ANALYSIS OF EFFECT OF COACHING STRATEGY ON SERVICE DELIVERY AMONG OFFICE ADMINISTRATORS IN THE MINISTRY OF INTERIOR AND COORDINATION OF NATIONAL GOVERNMENT IN NAIROBI COUNTY, KENYA.

Wanjohi, Grace Kariko[1], Dr. Martin Onsiro Ronald[2] and Dr. Maria Mung'ara[3]
[1]PhD Student in Strategic Management, Mount Kenya University
[2]School of Business and Economics Mount Kenya University

ABSTRACT

All organizations are founded on the aim to continuously provide required services. This is possible through development and compliance with succession planning strategies. Achievement of succession planning strategy's goal is not guaranteed. In Nairobi, Kenya's Ministry of Interior and National Government, office administrators' techniques for succession planning on service delivery were explored in this study. The study was guided by the following objective; to examine the effect of coaching strategy on service delivery among office administrators in the Ministry of Interior and Coordination of National government in Nairobi County, Kenya.The study was based on Uncertainty Reduction Theory (URT) by Berger and Calabrese in 1975.The target population was 171 respondents comprising of office administrators, human resources director, County commissioner and Sub-County commissioners. A sample of 171 respondents was selected through census approach. Primary data was sourced using questionnaires among office administrators. Interview guide collected data from human resources director, county and sub county commissioners. Cronbach Alpha examined reliability and piloting was conducted in Kiambu County.Thematic analysis was used to analyze qualitative data.Quantitative data were examined using descriptive and inferential statistics. The descriptive data included frequency, percentages, mean, and standard deviation. Examples of inferential statistics include the product moment correlation coefficient and simple and multiple linear regression analysis. The results were presented using figures and tables. According to the research, the Ministry of Interior and Coordination of National Government in Nairobi County, Kenya saw a positive and significant impact of coaching approach on service delivery (= 0.876, p value 0.05). The study's primary goal was to determine how coaching approach affected service delivery in the Ministry of the Interior and national government coordination. We asked for the opinions of the respondents using a five-point Likert scale, with the options being strongly disagree, disagree, neutral, agree, and strongly agree. The data were evaluated using descriptive statistics, correlation, and regression modelling. According to descriptive data, the majority of respondents said coaching strategies affected the way services were delivered. Pearson Product Moment Correlation coefficient showed that coaching method had a favorable and statistically significant impact on the coordination of the federal government and service delivery in the ministry of the interior. The results show that the coaching technique had a favorable and statistically significant impact on the provision of services at the Ministry of the Interior and Coordination of National Government (= 0.876, p value 0.05). The rise in units is indicated by this. Since there was a positive and significant effect of coaching strategy on service delivery among administrators in the Ministry of Interior and Coordination of National government there is need for consideration of adoption of individual, team, executive and business coaching strategies to optimize service delivery.

1.0 Introduction

This study's goal is to examine how coaching strategies affect office administrators' ability to provide services to the Kenyan Ministry of Interior and Coordination of National Government's office staff in Nairobi County. The study's specific goal is to ascertain how much coaching impacts office administrators' knowledge, attitudes, and abilities, and how this impact translates into better service delivery to the general public.The Ministry of Interior and coordination of National government is in the executive office of the president. It has two state departments; interior and citizen services and correction services. The Ministry is mandated with the management of security and coordination of government projects in the whole country. Due to the sensitivity of its responsibilities, there is need for provision of succession planning strategy and occupational health and safety measures to optimize its service delivery. In Nairobi County, Kenya, Taruru, Keriko, Ombui, Karanja, and Tirimba (2015) investigated the impact of coaching programs on employee performance. The study used a mixed-methods approach. Both quantitative and qualitative data were gathered using questionnaires and interview guides. The data were analysed using univariate and bivariate data analysis approaches. Executive, corporate, and individual coaching were proven to have a favorable and significant impact on employee performance. Since the study gathered its data from private sector there is need for study that draws data from public whose motive is provision of services to achieve social economic objective as contrasted by profit maximization objectives.

Nafula (2017) studied the effect of succession planning on performance of family-owned enterprises. Descriptive research design was applied and primary data collected through administration of questionnaires. Descriptive statistics and multivariate analysis analyzed the data. Study findings indicate that training and development, talent recruitment, compensation management and talent retention have significant effect on performance of family-owned enterprises in horticultural sector. The study may have considered using case study research and qualitative data analysis since the unit of analysis was one. Further, the study may have considered drawing data from different horticultural farms. The impact of succession planning on staff retention in Pakistan was examined by Hassan and Ahmed (2020). Questionnaires were used to collect primary data using a descriptive study methodology. Descriptive statistics and structural equation modelling were used to examine the data. Planning for succession was based on factors such as career advancement, job stability, work environment, rewards, and assistance from the supervisor.

