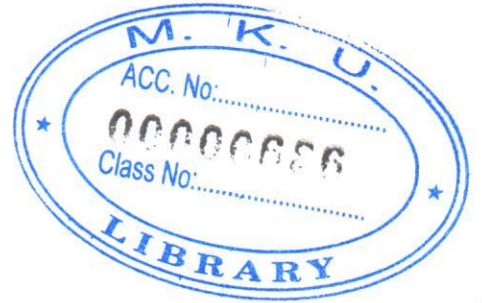


**THE EFFECT OF HUMAN RESOURCE DEVELOPMENT ON SERVICE DELIVERY
IN LOCAL AUTHORITIES IN KENYA: THE CASE OF COUNTY COUNCIL OF
BURETI**

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Abstract

Human Resource Development is a crucial practice of human resource management because it raises the productivity of employees through acquisition of skills, knowledge and competencies. This study sought to examine the contribution of human resource development to service delivery as a challenge facing the County Council of Bureti, one of the 175 Local Authorities in Kenya. The objectives of the study were: to find out how human resource development planning affected service delivery in the County Council of Bureti; to explain the effect of training and development on service delivery in the County Council of Bureti; to establish the effect of learning on service delivery in the County Council of Bureti and; to explain the human resource management interventions required to enhance service delivery by the County Council of Bureti. The study focused on the components of human resource development including; human resource development planning, training and development, learning. The accessible population for this study were selected employees working in the County Council of Bureti spread in the eight divisions of Council jurisdiction. The study collected data through the use of semi-structured questionnaires. Before the data collection exercise commenced, the data collection instrument underwent through piloting in order to determine its appropriateness to ensure reliability of data. The data collection instrument was administered using 'drop and pick later' method. Respondents were selected Council employees of the County Council of Bureti from all cadres. The study yielded both qualitative and quantitative data. Qualitative data was analyzed through content analysis where statements were compared with predetermined themes while Quantitative data was analyzed using means, percentages, proportions and standard deviations. The findings of the study were that human resource development positively impacted on service delivery by the Council. It further found out that all the four broad components of human resource development had been addressed by the Council though at varying levels. The study also found out that the full effects of human resource development would not be realized outside other intervening factors such as motivation, employee commitment, remuneration and recognition. Overall, close to 90% of the respondents reported that the Council had addressed the human resource development concerns albeit a few identified issues. The study recommended among others addressing the gaps identified in each of the broad components of human resource development under investigation, availing resources for HRD and addressing the other human resource management practices.