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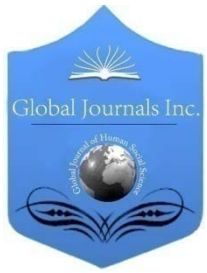

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Wolaita Sodo University

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Factors Affecting Quality Service Provision in Wolaita Sodo University, Ethiopia

Yalemsew Genetu Yismaw [α], Kasahun Desyalew Mekonen [σ] & Desta Tegegne Assefa [ρ]

Abstract- This study explores the major factors that affect the provision of quality service at Wolaita Sodo University with the endeavor of providing a recommendation for improving the performance of quality service provision. The study followed a quantitative research approach using an explorative descriptive design. A survey method using questionnaires and interviews were applied. Baseline results revealed various factors, which affect provision of quality services in Wolaita Sodo University. The study revealed that Wolaita Sodo University has major problem of deficiencies in the use of its financial resources effectively; lack effective and efficient leaders that follow the service provided and do not motivate and create friendly relationship with the employees; lack of arrangement of trainings for employees and orientation to new employees; poor promotion and incentives systems; low employees work commitment; lack of employees job satisfaction and organizational cultures established in the university does not create a welcoming atmosphere and good relationship for its employees.

I. Background of the Study

Higher education institutions are one of service organizations giving various kinds of services both academic and non-academic services to their customers. Higher education is considered as one of the key elements of human development in any country. The rapid expansion of higher education institutions in developing countries such as Ethiopia is a necessity in current time. Today's context of higher of education is one of the changes, with new educational needs to meet the demands of the knowledge of society, ever-growing numbers of universities, and information and communication technologies (ICTs) offering new opportunities for face-to-face and distance service provision.

Nowadays, the universities are increasingly under severe pressure to prove their participation in development of communities in such a way that responsiveness with regard to realization of educational objective has been turned into a necessity. Universities and higher education institutes are considered as a means for economic, social and cultural development and growth and also as the most fundamental development and growth hubs of any country. In the same direction, academic courses can play effective role in fulfilling main missions of the higher education and especially training expert manpower and researcher, expanding frontiers of knowledge and effective participating in socioeconomic and cultural development of the country. The Expansion of secondary public education along with growing middle class has led to the great demand for entering the university. Particularly, ever increasing expansion of technology in the field of communications and information services has faced human communities with the new requirements and also has provided a suitable market for the higher education centers.

For sustainable higher educational development, the subject of quality has faced number of challenges. quality of services is the important factor for the growth, success and durability of the organization and has been put atop agenda of the management as a strategic, effective and comprehensive factor. Recently, interest in boosting quality of higher education in universities has been increased noticeably, details of which have been taken into consideration in educational researches.

II. Statement of the Problem

Service quality has become a strategic option for many institutions of higher learning around the globe. The role of service quality has also become critical to the success of an organization (Landrum, et al, 2007). Perception of service quality has become paramount strategic importance for an organization due to its influence on the post-enrolment communication behavior of the students (Marilyn, 2005). The work of Zeithmal et al. (2009) suggests that one of the prime issues of poor performance in service organizations is that they do not know customers' expectations.

Education services are often intangible and difficult to measure, since the outcome is reflected in the transformation of individuals in their knowledge, their characteristics, and their behavior. Therefore, there is no commonly accepted definition of quality that applies specifically to the higher education sector (Michael, 1998).Unfortunately; quality in higher education as well as defining a way to measure is not a simple issue (Parri, 2006).

