

**EFFECTS OF NEW DISTRICT HEADQUARTER STAFFING ON
SERVICE PROVISION: A CASE OF MIRANGINE DISTRICT**

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ABSTRACT

This study aimed at identifying the effects of new districts headquarters' staffing on service provision in the new Mirangine District under the expanded government structure. The objectives of this study were to assess the current staffing characteristics in Mirangine District headquarters, to find out the levels of customer satisfaction since inception of Mirangine District, to assess job descriptions and job relevant qualification of the staff in Mirangine District headquarters and to investigate the pertinent training programs that were in place at Mirangine District headquarters. The study covered only Mirangine District and only involved Public Service employees only in Mirangine District. The time scope of the study was between June 2012 and April 2013. The findings of the study will highlight the effects of staffing on service provision especially in the new district headquarters. The study used descriptive survey research design. The target population was all the employees in all the district headquarters in Nyandarua County and all the service seekers at these districts' headquarters. The accessible population comprised all the employees at the Mirangine District headquarters and all those who sought services at the district headquarters. The study sample was selected from the accessible population. Stratified sampling and simple random sampling techniques were used to select this sample. A questionnaire having both closed-ended and open-ended questions was used to collect data. The questionnaire was distributed by researcher himself during tea break and waited for the respondents to fill them. The researcher then collected the questionnaires at the end of the day before the offices closed. The data collected was qualitative. It was analyzed through descriptive and inferential statistics which comprised of percentages, frequencies, mean, mode and median. This was presented by use of tables, pie charts and histograms. The study yielded useful insights on the kind of training programs that the government can put in place for its employees to make them more efficient and the characteristics of staff that will ensure effective and efficient delivery of services in government organizations. The study concluded that training of staff was not emphasized and recommended that training programs should be put in place to ensure that the staff is trained before placement for efficient and effective provision of services.