

### III. Integrating gender diversity policies for enhanced service delivery in Kenyan Universities

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#### Abstract

Integrating gender diversity policies into organizational structures is vital for sustainable development and climate action. However, there is a notable gap on how these policies impact service delivery, especially in Kenyan chartered universities. This study evaluated the influence of gender diversity policy implementation on service delivery in Kenyan chartered universities by, testing the hypothesis: There is no statistically significant relationship between gender diversity policy implementation and service delivery among chartered universities in Kenya. Employing a descriptive survey design, the study targeted population of 15,545 administrative staff and full-time lecturers. Using stratified and purposive sampling techniques, the population was divided into teaching and non-teaching staff. Random sampling was used to select 390 respondents. The study revealed that universities with effective gender diversity policies demonstrated enhanced service delivery efficiency and effectiveness. Descriptive analysis showed moderate agreement among respondents regarding policy implementation, particularly supporting flexible working hours for nursing mothers, gender-mainstreaming awareness, and prohibition of sanctions related to pregnancy or marital status. Statistical analysis indicated a significant positive correlation ( $R = 0.514$ ) between gender diversity policy implementation and service delivery, explaining 26.4% of the variability. The study concluded that gender diversity policy implementation significantly enhances service delivery in Kenyan chartered universities. Inclusive policies foster environment conducive to sustainability and climate action. It was recommended that universities develop practical and comprehensive gender diversity framework, with continuous monitoring and evaluation, implementing training and sensitization programs, that assures securing leadership commitment to gender diversity initiatives.

**Keywords:** *Gender Diversity, Service Delivery, Chartered Universities, Sustainable Development, Climate Action, Policy Implementation.*