Ethiopian government established a number of universities to balance the educational needs of its

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citizens. The numbers of public universities rise to 31. But these established universities aren't operating and provide quality services like cafeteria, health care, recreational, housing services and quality service in libraries, lecture halls, laboratories and other services that are basic for undertaking quality education in universities. Wolaita Sodo University is one of the recently established public universities which start its operation in 2007. Therefore just like other public universities, it gives academic and non-academic services for customers (students) according to the system extended by the ministry of education. It operates its function by the budget allocated by the Ethiopian government and other donor agencies. Even if Wolaita Sodo University has made progress in the expansion of fields of studies and campus population, it has problem of quality service delivery.. There is a problem of quality services like lack of quality and resourceful libraries, quality lecture halls and classroom facilities, supportive laboratories and non-academic service like cafeteria, housing, health care, recreational centers and others services that have no direct contact with academics. Since higher education represents a type of investment in human resources and helps all-out development of the country, providing quality service and producing quality educated individuals should be the task of universities. Therefore in this study the research will explore factors that greatly affect the provision of quality service for customers (students). Because it is necessary to generate relevant evidence through a detailed study to guide Wolaita Sodo university and other stakeholders to develop strategies for improving the performance and provision quality services of universities, in other words lack of quality provision of these services may adversely affect the quality of education in higher education centers. Students who are studying in a higher educational institution seek more quality services and perfection of the system at study place because it satisfies their esteem and develops them with all the essentials and capabilities to be an effective educational personality. According to (Rowley, 1996) the students of those institution are more capable, good performers and productive who retain the better educational service quality and provide their students what they want for their strong academic and carrier accomplishment.

This study is intended to investigate and identify the major factors that greatly affect provision in quality service delivery of Wolaita Sodo University and students' perception of the entire university environment. In other words, it addresses the question; what are the determinants of service quality within the Higher Education sector of Ethiopia specifically in Wolaita Sodo University.

III. Objective of the Study

The major objective of this study is to investigate and identify the major factors that affect the provision of quality service at Wolaita Sodo University.

IV. Research Methodology

a) *Research Design*

The study adopts descriptive survey approach in collecting data from the respondents. The descriptive survey method is preferred because it ensures complete description of the situation, and at the same time, it maximize the chance of objective findings while collecting the data from respondents. Descriptive survey provides better instrument in the form of different questionnaires to finding out what, where and how of a phenomenon (Kothari, 2008).

b) *Sampling Technique and sampling size*

i. *Sampling technique and sampling procedure*

Different sampling techniques are used to select the representatives of the whole population. For this study both probability and non-probability sampling can be used. In probability sampling; simple random and stratified were used. Stratified sampling is used to subdivide the population into smaller homogeneous samples. For this study the population were divided in to two groups; teaching (academic) and non-teaching staff.

ii. *Sampling Size*

Sample size of the study could be determined depending on the nature of the study, cost, time, and cooperation of involved participants of the study. Since the population of this study is a finite one, application of statistical formula becomes imperative in determining the sample size. There are several approaches to determine a sample size. For the purpose of this study the researcher used Yamane's simplified formula for calculating the sample size. Yamane (1967) provides a simplified formula to calculate the required sample sizes at 95% confidence level with the maximum degree of variability (P = 0.5 (50%)) and the desired level of precision of 5%.

Therefore, the formula, $n = \frac{N}{1 + N(e)^2}$ is used for this study to determine sample size, where 'N' is the total population for the study, 'n' is sample size and 'e' is tolerable error or desired level of precision .For this study the researcher will use 10% tolerable error.

Since the population of this study is heterogeneous population, the researcher decided to use Yamane's formula for each section of the population i.e. non-teaching staff and teaching staffs since both are the service providers. Therefore the total population for

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each group and its sample size is shown in the fillowing table.

	Sub-group of the population	Total population	Sample size
1	Non-teaching staff	1303	64
2	Teaching staff	640	31
	Total	1940	95

c) Data Collection Instruments

The study used both primary and secondary data. Primary data- According to Kothari (2008), primary data is that which is collected afresh and for the first time, and thus happen to be original in character. Primary data was gathered by the use of closed and open ended questionnaires which was self-administered and , interviews.

i. *Questionnaire*

Questionnaire is the most commonly and widely used quantitative method (John Wiley & Sons, 2009). In this data collection instrument, primary data is obtained by individual respondents' who complete and return questionnaire questions concerning the issue under study. Under this technique the researcher distributed printed open and close-ended semi-structured questionnaire for selected participant from the study area.

ii. *Key informants Interview*

Since the study aimed to investigate and in depth understanding regarding the current problem of service delivery in the study area, Data was obtained from the management members of the university particularly for academic and administrative vice presidents of Wolaita Sodo University. To do so, the researcher conducted semi-structured interview with selected peoples.

