

# FACIAL EXPRESSION AND PERFORMANCE OF PUBLIC SECONDARY SCHOOLS IN NAIROBI CITY COUNTY

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**Abstract:** Facial expression is a non verbal communication which affects organization performance. There are few Literature retrived studying facial expression in learning institutions in developing countries The objective of this study was to determine the relationship between Principal facial expression and the School performance. carried in public Secondary Schools in Narobi City County in Kenya.Hypothesis *There is a significant relationship between School Principal's Facial expression and Performance of County and Sub Sounty Public Secondary Schools in Nairobi City County.* The method involved positivist's reseach phylosophy, descriptive and cross section research design. 55 schools were used where 278 teachers were the respondece. Linear simple Regression analysis was used for data analysis. **Result;** One unit of Principal's Facial Expression explained 40.4 % of the School performance. **Conclusion;** Organization managers should manage the facial expressions effectively to boost organization productivity. Several studies on facial expressions rely on observer's perception on the expressed facial looks.This can be a source of error and therefore more research should be done in different organization with different cultures.

**Keywords:** Facial expression, School Performance, Nairobi City County, Public Secondary School Nairobi City County.

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## 1. INTRODUCTION

Fridlund, (1994) and Russell & Fernandez Dols (1997) stated that Facial expression is the display or movement of the muscles of the face and creates emotions that play a big role in nonverbal communication. They said that facial expression has the primary system of conveying primary form of social communication among people and also other mammals. This mechanism of facial expression in human can be done voluntarily or involuntarily depending on situation, place or event. For example during time of happiness, sandiness, pain, cheers the facial expressions display or communicates the body emotions. Darwin had interest in studing the effect and the role of facial expression in animals. He concluded that, the expressions have a big role for the animal survival in groups. The animal specis communicate to one another emotions, feelings and behavior, interpret and give response and this help group dwelling.

Ziedner, (1998) stated that school performance is the achievement of the set goals by the schools management. Deming, (1986) asserted that school principal or any education leaders steer the objectives of the schools and therefore hold the core responsibility to communicate this to the teachers who on the other hand have to deliver to the students. He concluded that those leaders hold the keys to impact positive or negative values to the schools. MOEST, (2009). Showed that in Kenya, there are approximately 4000 public Secondary Schools with approximately 70 Public Schools in Nairobi City County. This shows that there are more than 4000 School Principals who guide and direct the giving of knowledge to more than one million young Kenyans every 4 years and therefore call for more research on school's lerdership.

Conwell, (2011) identified five factors that improve school performance namely; social economic, comparison between secondary schools using the main data sets that are available for the school level analysis, previous student attainment, school size based on number of students and the school sector either public or private. This study explored the effect of Principals' Facial Expression on the school student enrolment and National exam Performance (KCSE) for the public Sub and County secondary schools in Nairobi City County.

### Research Problem:

Facial expression as a system of communication has both positive and negative impact at work. Negative expression or signs of dissatisfaction has a lot of draw backs among members of an organization both managers and subordinates, (Koome, 2007). Inability to control personal behavior such as emotions may result in disastrous outcome in the working environment, (Anand, Toegel, and Kilduff. 2007). Poor school examination performance, Low enrolment and massive transfers in a learning institution affect schools in Kenya. This is an indication or sign of poor school growth and ineffective leadership (Eshewani, 1983). Muchimuti, (2013); Visser (2011). Lawis, (2011) in their studies in production firms found that facial expressions control internal communication and influence a firm's performance. This study addressed the effect of facial expression on performance in learning institutions. This area had limited literature from previous studies. The study answered the questions; what is the relationship between School principal's facial expression and School Performance?

### Research Objectives:

To determine the relationship between Principals' Facial Expression and Performance of County and Sub county Public Secondary School in Nairobi City County

## 2. LITERATURE REVIEW

Nonverbal behavior and facial expressions appearance communicate important information about individuals, Lawis, (2011), Zebrowitz, (1997). showed that judgment of the faces of the managing partners (MPs) of America's top 100 law firms related to their firms' success. Nzuve & Njeru (2013) in their study of performance in local authorities in Kenya found that performance can be influenced by the immediate feedback, internal, external environment and the use of intellectual capacity. Visser, (2013), in her studies done to test leader emotional facial expressions on different followers showed that, leader's positive facial expression display enhance followers' creative performance by 11%, whereas leader's negative facial display enhance followers' analytical performance by 23%.



