

One of the critical drivers of business success is having a unique competitive advantage. Most managers whether in public corporations or private firms understand that to attract a larger share of the market, or find enough customers prepared to pay a premium; they must provide superior quality service. Certainly it has been a challenge for public service corporations to effectively and efficiently dispense quality services in the light of the demands. Public corporations' employees have been faced by a number of challenges ranging from poor pay, poor information systems, and lack of resources, among others. The purpose of this study was to bridge the gap by examining the factors that affect the quality of services offered by public corporations in Kenya with a specific focus of the Kenya Wildlife Service. The study adopted a descriptive survey design. The target population of the study was the employees of the Kenya Wildlife Service Headquarters, Kenya Wildlife Service Field Training School and Tsavo Conservation Area. A random sample of 65 was taken from the target population with proportionate allocation for all the divisions and designations. Questionnaires were used to collect data from the respondents. Questionnaires are considered ideal for collecting data because of their ability to reach all respondents, promotion of ambiguity and ability to collect information at a much lower cost. Pre-testing was done to enhance the validity of the data collection instruments while test-retest method was used to measure the reliability of the instruments. Descriptive statistics and regression analysis were used to analyze the data and present the information. The study found that according to the KWS employees' interviewed, KWS was not promoting its best performing employees. The study recommends that promotions be based on merit. In relation to technology majority of the respondents disagreed with the statement that KWS employees are well trained on the use of ICT and that ICT Services are available at all times. The study found that services offered at the gates of the parks are better than those offered inside the parks. The study therefore recommends that KWS should offer training to all staff working at the gate of parks and inside the parks for better service delivery. The study findings will be useful to the KWS management and public corporations in making decisions regarding motivation of its employees to offer quality service. Other researchers and Scholars in the area of quality will use the study findings to get a good basis of reference for those who may want to seek knowledge in this area of quality.