Secondary data –The secondary data for this study was collected from journals and related literatures.

d) Data Analysis

To conduct this research, the researcher used both quantitative and qualitative data analysis methods. For the purpose of processing quantitative data descriptive statistics in SPSS program was applied. The statistical tools namely percentages and frequency is used for the analysis of the primary data. The qualitative information collected through semi-structured interview was analyzed through descriptive forms and methodological triangulation of ideas which were made under different issues.

V. Data analysis and Presentation

a) Personal information

A brief personal profile of the respondents is provided in this section which was obtained from section A of the questionnaire1. The demographic characteristics of respondents were established to ascertain the nature of respondents that participated in the study in relation to a respondents' gender, level of education, their position in the university and length of year of work experience of respondents.

i. *Gender of respondents*

It is important to know the gender distribution of respondents in Wolaita Sodo University in different service delivery positions. The following table shows how many male and female respondents are participated in the study.

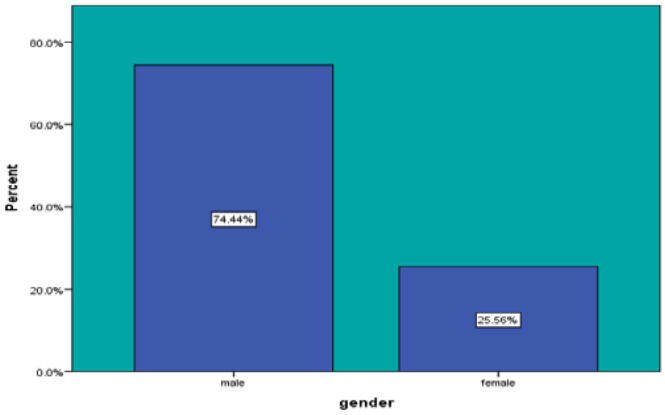

Figure 1 : Gender of the respondents

Figure 4.1 reveals that the study population is dominantly male (67:74.4%) and females are 23(25.6) who are in different positions in Wolaita Sodo University.

ii. *Respondents level of education*

In an endeavor to know respondents' academic qualifications and thus the skill base, respondents were requested to provide their highest qualification obtained. Figure 4.2 clearly shows that the results concerning to the highest qualification o respondents.

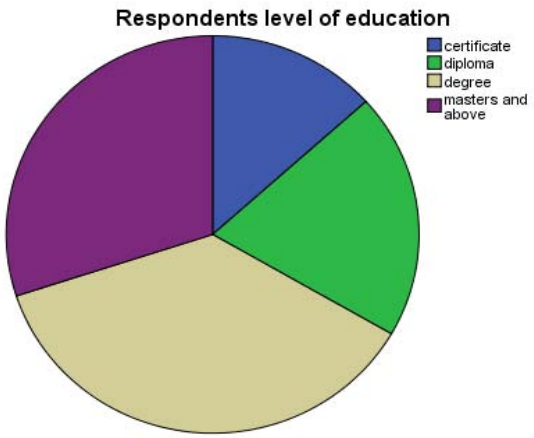

Figure 2 : above, derived from the analysis of the information got from the respondents shows that majority of the respondents 33(36.7%) had a Bachelors' degree whereas, 18(20%) had Diploma level Education, 27(30%) of the respondents had Post Graduate degree qualification, 12(13.3%) of respondents had other forms of education.

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iii. *Work positions of respondents in Wolaita Sodo University*

The questionnaire was distributed for different service providers in WSU that have direct or indirect relation with students in providing different services. Figure 4.3 shows the number of respondents that take part in the study in different position of the university.

