



The role of human resource development in service delivery in public service: a case study of Kyegegwa Town Council, Kyegegwa District

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Introduction

Human resource development is the framework for helping employees to develop their personal and professional skills, knowledge, and abilities. Human resource development includes such aspects as employee training, employee career development, performance management and development, coaching, mentoring, succession planning, key employee identification, tuition assistance, and organization development.

Study objectives

The study was guided by the following specific objectives:

1. to find out if Kyegegwa Town Council had a human resource development program,
2. to assess the impact of the human resource program on the performance of the Town council,

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3. to identify challenges that human resource development programs face

Methodology

The study was qualitative research design. The study used a sample size of 56 respondents who were drawn from management and staff from different departments: finance, human resource, administration, operations, and maintenance. The study used simple random sampling and convenience methods for selecting respondents for the study. The study also used the questionnaire, interviews, and document review methods of research to collect data.

Key findings

The study found that Kyegwegwa Town council had a Human resource development programme. The study also found that human resource development had an impact on performance. However, the study also showed that training often lacked focus, as it was not always planned or conducted systematically. The study also showed that the Town Council delayed paying salaries to the employees, which demoralized them and encouraged absenteeism.

Key recommendations

Kyegegwawa Town Council should put in place proper and clear policies for the development of workers' careers.



Key references

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