The impact of coaching on employee performance at Tetra Pak Limited Kenya (Wahome & Ogolla, 2021).108 employees who were chosen at random were administered questionnaires as part of a descriptive study methodology to collect primary data. The findings showed that coaching significantly and favorably impacts employee performance. The study concluded that Tetra Pak should strengthen performance coaching aspects which included programs for identification of employees' interest and skills, provision of opportunities for employees to identify and develop new abilities aimed at boosting employee's performance.

Kaur (2019) investigated how incentives and recognition operate as a mediating factor between coaching and employee performance. The study used a descriptive research methodology and used questionnaires to gather primary data. Data were evaluated using a descriptive study approach, which revealed a strong and favorable relationship between employee performances and coaching. Additionally, rewards and recognition have a large moderating impact on the relationship between coaching and worker performance. In Spain, Urtilla, Grande, and Lorenzo (2015) investigated the relationship between coaching and worker performance. 498 Spanish companies' core data was gathered using a descriptive study approach. Through structural equation modelling, data was evaluated. It was discovered that coaching had a favorable and considerable impact on employee performance in Spanish organizations. The study found that in order to maximize the value advantages of coaching among employees, consideration of on-going needs assessments is necessary.

In the Lebanese banking industry, El Achi and Sleitati (2016) investigated the impact of coaching on employee performance. The study used a descriptive research methodology and used interview guides to collect primary data. Thematic and content analyses were used to examine qualitative data. According to the study, coaching affects an employee's drive and inventiveness. It was determined that mentoring employees in the banking industry improved their drive and inventiveness. The effect of coaching on worker performance in the Middle Eastern healthcare sector (Saad, 2022). Primary data were gathered using a cross-sectional study approach and administered questionnaires to 195 respondents. Coaching was proven to foster a healthy work-life balance, challenge employees' thinking, and boost morale. Further, through coaching employees enhanced their confidence to express themselves to managers,

supported achievement of organizational goals, reduced absenteeism, improved productivity and high work quality. Moreover, it was concluded that company's management strategies and exposition of coaching techniques may provide improvement of employee's wellbeing and enhances overall organization performance.

The impact of coaching and training on employee performance during the COVID 19 pandemic (Mukhtar et al. in 2021). A descriptive study approach was used, and 33 questionnaires were distributed to gather primary data. Utilizing multiple regression analysis, data was examined. The study's findings show that training and coaching had a favorable and noticeable impact on employees' performance. It was concluded that there is need for provision of opportunities where employees would access skills, abilities and knowledge required to develop them. Further, there is need for supportive services to enable employees to improve on their error learning curve. Sishi (2019) investigated how leadership coaching affected worker performance in China. A descriptive study approach was used, and 224 questionnaires were distributed to gather primary data. According to the study, coaching leadership has a good and significant impact on staff performance and job ambiguity. The impact of coaching leadership on employee performance was further dramatically attenuated by social assertiveness. Role ambiguity significantly mediates the impact of leadership coaching on worker performance.

In 2020, Marla, Musnadi, and Putra investigated the relationship between organizational commitment, employee performance, and managerial coaching behavior in Indonesia. Applying a descriptive study approach, 128 questionnaires were administered to gather primary data. Through structural equation modeling, data was evaluated. According to the study's findings, management coaching practices had a big impact on employee happiness, organizational commitment, and human capital. Pousa and Matheiu (2014) conducted research on coaching's impact on Latin American workers' productivity. The study used a quantitative research approach and gathered first-hand information. The data were examined using descriptive and inferential statistics. The study's findings suggested that coaching in Latin America had a statistically significant impact on worker performance. Additionally, coaching improved the quality of front office and sales staff service lines. The findings also supported the leader member exchange hypothesis.