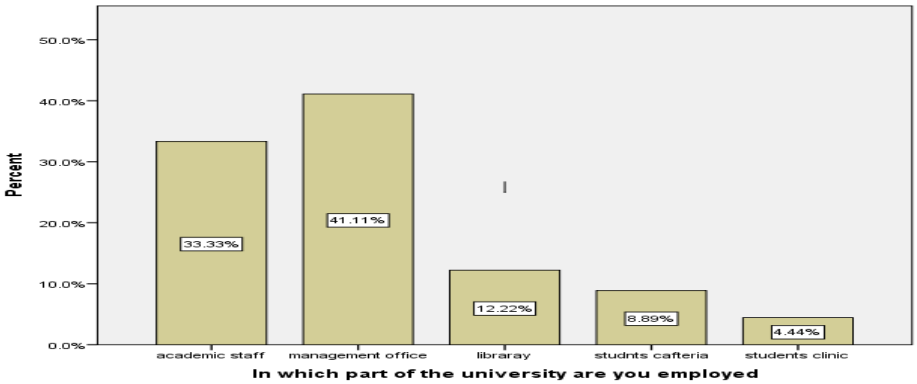

Figure 3 : Work positions of respondents.

Figure 3 shows the respondents comprise 33.3% are from academic staffs, 41.1%comprises in different management position of the university, 12.22% is the university librarians , from students cafeteria there were 8.9% respondents and lastly 4.4% respondents were from the university clinic workers.

iv. *Work experience of respondents in the university*

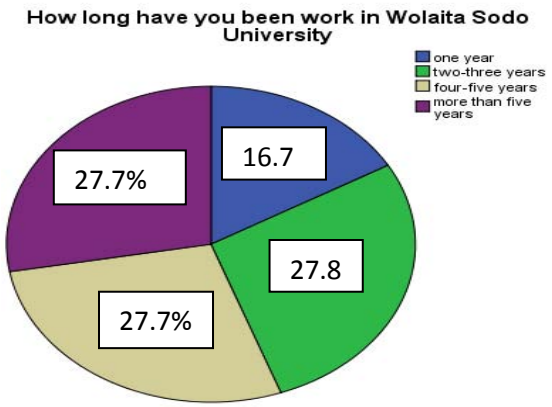

Figure 4 : Work experience of respondents

The figure above shows that 16.7 % of the respondents had spent 1 year with the institution, 27.8% had spent 2-3 years with the institution while 27.7% had spent 4-5 years with the institution and 27.7of the respondents work with the university more than the Five years.

b) Major Factors Affecting the Provision of Quality Service in Wolaita Sodo University

i. *Financial resources*

Financial management, in service organizations, has been a constraint and an obstacle to other functions that contribute to service delivery (Adams and Colebourne,1999). They suggest an „enlightened" approach to finance in service organizations. This consists of more participative and positive approach where far from being an obstacle, it contributes to strategic planning, costing systems, personnel motivation, quality control, continued solvency, and keeping outsiders" confidence in management (Arhin-Tenkorang, 2000).

Table 1 : Responses on financial resources of WSU

No.	Statement	SDA		D		NS		A		SA		total	
		Fr.	%	Fr.	%	Fr.	%	Fre.	%	Fr.	%	Fr.	%
1	Operate with in fixed budget	19	10	9	10	23	25.6	30	333	19	21.3	90	100
2	Inadequate Finances Affect Reliability in Delivery Of Services	5	5.6	4	4.4	20	22.2	35	38.9	26	28.9	90	100
3	Financial Resources Influence the Provision of Service Quality	6	6.7	3	3.3	8	6.9	37	41.1	36	40	90	100
4	The university has inadequate finance to provide quality services	16	17.8	34	37.8	14	15.6	16	17.8	10	11.1	90	100
5	Use its finance resources effectively	26	28.9	33	36.7	11	12.2	10	11.1	10	11.1	90	100

