Service quality has been studied in the area of business management for years due to the competitiveness of the market (Gronroos, 1992). However, the concept of service quality only recently gained attention in the public sector in the last two decades (Yong, 2000). This was occasioned by improved communication facilities, removal of trade barriers and the opening up of markets, which introduced competition in the public sector and availed a wide variety of products for consumers to choose from. Therefore, the formerly docile customers of public institutions have become very demanding and choosy; forcing governments to look for greater levels of efficiency in their management (Zuluaga, 2003). Governments worldwide have therefore embarked on a campaign to improve the standards of service delivery to their customers. In the UK, a number of initiatives have been introduced to improve the general satisfaction of the public with the services provided to them (Herdan, 2006). Here in Kenya, the government has embarked on a strategy to improve the quality of service delivery in both the central government and in public institutions. The National Social Security Fund (NSSF) is one of the public institutions that have been targeted for reforms. Established in 1965 through an Act of parliament, NSSF had the mandate to administer a provident fund scheme for all Kenyan workers without a recognized pension scheme (NSSF, 2006). However, over the years, the quality of service delivery by NSSF fell below the prescribed standards and customer expectations (DN, 1993). The study therefore sought to find and close the service delivery gaps in NSSF. The study was exploratory and descriptive. It targeted the I 049 NSSF staff based in Nairobi. A sample of 105 staff was selected using stratified random sampling. Data was collected primarily using questionnaires and analyzed through the use of SPSS. It was presented in tables and charts. The findings were generalized for other public institutions in Kenya. The thesis is organized into five chapters. Chapter one is the introduction. This comprises the study background, statement of the problem, study objectives, research questions, significance of the study, scope of study, and finally the constraints of the study. Chapter two is the literature review. This chapter contains introduction to literature review, the main review of studies done in the area, critical review of major issues and summary of gaps to be filled by the study. At the end of the literature review is a section on conceptual framework. Chapter three is the research methodology. Here there is introduction, research design, study population, sampling strategy, data collection instruments, data analysis and expected output. Chapter four is data the analysis and presentation of results. Finally, chapter five is the summary of major findings, conclusion and recommendations. This chapter is followed by references and appendices.