

EFFECT OF STAFF DEVELOPMENT ON THE PERFORMANCE OF WATER SERVICES BOARD IN KENYA

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ABSTRACT

All organizations have at least four types of resources that can be used to achieve desired objectives: Financial Resources, Physical Resources, Human Resources, and Technological Resources. Allocating resources to particular divisions and departments does not mean that strategies will be successfully implemented. The purpose of this study was to evaluate the extent to which human resource allocation affects the performance of Water Services Board in Kenya.

The study used a mixed research designs specifically descriptive and correlational designs. The target population of this study was staffs of water services board in Kenya. The researcher used stratified random sampling technique to select a sample size of 150 employees from the population of the employees of water services boards. The strata were that of senior management, middle management, supervisory and administration/ support staffs. Within each of the four strata simple random sampling was done to identify individual respondents who were issued with a questionnaire to respond to research statements

Primary data

was collected using semi-structured questionnaires. The questionnaires were administered by the help of research assistants in each and every department.

The collected data was made ready for analysis and cleaned through checking for errors and completeness, editing, coding, transcribing and entering them directly into SPSS software.

Data analysis process began with factor analysis which was used to establish the appropriateness of the questionnaire constructs. Once the appropriateness of the constructs had been achieved the data was then analyzed using both descriptive and inferential statistics. The descriptive statistics involved the use of averages, frequency and percentage, tables, charts and graphs. On the other hand inferential statistics included the use of bivariate analysis and the study used the Pearson correlation coefficient.

The study concludes that concluded that the staff development strategy positively influenced performance of water Services Boards. Thus it is of utmost importance for institutions to carefully recruit the right people, nurture and retain them to ensure long term survival of their organizations. The study recommends that the water services board should ensure that they have the right resources in the organization and allocated well for the right purpose and at the right time. The water services board management needs to provide strict accountability measures for its staff so that all resource allocation decisions are thoroughly vetted, and that there is monitoring system for all allocations.

Key Words: *Staff Development, Resource Allocation, Performance, Water Services Board*

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