

**THE IMPACT OF MANAGEMENT COMPETENCE ON SERVICE DELIVERY IN  
LOCAL GOVERNMENTS  
A CASE STUDY OF PALLISA LOCAL GOVERNMENT**

**BY**

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ADMINISTRATION**

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**DECLARATION**

I, MWESIGWA ELIJAH, hereby declare that this research report is my original work and has never been submitted or published to any Institution of higher learning for any award.

Sign .....

.....

**MWESIGWA ELIJAH**

**Date**

## **APPROVAL**

This is to certify that this research report has been compiled and submitted by Mwesigwa Elijah a student of Busitema university registration number BU/UP/2017/334 under my approval as the University supervisor.

Name: **EMOJONG RONALD**

Sign: .....

Date: .....

## **DEDICATION**

With profound difference and honour, I dedicate this piece of work to my family members for the great support rendered to me during the research period and since my child hood. I dedicate this research to the Staff members of Busitema University. On a special note I also dedicate this research to my supervisor, Mr. Emojong Ronald for his endless guidance and my Lastly, to my friends and fellow researchers at busitema university specifically Mandela Salim, Bichekwa Ronald, Nabaasa Anthony Blair, Ochwo Gasitafasi, Okello Timothy and Doreen not forgetting Wanyama Kelvin for the corporation and love exhibited, may the almighty lord God award you according to his abundance. Amen!

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May God bless you all!

## **ABSTRACT**

This research was aimed at assessing the impact of management competence on service delivery in local governments. The study was based on three main objectives which were:-to determine the effect of management capacity on service delivery, to determine the effect of managerial acumen on service delivery and to critically determine the effect of domain knowledge on service delivery.

The researcher obtained a letter of introduction from Busitema University research unit, which was presented to the officer in charge of Pallisa Local Government where the researcher's case study was based. The researcher used both qualitative and quantitative research designs with a sample of 30 respondents who included the staff of Pallisa local government. Qualitative data was obtained through questionnaires, interviews and observation while quantitative data was obtained through computation and analysis.



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## **LIST OF ACRONYMS**

<b>LG</b>	Local Government
<b>PEAP</b>	Poverty Alleviation Program
<b>DDP</b>	District Development Annual Plan
<b>LGDP</b>	Local Government Development Program
<b>ULGA</b>	Uganda Local Government Association.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.0 Introduction**

This chapter covers the background to the study, statement of the problem, purpose of the study, research objectives, research questions, and the scope of the study, the significance of the study, conceptual framework the definitions used in the study.

#### **1.1 Back ground of the study**

Every business organisation need effective management competences to be successful in today's highly competitive and dynamic business environment. It is very important for a business organisation to identify, develop, and retain talented people. Every successful and effective manager possesses several competencies that enabled him to perform efficiently and effectively at different managerial levels. A competency essentially is a combination of knowledge, skills, behaviours, and attitudes that contribute to personal effectiveness and are a set of knowledge, skills, behaviours, and attitudes that a person needs to be effective in a wide range of positions and various types of organizations (Hellriegel, 2005) (Boyatzis, 2008) defined competencies as "the underlying characteristics of a person that lead to or cause effective and outstanding performance." It also refers to personal-oriented and task-oriented skills that are associated with effective leadership and management (Staines, 2010). Hence for the survival and sustained growth of any individual and institution, the assessment and effective implementation of the competencies comes at the core and the same has necessitated the present work on assessment of managerial competencies. (Hoffman, 2007) Suggests that the purpose of defining competencies is to improve human performance at work and three main outcomes i.e. observable performance, the standard or quality of the outcome of the person's performance, and the underlying attributes of a person largely encompasses the concept.

Over the years, government has sought to address the deficiencies in public service delivery at the local level by strengthening central government monitoring programmes. Such monitoring is often done through monitoring units and inspectorates in central government ministries, public accounts committees of Parliament, constitutional and statutory accountability bodies,

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