In Spain, Pedro, Felix, and Daniel (2015) investigated the impact of coaching on workers' and organizations' performance. Primary data were collected using a descriptive study approach and questionnaire distribution. Descriptive statistics and structural equation modelling were used to examine the data. According to the study's findings, coaching in Spain has a statistically significant impact on both individual and organizational performance. The results also supported the social exchange theory and the resources-based approach. Joanna (2021) researched how coaching affected managers' and their teams' performance and well-being throughout the epidemic. A qualitative and qualitative research approach was used in the study, and interview guidelines were used to collect primary data. Results of the study indicated that coaching statistically affected wellbeing and performance of managers and their teams during pandemic. Through coaching employees were able to respond to corona virus pandemic that disrupted quality of work life. Further, there was a statistically significant difference between employees who were coached and others.

Dong (2021) conducted study on the impact of mentoring leadership on worker productivity. The study used a descriptive research methodology and used questionnaires to collect primary data. The data were examined using univariate and multivariate statistics. The study's findings showed that coaching leadership has a statistically significant impact on employee job performance. Moreover, the impact of coaching leadership on employee job performance was positively mediated by organization recognition. The results validated the view based on resources.

In the Turkish insurance business, Selma and Alev (2014) looked at how management coaching behaviors affected workers' perceptions of their jobs' happiness, organizational commitment, and job performance. The use of an explanatory research design and the distribution of questionnaires to gather primary data. The data were examined using structural equation modeling and univariate statistics. Results of the study indicated that managerial coaching behaviours have positive effect on employee satisfaction. Managerial coaching behaviours have statistically significant effect on role clarity of employees. Managerial coaching behaviours have statistically significant effect on career commitment. Managerial coaching behaviours have statistically significant effect on job performance. Managerial commitment has statistically significant effect on organization commitment.

Ali et al., (2020) studied the effect of managerial coaching of subordinates on feedback orientation. The study applied descriptive research design and collected primary data through administration of 257 questionnaires among employees in Pakistan banking sector. Structural equation modelling and descriptive statistics analyzed the data. Findings found that there was a significant effect of managerial coaching of subordinates on feedback orientation in Pakistan banking sector. It was recommended that respective banks ought to have customized managerial coaching programs that would optimize human capital development in their respective banks.

Wambui, Namusonge, and Karanja (2018) investigated how training affected workers' commitment in Kenya's telecommunications industry. Primary data was collected from workers of telecommunications businesses in the Mount Kenya region using a mixed methods study methodology. The data were evaluated using descriptive statistics and chi square analysis. The study's findings showed that training had a statistically significant impact on employees' dedication in Mount Kenya's telecommunications industry. The study recommended on the need for adoption of customized training manuals for respective telecommunication companies so as to enhance achieved of desired training goals.

In Islamabad and Rawalpidi banks, Sidra and Muhammad (2017) investigated the effects of management coaching behavior on employee job performance. 283 responders to structured questionnaires provided the data. The data were examined using univariate statistics and regression analysis. The study's findings showed that managerial coaching behavior had a statistically significant influence on work performance. Additionally, work performance was statistically significantly impacted by role clarity and organizational commitment.

In the context of Pakistani banking, Rashid et al. (2020) investigated the effects of management mentoring, job rotation, and training on employee commitment. 273 individuals were given questionnaires in order to gather primary data. The study further used a descriptive research approach. The data were examined using univariate and multivariate statistics. Training, job rotation, and managerial mentoring have all been shown to significantly improve employee engagement in Pakistan's banking industry. It was suggested that frequent employee rotation may have facilitated informal skill development and opened up opportunities for mentoring among staff members at various management levels.

Tharbet and Tartouri (2015) examined the impact of perceived effect of managerial coaching on local staff organization development in Gaza strip. Cross sectional research design was applied and primary data gathered through administration of questionnaires. Findings of the study revealed statistically positive significant effect of managerial coaching on organization commitment. Further, team approach behaviour has statistically significant influence on organization commitment. The study recommended the need for management to develop strategies that would aid in identification of potential candidates for managerial coaching.Saad (2022) studied coaching impact on employees and organization performance in Middle East health care industry. Descriptive research design was applied and primary data was gathered through administration of 195 questionnaires. At least 70% of respondents reported that arguing is very useful in achievement of own goals, enhances capacity to the view of their strengths and accomplishment of goals. Through, coaching employees thinking was challenged, moral improvement, provision of new options to enhance harmony in work, life and relaxation.

