

**STRATEGIC PLANNING PRACTICES AND SERVICE
DELIVERY OF ADMINISTRATION POLICE SERVICE IN RAPID DEPLOYMENT
UNIT HEADQUARTERS, NAIROBI CITY COUNTY, KENYA**

SAMWEL MAGU KANGUNG'U

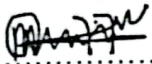
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**A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF BUSINESS,
ECONOMICS AND TOURISM IN PARTIAL FULFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF DEGREE OF MASTER OF BUSINESS
ADMINISTRATION (STRATEGIC MANAGEMENT) OF KENYATTA
UNIVERSITY**

NOVEMBER, 2023

DECLARATION

This project is entirely my own work and it has never before been submitted to another university for credit.


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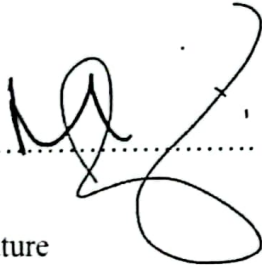
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Date

Samwel Magu Kangung'u

D53/OL/CTY/27076/2015

I attest that the student completed the project with my approval.


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21/11/2023
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Signature

Date

Dr. Mary Ragui, PhD

Department of Business Administration

School of Business, Economics and Tourism

Kenyatta University

ABSTRACT

The general goal of strategic planning practice is to improve an organization's present and future operations in order to boost effectiveness and efficiency of service delivery. A framework for the administration of the organization's future vision is provided by strategic planning. The government launched the Rapid Results Initiatives and other projects to improve the administrative police service's service delivery, but no appreciable improvements have been seen in the way services are delivered. Determining how strategic planning practices influenced the management of police services at the rapid deployment unit headquarters in Nairobi County was the aim of this study. The specific objectives of this study were to ascertain the effects of goal-setting, resource allocation, and environmental scanning on the management and provision of police services at the rapid deployment unit, Kenya. The strategic fit theory, resource-based perspective theory, goal setting theory, contingency theory, stakeholder theory, and institutional theory served as the study's guiding principles. The research used a descriptive survey that was directed at 887 administrative police officers working at the rapid deployment unit's Nairobi County headquarters. Stratified and random sampling techniques was used to select 204 respondents that made up the sample. The main method for gathering primary data for the research was a semi-structured questionnaire. Before administering the actual questionnaires, a pilot study was undertaken to ascertain the validity and reliability of the research instruments. The research used descriptive and inferential statistics to analyse the data, with a descriptive statistic's main job being to provide a summary of the underlying data. With the use of the statistical package for social sciences, data generated from observations made on study sample samples were used to draw conclusions about whether or not the populations that were being investigated were genuinely diverse from one another. Regression analysis was done to ascertain the relationship between the variables. From the findings, only setting objective as a specific variable had a positive significant on service delivery to rapid deployment unit on service delivery. Setting objective as a strategic planning practice was significant since the value of P was less than 0.05. The other variables - resource allocation and environmental scanning were not significant according to the inferential statistics. On recommendations, government entities, especially on rapid deployment unit should set achievable targets and have enhanced training and capacity of police officers in RDU for high service delivery. Additionally, goals need to be very specific, measurable, achievable and time-bound to increase service delivery level. This can be improved by participation of stakeholders on setting objectives. Finally, to guarantee goal achievement, the Administration Police Service should offers employees a chance to advance in their careers with the aid of commanders who have undergone extensive training in the skills necessary for improved service delivery of the Rapid Deployment Unit.