

**THE EFFECTS OF TRAINING AND DEVELOPMENT ON SERVICE DELIVERY
(A CASE STUDY OF MAKADARA POLICE DIVISION).**

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ABSTRACT

The research project seeks to understand the effects of training and development on service delivery at Makadara police division. In the recent past police officers have embarked on training and development. The impact on service delivery however, has not been measured and as such prompted this study. This is necessitated as Makadara police division is one of the busiest police divisions within the republic and hosts many and major industries. The study used simple random and stratified sampling techniques. Thirty police officers were selected from each of the two police stations ie Industrial area police station and Makongeni police station and ten police officers from each of the two police post. The OCS, his deputy and the officer in charge of crime office were included. The OCPP from the two police posts were selected. Finally the OCPD and his deputy were included. The data was collected using questionnaire forms for all the target population. The questionnaire had both open and closed ended questions. Data analysis was done using frequency distribution and percentages. The study revealed a strong relationship between training and development and service delivery. The study found a structured program for training and development should be put in place and continuous training and development necessary for Police officers.