

A STUDY ON THE INFLUENCE OF STRATEGIC HUMAN RESOURCE AND ORGANISATIONAL
CAPACITY BUILDING ON PERFORMANCE IMPROVEMENT OF PUBLIC SERVICE DELIVERY IN
NAKURU COUNTY- KENYA

BY

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ABSTRACT

The study will seek to examine the influence of strategic Human Resource and organizational capacity building on performance improvement of public service delivery in the Departments of Registration of Persons Nakuru County using the 2011–2013 performance appraisal service delivery period as the baseline. The said departments include registration of births which issues birth certificates, National registration bureau which issues Kenyan national identity cards and the department of refugees which registers political asylum seekers. Nakuru County comprises of Nakuru Sub County, Njoro, Molo, Subukia, Nakuru North, Kuresoi, Rongai, Gilgil and Naivasha. The problem statement of the study will be based on less registration coverage of less than a 100% than projected and agreed in the issuance of Kenyan national identification documents which was rated as fair instead of good or excellent as per the performance appraisal systems (2008) revised in the civil service. The overall objective of the study will be to find out on the influence of strategic human resource and organizational capacity building on performance improvement of public service delivery whereas the specific objectives of the study will include assessing types of strategies put in place focusing on performance improvement of public service delivery, assessing the influence of human resource and organizational capacity building on performance improvement of public service delivery and determining challenges encountered by the human resource and organizations on performance improvement of public service delivery in the area of study. The study will be guided by Rosseau's psychological contract theory of (1994) which stresses on mutual beliefs and expectations by employees and organizations upon the successful performance of a worker. The study will adopt descriptive survey research design method targeting a population of 308 respondents and 9 sub counties. A sample size of 50% of the target population will be used through random and non probability purposeful identification techniques forming 154 respondents and 5 sub counties which will be alphabetically identified for the study. Structured questionnaires will be used as data collection instruments after testing and re-testing them in similar environmental conditions (Baringo County) through piloting techniques to ascertain their validity and reliability as data collection instruments. Collected data will be sorted, coded and analyzed by using statistical packages for social scientist (SPSS) and descriptive statistics then tabulated in form of frequencies and percentages whose study findings will pave way to the formulation of new other innovative service delivery strategies on performance improvement of public service delivery aiming at enhancing good governance on the same. Study findings will be subjected to review committee, rectified and thereafter final findings made open for public information and consumption.