Source; primary data

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Fixed budgets offered few incentives to maximize the effectiveness, quality, or quantity of care offered one organization Table 4.1 shows 10% and 10% of the respondents strongly disagreed and disagreed respectively that the university is operated within fixed budget. 26.6% of the respondents were not sure whether the university operates within fixed budget or not. 33% and 21.1% of the respondents agree and strongly agree that the university is operating within fixed budget

Table 1 above shows that 5.6% and 4.4% of respondents were strongly disagree and disagree that inadequate Finances Affect Reliability in Delivery of Services respectively. From 90 respondents 22.2% weren't sure whether inadequate Finances Affect Reliability in Delivery of Services.38.9% and 28.9% respondents were agree and strongly agree that inadequate Finances Affect Reliability in Delivery of Services. This can be concluded as inadequate Finances Affect Reliability in Delivery of quality Services in Wolaita Sodo University.

The above table shows that 6.7% and 3.3% respondents strongly disagree and agree that Financial Resources Influence the Provision of Service Quality respectively. 8.7% of the respondents were not sure whether the Financial Resources Influence the Provision of Service Quality or not, while 41.1% and 40% of the respondents agree and strongly agree that the financial Resources Influence the Provision of Service Quality in Wolaita Sodo University respectively. Therefore from this table we can conclude that financial resources have high influence in the provision of quality services in services organizations like Wolaita Sodo University.

Table 1 above describes the result of respondents whether Wolaita Sodo University has inadequate finance to provide quality services or not. Based on the result, 17.8 % and 37.8% of the respondents strongly disagreed and disagreed that the university has inadequate finance to provide quality services respectively.15.6% respondents were not sure about university has inadequate finance to provide quality services. While, 17.8% and 11.1% of respondents agreed and strongly agreed the Wolaita Sodo University has inadequate finance to provide quality services respectively. According to the result .one can conclude that Wolaita Sodo University has no a problem of inadequate finance to provide quality services to its customers.

Table 1 above indicates that the highest percentage of respondents that is 28.9% and 36.7% strongly disagreed and disagreed that Wolaita Sodo University Use its finance resources effectively respectively.12.2% of respondents are not sure whether the university uses its financial resources or not. But 11.1% of respondents agreed it uses financial resources effectively. Also 11.1% respondents strongly agreed financial resources. Based on the results obtained from the table the study concludes that the university has the problem of using its financial resources effectively.

ii. *Leadership*

The role of leadership in improving service quality delivery has been advocated and service leadership in particular has been deemed crucial to the provision of higher levels of service quality (Zeithaml and Bitner, 1996),

Table 2 : showing responses on leadership in Wolaita Sodo University

No.	Leadership	SDA		D		NS		A		SA		total	
		Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr	%	Fr.	%
1	Has effective and efficient leaders	33	36.7	31	34.4	12	13.3	18	8.9	16	6.7	90	100
2	University leaders have friendly relationship with employees	29	32.2	29	32.2	11	12.2	14	15.6	7	7.8	90	100
3	Leaders motivate me to do my job effectively	30	33.3	28	31.1	15	16.7	10	11.1	7	7.8	90	100
4	Follow up the service and work done by employees regularly	22	244	24	26.7	25	27.8	15	16.7	4	4.4	90	100
5	Leadership has impact on quality service provision.	5	5.6	4	4.4	10	11.1	39	43.3	32	35.6	90	100

Table 2 indicates that from the total 90 respondents, 36.7% and 34.4% respondents strongly disagreed and disagreed the university has effective and efficient leaders respectively.13.3% respondents were not sure whether it has effective and efficient leaders. While 8.9% and 6.7% of respondents agreed and strongly agreed that the university has effective and efficient leaders respectively. From the result the study concludes that Wolaita Sodo University has no effective and efficient leaders who control the work and service done within the university.

