EFFECTS OF DEVELOPMENT INTERVENTIONS ON SERVICE DELIVERY(A case study of the ministry of interior and national coordination of government Rongai sub-county)

By

Selina . A. Wanjiri

This dissertation is submitted in partial fulfillment of the requirements for The award of a Master of Development Studies (MDS) from

St. Paul's University

AUGUST 2015

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ABSTRACT

Ministry of interior and national coordination is one of the largest recipients of public resources. This therefore calls for prudent stewardship of public input, strive to be higher performing and dedicated in building competency and systems towards achieving performance excellence. Development intervention of employees is critical in organizations in this era of competition due to the fact that organizations need to survive, grow and develop. Consequentially, training and development has become an issue of strategic importance. The main objective of the study was to evaluate the effects of employee development interventions on service delivery. In particular the research sought to find out how training, coaching, mentoring and career development affect service delivery. The research targeted fifty five (55) administrative officers in Rongai sub-county, county this will include 16 chiefs, 32 ass chiefs, 4 assistant county commissioners, 1 Deputy County Commissioner, 1 County Commissioner and 1 Regional Coordinator. The study adopted use of census due to small target population. The primary data was collected using semi-structured questionnaires distributed to the respondents and interview schedule administered to senior officers. The secondary data was collected from past published theoretical and empirical scholarly work on development interventions. The response rate was 85%. Data analysis was done by use of statistical package of social sciences (SPSS). The results showed that development interventions have effects on service delivery of administrative officers. The conclusion is that when development interventions are administered well and timely then service delivery of administrative officers will have positive results. Some of the recommendations were as follows:

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