

## **Abstract**

In government ministries in Kenya, entrepreneurial behaviour can surface in the form of a government officer discharging their duties in a different and valuable way from the norm. It is against this background that this study sought to establish the influence of employees' pro-activeness on perceived service quality by government ministries in Kenya. The specific objective was to examine the influence of employees' pro-activeness on perceived service quality by government ministries in Kenya. The study adopted descriptive survey research design. This being a census study; all the executive officers of every ministry were selected to take part in the study as they are perceived to be knowledgeable on the issues under study and for which they are either responsible for their execution or they personally execute them. The questionnaire was pre-tested on pilot respondents who were not part of the study respondents but who were knowledgeable in the study aspects in order to ensure their validity and relevance. The data collected was analyzed using descriptive and inferential statistics. Cronbach's alpha coefficient was used to measure the reliability of the scale, which was used to assess the interval consistency among the research instrument items. The regression results showed that employees' pro-activeness had significant and positive effect on perceived service quality by government ministries in Kenya. The study recommends that government ministries in Kenya should, therefore, strive to improve on employees' pro-activeness because it was found to have a significant and positive effect on perceived service quality by government ministries in Kenya.