Assessing the relationship between leaders and employees of the university is necessary for quality service provision. Table 2 indicates that the majority of respondents strongly disagreed or disagreed on university leaders' friendly relationship with employees. 64.4% of respondents strongly disagreed and disagreed that university leaders have friendly relationships with

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employees'.12.2% of respondents were not sure whether university leaders have friendly relationship with employees. While 15.6% and 7.8% of respondents agreed and strongly agreed that university leaders have positive relationship with the rest of the employees of the university respectively. This result indicates that there is no friendly relationship between leaders and the rest employees of the university in the service provision.

According to table 2 shows 64.4% of the respondents were either strongly disagree or disagree that Leaders motivation of employees to do their job effectively. From the total of 90 respondents 16.7% were not sure whether the leaders of the university motivate employees of the university in service delivery or not. However, 11.1% and 7.8% of respondents agree and strongly agree respectively that leaders are motivating employees to do their job effectively. Based on this data obtained from respondents the study concludes that leaders are not motivating the rest of the university employees in the quality provision of services.

One question was forwarded to the respondents of the study regarding whether leaders follow up the service and work done by employees regularly. Table 2 above shows that 24.4% and 26.7% of respondents strongly disagree and disagree leaders follow up of the service and work done by employees in Wolaita Sodo University. 27.7% of respondents of the study were not sure in leaders Follow up of the service and work done by employees regularly.21.1% of respondents were agree or strongly agree leaders follow the service and work done by the employees of the university. These results lead the study to conclude that leaders are not following the service provided by the employees which leads to low quality provision of services to the university customers. The above table shows respondents reaction towards the impact of leadership on quality service provision. Based on table 2, 10% of the respondents strongly disagree or disagree Leaderships' impact on quality service provision of the university.11.1% respondents were not sure whether leadership has impact on quality service provision. While 43.3% and 35.6% of the respondents of this study agree and strongly agree Leadership has impact on quality service provision respectively. Based on this result the study concludes that Leadership has impact on quality service provision of institution.

iii. *Employee Training*

Organization having much better skilled and creative employees can easily avoid wasteful investment to improve efficiency and performance of organization. Training is the most important part of human resource management function on the effective use of human resources. Now a day, everyone admits the value of training as a major influence on success of the organization. It is agreed by a number of authors that a training need occurs when an existing or anticipated shortfall in overall performance where training is the most appropriate and effective remedy (Okanya, 2008)

Table 3 : respondents view the university Provide trainings to employees

no	Employee training	SDA		D		NS		A		SA		Total	
		Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%
1	The university Provide trainings to employees	31	34.4	22	24.2	20	22.2	15	16.7	2	2.2	90	100
2	Orientation is given to new employees	35		27		16		10		2		90	100
3	Lack of Employee training has impact on the quality service of the university	5	5.6	3	3.3	11	12.2	41	45.6	30	33.3	90	100

According to the above table the majorities of respondents strongly disagree or disagree whether there is provision of employee training in the university. Based on the data, 34.4% and 24.4% respondents strongly disagree and disagree about the provision of employees training in Wolaita Sodo University respectively. 22.2% of respondents were not sure whether there is employee training or not. While 22.2 % and 16.7% of respondents agree and strongly agree the university provides employees training in Wolaita Sodo University respectively. Based on this result the study concludes that the university's provision of employee training about quality service delivery is less.

In this part, the study examines respondents' opinion about whether Lack of Employee training has impact on the quality service of the university or not. Table 3 indicates that majority of the respondents strongly agree or agree that Lack of Employee training has impact on the quality service of the university. According to the result, 8.9% of the respondents strongly disagree or disagree that the Lack of Employee training has impact on the quality service of the university. 12.2% of the respondents were not sure the impact of employee training on service quality. While 78.9% of the respondents strongly agree or agree that the Lack of Employee training has impact on the quality service of the university. Based on the data obtained from respondents the study concludes that Lack of Employee training has impact on the quality service of Wolaita Sodo University.

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iv. *Promotion and incentives*

This section shows about promotion and incentive aspects of Wolaita Sodo University employees which may enhance the work commitment of employees in service quality.

