

**THE IMPACT OF HUMAN RESOURCE MANAGEMENT ON SERVICE  
DELIVERY IN PALLISA DISTRICT LOCAL GOVERNMENT**

**BY**

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**DECLARATION**

This research project is my original work and has never been submitted for an examination to any other institution or university.

Signed..... Date.....

OMIJO GIDEON

**APPROVAL**

This is to certify that this research work has been compiled and submitted by Omijo Gideon a student of Busitema University under my approval as the academic supervisor

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## **ABSTRACT**

This study was to determine the impact of human resource management on service delivery of Local Governments specifically in Pallisa district local government. The study sought to determine the effect of capacity building, employee motivation and change management on service delivery of local governments. The study used descriptive statistics, comparative and cross-sectional surveys designs. Data was gathered from 33 respondents using self-administered questionnaires as the key data collection instrument. Data analysis was data using a software called SPSS and presented using frequency distribution tables, graphs, pie charts and histogram with normal distribution curve. Findings revealed the capacity building is key in an organisation because it results into positive effects, employee motivation greatly affects service delivery of local governments. And it was also noted that change management has an impact on service delivery of a local government. Recommendations based on the findings ere that local government should focus on change management systems, employee capacity building through training programs and also motivating them to ensure maximum productivity hence high quality service delivery which results into high public trust.

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## **ABBREVIATIONS AND ACRONYMS**

LG	:	Local Government
SPSS	:	Statistical Packages for Social Sciences
PDLG	:	Pallisa District Local Government
HRM	:	Human Resource Management
CB	:	Capacity Building
UK	:	United Kingdom
USA	:	United States of America