

**B2014-19 The Effect of  
Moonlighting on Service Quality  
among Public Universities in  
Uganda: The Case of MUK and  
MUST.**

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# Presentation Outline

- **Introduction**
- **Study Problem**
- **Objectives**
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- **Theoretical framework**
- **Definition of terms**
- **Methodology**

# Introduction

- Holding a second or third job or moonlighting (commonly known as kyeyo) has become prevalent among most Ugandan government and private sector employees.
- Govt. employees like doctors, nurses, lawyers, teachers, among others are working in the official jobs but after work, they are engaged in private jobs

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- Doctors – Private clinics
- Lawyers – Law firms
- Teachers – running shops, making snacks with support of family members, etc
  
- Even the semi-skilled employees like Kampala City Council Authority (KCCA) road cleaners end up in the evening operating small shops and bars selling liquor, used clothing, roadside snacks and vegetables in open markets like

- Kalerwe, Kamwokya, Gayaza, Kibuye in the city suburbs.
- A teacher in one of the government primary schools in Kampala told the East African Digest of October 11, 2013, that their basic salary is Ush. 300,000/= (equiv. \$114 as per exchange rate of July 16, 2014)
- From this amount he deducts PAYE, pays rent, school fees for his children, medical care and cares for the family

- *"In order to survive, he is operating a market stall in Kamwokya, a Kampala suburb supported by his wife," he said.*

*Cont...*

- This impediment has not spared the University Professors and lecturers either.
- The Monitor newspaper of October 31, 2011 quotes the State Minister for Higher Education, Dr. John Chrisostom Musingo, while addressing Bugema University 17<sup>th</sup> graduation ceremony saying,

Cont...

# Quote:

- “We are trying to fight moonlighting because it is causing us problems. Lecturers are not concentrating on the students because they (lecturers) are moving from one University to another and failing to conduct research or publish their findings.”

Cont...



- The National Council for Higher Education (NCHE) in Uganda continues to enforce higher education standards:
- It ensures that quality of courses taught conform to the council standards,
- Monitors institutions to ensure that quality education is maintained
- Despite the efforts by the govt. of Uganda and NCHE put in to foster service quality, moonlighting is still rampant

Cont...

# Problem Statement

- While moonlighting is so prevalent among public University professors and lecturers, there is no documented facts about how it affects service quality of Public Universities in Uganda.
- Several researches looked at in this area are concerned with establishing the determinants of moonlighting; those that address quality, look at it in the context of the medical discipline. (Curationis, 2001; Biglaiser & Ma, 2007).

## Problem cont...

- This paper will attempt to establish the effect of moonlighting on service quality in terms of the key functional areas of the university such as the quality of teaching, research and the level of community outreach. It will also explore the nature and extent of moonlighting on service quality

# Objectives

- To establish the nature of moonlighting in terms of the duration, form of employment, and preferred working time.
- To determine the effect of moonlighting on service quality.
- To establish the extent to which moonlighting affects service quality

# Significance of the study

- The study will add to the existing stock of empirical work on moonlighting
- It will provide a source of empirical evidence for policy makers, regulatory organs for higher education, University management, Ministry of Education and Sports, the Govt. of Uganda of the effects of moonlighting on service quality

# Theoretical framework

- The study will be guided by the two theories, that's the Basic Work-Leisure theory and the Agency theory.
- The Basic Work-Leisure theory views individuals as optimizing agents with the aim of maximizing utility subject to a fixed endowment and resource constraint. The theory further the fixed time can be allocated to either time in the market or work that yields income and satisfaction or time at

# Theoretical framework cont...

- Or leisure which produces satisfaction but yields no income.
- The Agency theory is directed at the ubiquitous agency relationship in which one party (the principal) delegates work to another (the agent) who performs that work. It is concerned with resolving two problems:

# Theoretical framework cont...

- a. The desires or goals of the principal and agent conflict;
  - b. It is difficult or expensive for the principal to verify what the agent is actually doing
- 
- The problem here is that the principal and agent may prefer different actions because of the different risk preferences



# Conceptual framework

- The Conceptual framework will consist of the following as the variables:
- Independent Variable : Moonlighting
- Dependent Variable: Service Quality

# Definition of terms

- **Moonlighting:** This paper will adopt Betts (2006) who refers moonlighting as multiple job-holding which involves having a second or third job, usually part-time, in addition to a primary full-time job.
- **Public Universities:** These refer to the state owned universities that receive their major funding from the government of Uganda.

# Definition of terms cont...

- **Service Quality:** In this paper, service quality is defined using the dimensions for the key functional areas of a University such as the quality of teaching and learning, research, and the level of community outreach.
  - *Quality of teaching and learning* – Delivery methods, facilities, students assessment, quality of staff, etc
  - *Research* – Conducting research, dissemination and publication of research findings

# Definition of terms cont...

- *Level of Community Outreach*: Achievement of objectives for community outreach, social responsibility, provision of solutions to societal problems, etc.
- **University Professors**: This will refer to all the full-time teaching staff who hold a second or third job besides their primary job.

# Methodology

## Research Design

The paper will employ a survey approach. Both quantitative and qualitative research approaches will be used. Regression analysis will be used to investigate the extent of the effect of moonlighting on service quality.

# Locale of study

- The study will be carried out at Makerere University in Kampala (MUK) and Mbarara University of Science and Technology (MUST)
- This is because they are the largest public universities in Uganda with a large number of professors and lecturers involved in moonlighting.

# Target Population and Sample size

Source: Audit Report, 2011

IIINSTITUTION	NO. OF FULL-TIME LECTURERS	SAMPLE SIZE	SAMPLING TECHNIQUE
MAKERERE UNIVERSITY	1262	65	Purposive sampling
MBARARA UNIVERSITY OF SCIENCE AND TECHNOLOGY	650	62	Purposive Sampling
<b>Total</b>	1912	127	

- Sample generated using Raosoft sample size calculator with margin of error of 10%, confidence level of 90%, and response distribution of 50%.



# Instrumentation

- Questionnaire
- Interview guide

# Validity of the Questionnaire

- This will be determined by using the content validity index. The questionnaire will be taken to be valid if the content validity index is 0.7 and above as stipulated by Amin (2005).

# Reliability of the Questionnaire

- The Questionnaire will be regarded as reliable if Cronbach's alpha is 0.7 and above as stipulated by Amin (2005).

# Data Analysis

- Data will be analyzed using the SPSS program version 12.
- Objective 1 will be descriptively analyzed using frequencies and percentages.
- Objectives 2 and 3 will be analyzed using regression analysis. Objective 3 will also require the computation of the coefficient of determination