

Performance appraisal practice IS a critical component of the human resource management function in the civil service and the local authorities. It enables periodic formal evaluation of employee performance for the purpose of making career choices based on the principle of work planning, setting of agreed performance targets, feedback and reporting. Its aim is to help human resource systems and processes of recruitment, placement, staff development, career progression, incentives/rewards and sanctions. The public service reforms aimed at improving service delivery resulted in implementation in performance appraisal system. It is within this backdrop that this study seeks to establish the effect of performance appraisal in service delivery in the Ministry of Local Government. Specific objectives of the study were: to examine how performance appraisal standards and targets have affected service delivery in the Ministry of Local Government, determine how employee involvement in performance appraisal has influenced service delivery in the Ministry of local Government, establish how performance appraisal feedback has influenced service delivery in the Ministry and find out the extent to which work planning and restructuring has influenced service delivery in the Ministry of Local Government. The study involved past empirical and theoretical reviews relating to performance appraisal and its effect on service delivery. The study was carried out in the ministry of Local Government headquarters and regional offices. Descriptive research design was adopted. Stratified and convenience sampling methods were used in the selection of respondents. A questionnaire was used in the collection of data required in order to answer the research question. The resulting data was analyzed using Statistical Package for Social Sciences (SPSS). Regression analysis and descriptive statistics such as mean and standard deviation, and regression analysis were used on the quantitative data which were presented infrequency tables, charts and graphs. Qualitative data were analyzed based on themes and presented in form of narratives.