

Influence of Human Resource Capacity on Public Health Service Delivery in the Western Kenya Region

Leonard Momos Juma

Department of Business Administration and Management Sciences

Masinde Muliro University of Science and Technology, Kenya

P. O. BOX 190-50100, Kakamega, Kenya

Tel:

Email: momoslen@gmail.com

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Abstract

Good governance strategies lead to improved service delivery. However, there have been inefficiencies in the delivery of health services at the County levels. Health staff unrest has been witnessed since the advent of County Governance; affecting service delivery thus posing health risks to thousands of residents and other medical service seekers in the Hospitals. The County Government together with the various stakeholders has paid little attention to such a situation despite the fact that if it remains unchecked could jeopardize service delivery. This study thus investigated the influence of human resource capacity on public health service delivery in the Western Kenyan Region. Taking a positivist approach, the study was anchored on Human Capital Theory. Descriptive survey and causal-comparative research designs were adopted. The target population for this study consisted of 966 respondents from the four County Referral Hospitals and 29 Sub-County Hospitals. These included 264 health practitioners, 10% of 686 (69) patients were selected through simple random sampling who were admitted, treated and discharged between July and September, 2022 and a total of 16 staff comprising CECMs, Chief Officers, County Directors and County Nursing Officers were interviewed, thus giving a total sample size of 333 respondents drawn from all the four Counties of Bungoma, Busia, Kakamega and Vihiga. Primary data was collected using both structured questionnaires and interview schedules. The study adopted mixed-methods research designs to triangulate research results that were both qualitative and quantitative using both descriptive and inferential statistics. The SPSS Software version 26 was used for statistical analysis which was both descriptive whereby frequencies, percentages, means and standard deviation were clearly shown in the form of both tables, models and charts. The hypothesis that Human Resource Capacity has no statistical significant influence on Public Health Service Delivery was tested for significance of the study at 5% significance level. From the study, the beta value for human resource capacity from the regression model was 0.690 at $p < 0.05$. Human resource capacity explains 47.6% ($R^2 = 0.476$) of variance in public health service delivery. The study concludes that human resource capacity had a positive effect on public health service delivery and thus it is a measure of public health service delivery. Therefore, it was concluded that enhancing the human resource capacity in County Governments in Western Kenya Region would lead to improved public health service delivery and the overall performance public health service delivery in County Governments in Western Kenya Region. The study recommends that, the Ministry of Health in the County Governments should ensure that, the opinions of workers who are directly affected by the decision is built to expand their knowledge and abilities, training and development to all workers, and a sufficient budget allocation must be made for this purpose to enhance public service delivery.

Key words: *Human resource capacity, health service delivery, Western Region)*