



**HUMAN RESOURCE MANAGEMENT AND SERVICE DELIVERY IN PALLISA
DISTRICT LOCAL GOVERNMENT**

BY

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BU/UP/2021/3009

**A RESEARCH REPORT SUBMITTED TO THE FACULTY MANAGEMENT
SCIENCES, DEPARTMENT OF ECONOMICS AND MANAGEMENT AS A
PARTIAL FULFILMENT FOR THE AWARD OF A BACHELOR'S DEGREE IN
PUBLIC ADMINISTRATION OF BUSITEMA UNIVERSITY**

AUGUST, 2024

DECLARATION

DECLARATION

I **Atim Dorcas Cabbrrerra**, do declare that this research report is my original work and it has not been submitted to any other University or institution for an academic award.

Sign .....

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APPROVAL

APPROVAL

This research report is submitted to Busitema University for examination as a partial fulfillment for the award of Bachelors of Public Administration with my approval as an academic supervisor.

SIGNATURE.......... DATE.....*29th August 2024*.....

MR. MAYENDE THOMAS

DEDICATION

This work is dedicated to my parents, Mr. Ekurut Vincent, Ms. Maneshe Ruth, and Mr. Akode Solomon, my sisters Nambozo Dorcus and Amusugut Deborah Destiny for their moral support, encouragement and understanding. To all my friends, course mates, lecturers, and the Almighty God for his interminable blessings without which it is impossible to ensure the proposal submission a reality.

ACKNOWLEDGEMENT

Great applause goes to the Almighty God for the gift of life given to me. My thanks go to my supervisor Mr. Mayende Thomas who guided me through my research report development, and all lecturers that have combined efforts to make sure I pursue excellence in my education. I am also grateful to my course mates for the support that made my Bachelors program an engrossing journey. May God grant enormous blessings and propel each one to serve in your entire life.

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LIST OF ACRONYMS

ADB:	Asian Development Bank
CVI:	Content Validity Index
HC:	Health Center
NSDS:	National Sustainable Development Strategy
OECD:	Organization for Economic Co-operation and Development
PDLG:	Pallisa District Local Government
SPSS:	Statistical Package for Social sciences
UBOS:	Uganda Bureau of Statistics

ABSTRACT

This study examined the effect of human resource management on service delivery. The study was guided by the following objectives notably, to examine the effect of capacity building on service delivery, to assess the effect of employee motivation on service delivery, and to examine the effect of performance management on service delivery. The study used a cross sectional research design, and a quantitative approach. Data were collected from 60 employees from different departments as a target population with the sample size of 52 employees from different departments such as administration, finance, health, education, production and marketing and lastly works. Data were collected with the aid of closed ended questionnaire and statistical package for social sciences was employed for analyzing data from which frequency tables, descriptive statistics (mean and standard deviation), reliability, validity, correlation, and regression results were obtained. The study findings revealed that there is a positive and a significant effect of capacity building on service delivery; employee motivation on service delivery; and performance management on service delivery. Finally, the study concludes that there is a strong predictive power that the dimensions of human resource management contribute towards enhancing service delivery in PDLG.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter presents the introduction, background of the study, the statement of the problem, purpose of the study, research objectives, research questions, scope of the study, the significance of the study and the conceptual framework.

1.1 Background of the Study

Service delivery is at the center of economic and social progress everywhere (Group et al., 2023). Around the world, governments are expected to deliver better, fast and more affordable public services (Uraguchi, 2020). However, countries around the world are striving to improve service delivery and no blueprint solutions are (Singh, 2022). For instance, globally, in Canada, (Institute, 2024) reveals that every provincial government is performing poorly in service delivery more especially on health care as Premiers and Health Ministers struggle to address the myriad problems facing Canada's health systems. But health care is not the only issue provincial governments have struggled with for a half decade. Tenured governments in B.C., Ontario and Quebec have seen increased criticism over handling of key issues such as housing affordability and education while the new government in Manitoba deals with lingering concerns about public safety. Majority in Saskatchewan say the government is doing a poor job on health care (66%), inflation (61%), and education (62%), residents' top three concerns.

In Brazil, (Flamini & Soto, 2021) reveal that service delivery is still low in the country. They state that the quality of educational outcomes is disappointing. Average PISA (Program for International Student Assessment) scores are lower than peers and substantially below OECD economies. Though the health outcomes have improved substantially, still lag below the peers. Brazil infrastructure stock and its adequacy rank low compared to peer and regional countries. Qualitative indicators of infrastructure adequacy are also inferior to those in peer countries. Although access to safe drinking water is widespread, the water sanitation gap remains large.

(ADB, 2020) reports that in Indonesia access to essential health services for all ages remains difficult, especially in rural areas, because of deficiencies in human resources, health

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