Table 4 : Responses on the promotion and incentive in Wolaita Sodo University

No.	statements	SDA		D		NS		A		SA		Total	
		Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%
1	I got promotions and it makes me committed to do my job well	18	20	26	28.9	17	18.9	29	32.2	-	-	90	100
2	Promotions and incentives Are necessary for employees for quality work and services.	17	18.9	-	-	12	13.3	16	17.8	45	50	90	100

One question was forwarded to the respondents of this study the role of promotions and incentives for the work commitment of Wolaita Sodo University workers to do their job in a good manner. The following table shows the result of the respondents. The above table shows that 20% and 28% of the respondents strongly disagree and disagree respectively that I got promotions and it makes me committed to do my job well. 18.9% of the respondents were not sure whether they got promotions and it makes them committed to do their job well or not. While 32.2% of the respondents agree they got promotions and it makes them committed to do their job well. Based on the data the researcher concludes that the employees did not dot promotions and this made them not to be committed to do their job well in the provision of quality service for the customers of the university.

The above table indicates that 18.9% and 13.3% of the respondents were strongly disagree and disagree the necessity of promotions and incentives for employees for quality services.17.8% of the respondents of this study weren't sure whether Promotions and incentives are necessary for employees for quality work and services or not. But 17.8% and 50% of the respondents agree and strongly agree respectively regarding Promotions and incentives are necessary for employees for quality work and services. Based on the data obtained from the majority of the respondents, the study concludes that promotion and incentives are necessary for employees of the university to do quality service for the customers.

v. *Employee job satisfaction*

When employees are more satisfied it helps reduce stress, turnover, leaves of absence, and lower work-related disability and violence claims (Harmon, et al, 2003; Joiner and Bartram, 2004).this section explores job satisfaction of WSU employees and the relationship between job satisfaction of employees an d quality service provision.

Table 5 : Employees' job satisfaction

No.	statements	SDA		D		NS		A		SA		Total	
		Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%
1	There is relationship between Employee job satisfaction and quality service	17	18.9	1	1.1	-	-	11	12.2	61	67.8	90	100
2	I am not satisfied with my job and my current position	29	32.2	7	7.8	10	11.2	22	24.4	22	24.4	90	100

Table 5 indicates that 18.9% and 1.1% of the respondents strongly disagree and disagree that there is relationship between Employee job satisfaction and quality service respectively. While 67% and 12.2% of the respondents agree and strongly agree that there is relationship between Employee job satisfaction and quality service. Based on the result obtained from the majority of the respondents, the study concludes that employee job satisfaction has strong relationship with the provision of quality service in service organization.

The table above shows that majority of the respondents of this study are not satisfied by their job and position.32.2% and 7.8% of the respondents were strongly disagree and disagree that they are not satisfied which means 40% of the respondents are satisfied by their job. 11.1% of the respondents did not decide whether they are satisfied by their job and current position or not.48.8% of the respondents replied strongly agree or agree that they are not satisfied by their job and current position. According to this data the study concludes that majority of the employees of Wolaita Sodo University are not satisfied by their job.

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vi. *Employees work commitment*

Table 6 : Responses about employees work commitment in WSU

No.	statements	SDA		D		NS		A		SA		Total	
		Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%
1	Work commitment has great impact on quality service of the service organizations	5	5.6	-	-	-	-	17	18.9	68	75.6	90	100
2	I have good commitment to do my job	5	5.6	5	5.6	-	-	38	42.2	42	46.7	90	100
3	There are reasons that hinder me to be committed worker	5	5.6	11	12.2	5	5.6	27	30	42	46.7	90	100

According to table 6 indicates only 5.6% of the respondents strongly disagree the impact of work commitment on the quality service of the service organizations while 18.9% and 75.6% of The respondents agree and strongly agree respectively that work commitment has impact in delivering quality services. Based on this data the study concludes that work commitment has great impact on quality service of the service organizations.

