamwork and education service quality among UPE schools in Mbarara Municipality. The objectives of the study were to examine the relationship between teaching competence and education service quality, to examine the relationship between teamwork and education service quality and to establish the combined relationship between teaching competence, teamwork and education service quality.

Cross sectional and correlation research designs were used in which the study adopted quantitative approach of data collection and analysis, where information was obtained using questionnaires from 52 UPE schools, analysed using SPSS and findings presented in tables and figures.

The study findings established a positive significant relationship between teaching competence and education service quality ($r=.590$, $p<.01$); implying that any positive change in teaching competence is associated with a positive change in education service quality in UPE schools in Mbarara Municipality. The study findings further established a positive significant relationship between teamwork and education service quality ($r=.679$, $p<.01$); meaning that any positive change in teamwork is associated with a positive change in education service quality in UPE schools in Mbarara Municipality. The study findings finally established that teaching competence and teamwork are greater predictors of education service quality as represented by adjusted R² of 51.2% which means that positive increase in teaching competence and teamwork is associated with a positive increase in education service quality.

The study concluded that there is a positive and significant relationship between teaching competence, teamwork and education service quality among UPE schools in Mbarara Municipality. The researcher recommended that there is need for continuous training of the

teachers since this enhances their skills and knowledge because it will enable them to improve their service delivery. Additionally, there is need to put much emphasis on embracing teamwork in terms of providing a good environment for communication sharing and better ways of getting feedback out of appraisal. Finally, the study recommended UPE schools and stakeholders to promote and appreciate teaching competence as it's vital in achieving education service quality.