

# An exploration of the effect of corporate structure on service quality in child care <sup>[1]</sup>

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**Source:** Griffith University

**Format:** Article

**Publication Date:** 31 Dec 2008

## AVAILABILITY

Paper in pdf <sup>[2]</sup>

### Abstract:

This article explores parental and child care staff perceptions of quality across alternative child care governance structures in Australia. Twenty-one child care staff and twenty parents of children attending community-based, independent-private and corporate chain centres were interviewed. Results show structural and procedural elements of service delivery to be significant, although parental age and caregiver experience moderates the importance assigned to quality dimensions. Overall, independent-private and community-based centres were rated above that offered by corporate chains. Future research should identify factors influencing centre under-performance, inform public policy and ensure consistent service quality provision regardless of ownership structure or centre administration.

**Region:** Australia and New Zealand <sup>[3]</sup>

**Tags:** quality <sup>[4]</sup>

legislation and regulation <sup>[5]</sup>

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