The table above shows that 11.2% of the respondents of this study strongly disagree or disagree that they have good commitment to do their job which means they have no good commitment to do their job. While 89.9% of respondents agree and strongly agree that they have good commitment to do their job. This data shows that majority workers of Wolaita Sodo University have good commitment for their

Even if majority of the respondents of agree that they have commitment for their work, the table above shows whether employees have reasons that hinder them to be committed workers.5.6% and 12.2% of the respondents strongly disagree and disagree respectively that there are reasons that hinder me to be committed worker. 5.6% of the respondents are not sure about the reasons that hinder them to be committed workers. But 76.7% of the respondents agree or strongly agree that there are many reasons that affect workers commitment in their job. The above demonstrates there are reasons that affect workers commitment that should be enhanced by the Wolaita Sodo University.

vii. *Employees work experience*

Employees work experience in Wolaita Sodo University and its impact in delivering quality services for the customers were assessed in this study. The following table shows respondents view regarding the relationship between work experience and quality service provision of service organizations.

Table 7 : showing Employees work experience has impact on quality service delivery

No.	statements	SDA		D		NS		A		SA		Total	
		Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%	Fr.	%
1	Employees work experience has impact on quality service delivery	5	5.6	5	5.6	-	-	21	23.3	59	65.6	90	100
2	I improve how to perform my work since I am employed in this institution	-	-	12	13.3	5	5.6	31	34.6	42	46.7	90	100

The above data in table 7 Indicates that only 11.2% of the respondents strongly disagree or disagree that Employees work experience has impact on quality service delivery while 88.9% of the respondents agree or strongly agree that work experience of employees has direct relationship with quality service provision of service organizations. Based on the data the study concludes that Employees work experience has impact on quality service delivery.

Respondents were asked whether their work capacity is improved through time or not since they are employed in Wolaita Sodo University. The following table shows the result of the respondents. The data shows that 13.3% of the respondents disagree that they improve how to perform their work since they are employed in the university. 5. 6% of the respondents are not sure about their improvement. But 34.4% and 46.7% of the respondents agree and strongly agree respectively that I improve how to perform my work since I am employed in this institution. From this data the study concludes that work experience has necessary connection with improving work skill and capacity in quality service provision.

VI. Conclusions

This part presents the conclusions derived based on research findings. According to the research findings the following are the major factors affecting the provision of quality service in Wolaita Sodo University

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Financial resources are one of the key factors that affect the provision of quality service in Wolaita Sodo University. According to the findings of the study indicates the university operates within fixed budget. The university has adequate financial resources to provide quality services to its customers but the university management doesn't use the allocated budgets effectively. From the results of the study one can concludes that financial Resources Influence the Provision of quality Service in the service organizations The findings of the study indicate that Wolaita Sodo University hasn't effective and efficient leaders that are capable of running the institution. University leaders have no friendly relationship with the rest of the employees of the university especially with the academic staffs also they don't motivate peoples who work in the university to do their job effectively. From the study, Leaders don't follow up the service and work done by employees regularly within the university. Generally leadership is one of the major factors that affect the provision of quality services in Wolaita Sodo University.

According the results of this study, employee training is one of the factors that affect quality service provision in Wolaita Sodo University. The findings show that university management doesn't provided training to the employees and orientation is not given to new workers employed in the institution. In addition to this there is no counseling for employees of the university. The study revealed that lack of Employee training has impact on the quality service of the university.

The findings of this study implies that in Wolaita Sodo University the systems of promotion and incentive giving is very poor and this affect the work commitment of the university employees job in providing quality services for its customers. The findings of the study show Promotions and incentives are necessary for employees for quality work and services.

The study further showed employee job satisfaction is also one of the factors that affect the provision of service quality.

The findings of the study strongly show that the work commitment of employees has influence on the provision of quality service in Wolaita Sodo University.
The result of study also shows Employees work experience is also found as one of the major factors that affect the provision of quality service.

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