2.0 Statement of the Problem
The lack of sufficient resources and support for coaching programs is one of the major issues office administrators have with coaching strategies for service delivery (Yalley, 2022).This involves a shortage of resources (money, manpower, and time) to coach and mentor office administrators. The success of coaching programs may also be hampered by resistance from some office administrators who may perceive coaching as superfluous or invasive. The lack of a systematic method to coaching is another difficulty since it can provide variable results and make it challenging to gauge how coaching affects service delivery. Finally, other organizational factors that may affect service delivery, such as inadequate training, dated technology, and inadequate communication channels, may limit the effectiveness of coaching.

It is clear that prior research has been biased in favor of for-profit organizations that present contextual gaps (Njeri et al, 2019). Furthermore, studies that have looked at the impact of succession planning on employee performance and organizational productivity as opposed to recent research on its role in service delivery have conceptual gaps. Since office administrators are directly involved in providing government services, their selection as the analysis's

unit of analysis would shed light on the necessity of their succession plans.

3.0 Research Objectives

The study was guided by the following objective;

   i.   To examine the effect of coaching strategy on service delivery among office administrators in the Ministry of Interior and Coordination of National government in Nairobi County, Kenya.

4.0 Theories

The study was based on Uncertainty Reduction Theory (URT) by Berger and Calabrese in 1975.

Uncertainty Reduction Theory

Uncertainty Reduction Theory (URT) was proposed by Berger and Calabrese, (1975). The theory alludes when two strangers meet; they first experience uncertainty that minimizes as they gather more information. Interaction at initial phases is aimed at creation of harmonious relationship through continuous accumulation of knowledge about the other part. URT allude that uncertainty can be behavioural or cognitive. Behavioural uncertainty aims at explaining predicable behaviours in specific circumstances. Cognitive uncertainty is associated with beliefs and attitude towards those whom you interact with (Sunnafrank, 1986). Both can be reduced through information acquisition. Though this is not guaranteed in the initial phase. According to Berger (1979) individuals always pay attention to incentives, deviation and possibility of future interactions. At first, an individual anticipates to acquire useful information from other individuals and contrasting behaviour is manifested deters likelihood of future interactions.

The pillar of URT are seven axioms of initial interactions that verbal communication, nonverbal expressions, information seeking behaviours, intimacy, reciprocity, liking and similarity (Berger & Calabrese, 1975). Increase in these axioms reduces the level of uncertainty. For example, increase in verbal communication, records instant reduction in uncertainty. Furthermore, increase in verbal communication knowledge levels increases predictability about the other person communicating. Secondly, increase in level of nonverbal communication creates positive causality with odds of increased certainty. Individuals in working environment should increase their levels of intimate communication, since this creates an avenue for rapid information transfer it ought to be embraced while practice job shadowing.

According to Knobloch and Solomon (2002) initial URT had excluded some aspects such as growth of relationship into intimate phases creates alternative types of relational uncertainties that created close relationship. They include self-uncertainty, partner-uncertainty and relationship uncertainty. Self-uncertainty is characterized by individuals doubt on individual's participation in a relationship, partnership uncertainty refers to partner's uncertainty against each other and relationship uncertainty is concerned about individual's doubts on a given relationship. Knobloch and Solomon allude that uncertainty reduction has alternative contribution in relationship contribution. Although, individuals seek for information to create relationships but they ignore the contribution of their current environment. Moreover, the study focused on how relationship intimacy, power dynamics and information expectancy that in response to information seeking behaviours deployed and outcomes of relationships created. The theory was appropriate for the study since it's through incorporation on coaching strategy. This is achievable by undertaking in-house training, school training, role modeling and development of knowledge transfer platforms through coaching.

5.0 Research Methodology

The study deployed convergent parallel mixed research design. In order to respond correctly to the study objectives, the acquired data was cleaned, coded, and evaluated. While quantitative data was evaluated using descriptive and inferential statistics, qualitative data was thematically explored. Means, frequencies, percentages, and standard deviation are examples of descriptive statistics. Inferential statistics comprised of Product moment correlation coefficient that examined the strength of the relationship between succession planning strategies and service

delivery while multiple regression analysis examined the nature of the relationship between independent and dependent variables. Product moment correlation was measured using correlation coefficient that ranged from +1 to -1. A coefficient of +1, indicates perfect relationship between independent and dependent variables. A coefficient of -1 indicates inverse effect of independent on dependent variables. A coefficient of 0 indicates that there is no relationship between independent and dependent variables (Sekaran & Bougie, 2013).