Source: Author 2017

Figure 1: Conceptual Framework

### Hypothesis:

There is a significant relationship between School Principal's Facial expression and Performance of County and Sub County Public Secondary Schools in Nairobi City County.

## 3. RESEARCH METHODOLOGY

The study employed positivism philosophy, descriptive and cross-sectional survey research design. The targeted population comprised 55 public County and sub County secondary schools in Nairobi City County obtained from the Teachers Service commission. Proportional to size Probability ('PSP') sampling design was used which produced a sample of 278 out of 916 teachers at a confidence level of 95% and a margin error of 5%. Simple random technique was used to select the sample from a list of teachers in each school. Primary data was used to measure Principal's facial expression and student enrolment. Secondary data was used to measure KCSE performance. Other tests were carried out

to measure the accuracy of the data. Cronbach's alpha reliability coefficients for facial expression and school performance were 0.826 and 0.765 respectively. Validity Test covered Human resource management competent opinions which ensured that the questionnaire covered all the study variables and the theoretical dimensions emerged as conceptualized (Ogollah, 2012). Besides, 7 randomly selected schools were used for piloting test. For Normality test, Skewness had a Van index smaller than an absolute value 3 and kurtosis less than 7.0, (Cunningham 2008). Facial Expression was operationalized as Happiness, Interesting, Surprise, Anger, Fear, Sadness and Disgust. School enrolment was measured by the teachers' perception in student increment in a period of three years. . A five likert scale ranging from 1 'strongly disagree' and 5 'strongly agree' was used to collect the primary data. Data was analysed, by Linear simple Regression analysis.

#### 4. RESULT OF THE FINDINGS

The descriptive statistics of Principal's facial expression with a frequency of 42 items had aggregate mean of 3.8, a Standard deviation of 0.7 and a coefficient of variation of 18.2 %. School Performance had a frequency of 42 items, aggregate mean of 2.6, Standard deviation of 0.9 and a coefficient of variation of 33.58. Principal Facial Expression and School Performance had a Pearson product moment Correlation coefficient (r) of .665.

##### Summary of the Objective, Hypotheses and Research Findings

Objectives	Hypothesis	Results	Remarks
Determine the relationship between Principal's facial expressions and performance of County and sub county public secondary school in Nairobi City County	<b>Hypothesis:</b> There is a significant relationship between school principal's facial expressions and performance of County and sub county public secondary schools in Nairobi City County	$R^2 = 0.268$ Adj. $R^2 = 0.247$ $\beta_1 = .404$ $t = 3.578, p < 0.05$ . School principal's facial expression, was found to have a positive linearly significant influence on School performance	Supported

Source: Primary Data: 2017

##### Model

**School Performance** = 0.242 + 0.404<sub>principal facial expression</sub> + €

#### 5. DISCUSSION OF THE FINDINGS

Lewis, (2011), in a study of facial expression of managers in American firm found that success of the firm had a relationship with managers' facial look. Ekman, (1985). Visser, (2013) in studies of the effect of different facial expression on employee's performance showed that positive expression improved employees' creativity and negative expression improved analytical thinking. This study was anchored on non verbal communication theory (Fernando, 1993) and Social exchange theory (James 1940). The theories explain that the way the source sends a message to the receiver in the process of communication or have material exchange influences the end relationship between two or more people. For a Positive action, a positive exchange is received and vis vasa for a negative action. The study finding showed that positive Principal Facial Expression resulted with the students performing better and thus confirmed with the theories and the previous studies on facial expression.

#### 6. CONCLUSION AND RECOMMENDATION

Facial expression is a feature in a person that plays a big role in non verbal communication. Many people are not sensitive to it's effectiveness in passing information from a person to person. Organization leaders should be very sentive in managing the expression in order to enhance work place productivity. Studing facial expressions, researchers rely on observer perception on the expressor. This may be a source of error especilly where a person may be masking the facial expressions. More research may be done in different parts of the country and to different people with different cultures. such as; Primary Schools, Secondary Schools in the Rural areas, Medical Institution and in the Armed Forces.

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