Further, Exploratory factors analysis (EFA) was carried out to establish the degree of correlation amongst several attributes of study variables. First, the preparation of correlation matrix, which is the number in the main diameter of the matrix called communality. This was followed by factor extraction, which refers to getting the main factors that have caused changes in the proposed variable. According to Hair, Black, Babin, Anderson and Tatham (2010), attributes with factors loadings exceeding 30% should be retained for subsequent analysis.Null hypothesis should be rejected at 5% level. If the hypothesis cannot be rejected, that is the observed correlation matrix diverges significantly from the identity matrix, then the appropriateness of factor analysis should be questioned. In such cases the variables are unrelated and therefore unsuitable for factor analysis (Hair et al., 2010).Quantitative data analysis was done with the aid of a computer programme – Statistical Package for Social Sciences (SPSS) version 25.0. The results were presented as narratives, tables, and figures.

6.0 Findings and Discussion

The study's initial goal was to determine how coaching strategies affected the provision of services by the Ministry of the Interior and the National Government Coordination. A five-point likert scale, from strongly disagree to strongly agree, was used to gauge the respondents' degree of agreement. For data analysis, frequency, percentages, mean, and standard deviation were used.

Table 1: Descriptive Statistics on Coaching Strategy

	n=140						
	SD	D	N	A	SA	Mean	Std. Dev
My superior could set aside more time to train my team members.	2.1	1.4	16.4	50.7	29.3	4.0	0.8
My superior could listen more actively and attentively and be more observant of peoples' response to coaching	1.4	7.9	21.4	31.4	37.9	4.0	1.0
My superior way of coaching is an encouragement to team members	0.7	5.7	20	37.9	35.7	4.0	0.9
I could be more effective at spotting opportunities for individuals to apply their new knowledge or skills on service delivery	4.3	0	5	22.1	68.6	4.5	0.9
My supervisor gave higher priority to helping individuals to learn and develop.	2.9	2.1	9.3	27.1	58.6	4.4	0.9
My supervisor organizes coordinate training as a team of office administrators	1.4	2.9	5.7	35	55	4.4	0.8
We regularly attend coaching sessions with professional through coordination of our supervisors	0	6.4	5.7	25.7	62.1	4.4	0.9
We regularly attend coaching sessions coordinated with other stakeholders in our duty stations.	4.3	15.7	27.1	30	22.9	3.5	1.1

Source (Field data, 2023)

According to Table 4.6's findings, most respondents (mean = 4.5) believed that they can be better at identifying chances for people to use their new knowledge or skills to service delivery. Majority mean = 4.4 agreed that through coaching their supervisors gave them higher priority for learning and helping individuals. Further, mean = 4.4 agreed that their supervisor coordinates training for them as team administrators or their regularly attend training sessions coordinated by their supervisors.

Concerning setting aside of more team for training by team members majority agreed (mean =4.0) that their supervisors regularly conducted training for their respective team members. Mean =4.0 agreed that their supervisors listen more actively and attentively and are more observant of peoples' response to coaching. Further, majority mean = 4.0 agreed that their superior way of coaching is an encouragement to team members. Finally, majority mean =3.5 agreed that they regularly attend coaching sessions coordinated with other stakeholders in their duty stations.

Regression Analysis on Coaching Strategy and Service Delivery

Table 2's regression analysis findings show that coaching strategy may explain for 56.1% of improvements in service delivery at the Ministry of Interior and Coordination of National Government, with a R squared of 0.561. Given that F statistics of 176.034 have a p value of 0.000, there was a statistically significant impact of coaching strategy on service delivery. According to the first hypothesis, the Ministry of Interior and Coordination of National Government's service delivery was not affected by coaching approach in a statistically meaningful way. The results show that the coaching technique had a favorable and statistically significant impact on the provision of services at the Ministry of the Interior and Coordination of National Government (= 0.876, p value 0.05). The rise in units is indicated by this.

Table 2: Regression Analysis on Coaching Strategy and Service Delivery

Model Summary			
R	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
0.749	0.561	0.557	0.654364

ANOVA					
	Sum of Squares	**df**	**Mean Square**	**F**	**Sig.**
Regression	75.376	1	75.376	176.034	0.000
Residual	59.091	138	0.428		
Total	134.467	139			

Coefficients					
	Unstandardized Coefficients		**Standardized Coefficients**	**t**	**Sig.**
	B	**Std. Error**	**Beta**		
(Constant)	0.069	0.055		1.238	0.218
Coaching Strategy	0.876	0.066	0.749	13.268	0.000

Source (Field data, 2023)

Qualitative data collected through interview guide indicated that in the Ministry of Interior and Coordination of National Government coaching was embraced as an approach to enhance service delivery. To enhance effectiveness of coaching it was alluded that those in management has a culture of training their subordinate on regular basis. For instance, during the interview one person reported that,

> *"....in my place of work, we allocate coaches to subordinate staffs to enable our employees acquire informal skills that would enhance service delivery. For example, some security personnel in management levels have been in service for more than 25 years and have served in different parts of the country. To ease the transfer of their skill set to subordinate we assign them junior staffs whom they coach on weekly basis"*

(Respondent, K).

Since the success of service delivery is dependent on communication. Alternative communication channels have been embraced inclusive creation of whats-app groups amongst those who are undertaking coaching with a singular coach. These communication platforms enable the coach to listen attentively to the needs of junior staffs and can easily share a case study that may address the needs of several junior staffs under his guidance. During the interview one respondent reported that;

> *"...in my target group for coaching I have created a whatsapp group and added all the junior staffs under my guidance. In this platforms member are free to express themselves and depending on their questions I always ensure*

that I check on similarities of issues raised and then prepare an illustration using a case study. From the case study I draw attention to lessons that can be learnt and request members to provide feedback on issues that they can relate to respective duty stations."

(Respondent M)

Coaching moments were applied as avenues for encouraging and motivating our employees. Through, coaching we jointly identified opportunities that created knowledge access and transfer for ease of service delivery. During one of the interviews a respondent reported that;

".....it is during these coaching sessions that one can easily identify opportunities and most appropriate model that motivates and triggers employee commitment, engagement and job satisfaction in respect to the task at hand. Furthermore, during these we identified opportunities that precipitated quality service delivery and minimized service delivery time. From coaching sessions employees learnt the nature and strategies of conflict management and a culture of win-win situation was sensitized."

(Respondent Q)

During coaching sessions, coaches are encouraged to motivate their subordinate staffs through recognizing and rewarding positive performance and whenever undertaking they should embrace open communication to minimize odds of eroding any gains that they may have made during coaching sessions. Further, there is budgetary allocation to allow coaching sessions to be held outside work stations as well as accord bonding occasions. In one of the interviews a respondent reported that;

".....to enhance value contribution of coaching on our employees performance we continuously encourage positive performance through reward and recognition. To minimize conflict associated with employee's performance in instance when the expected outcomes is not achieved, we embrace open communication and always seek to understand prior to been understood. Since there are some coaching sessions that are held outside the work stations, we always have budgetary allocations through human resources department. In some instance we reimburse the amount incurred by our members of staff."

(Respondent K)

Coaching have been hailed as an option and strategy for enhancing service delivery. It was reported that coaching sessions are allocated more time as a platform for clarifying expected target and key performance indicators for respective employees. Thus, in most instances coaching is deemed to be an opportunity for identification of areas where individuals may apply new knowledge and skills that may enhance service delivery. During these sessions supervisors accords more attention in helping learners to learn and develop their skills. During the interview it was reported that;

"......to ensure there is successful transfer of skills, as a coach one is expected to devote time and resources in employees training whose primary objective is improvement of service delivery. Further, we are expected to prioritize accumulation of skills in relation to projects that we are currently undertaking. This would cumulatively enhance focus especially whenever we undertake it through value chain model. In some instance, group coaching sessions are deployed since they allow creation of team work and harmonization of conflict resolution mechanisms in place."

(Respondent S)

7.0 Summary and Conclusion
The study's primary goal was to determine how coaching approach affected service delivery in the Ministry of the Interior and national government coordination. We asked for the opinions of the respondents using a five-point Likert scale, with the options being strongly disagree, disagree, neutral, agree, and strongly agree. The data were

evaluated using descriptive statistics, correlation, and regression modeling. According to descriptive data, the majority of respondents said coaching strategies affected the way services were delivered. Pearson Product Moment Correlation coefficient showed that coaching method had a favorable and statistically significant impact on the coordination of the federal government and service delivery in the ministry of the interior.Since the coaching approach has a favorable and substantial impact on the provision of services by the Ministry of the Interior and the Coordination of National Government. It follows that greater time made aside by superiors, attentive and active listening by superiors, opportunity spotting, and training organization assist in service delivery.

8.0 Recommendation

Since there was a positive and significant effect of coaching strategy on service delivery among administrators in the Ministry of Interior and Coordination of National government there is need for consideration of adoption of individual, team, executive and business coaching strategies to optimize service delivery.

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