

**INFLUENCE OF PUBLIC PARTICIPATION ON SERVICE
DELIVERY IN COUNTIES IN KENYA: THE CASE OF ISIOLO
COUNTY**


CECILIA KULAMO NGOYONI

**RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT
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DECLARATION

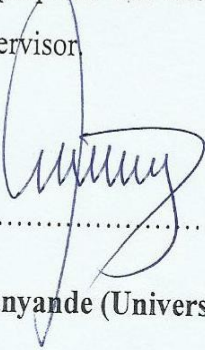
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Signature..........Date.....10.11.2021.....

Cecilia Kulamo Ngoyoni (C51/88139/2016)

Supervisor's Declaration

This research proposal has been submitted for examination with my approval as the University Supervisor.

Signature..........Date.....10.11.2021.....

Prof. Peter Wanyande (University Supervisor)

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I wish to express my gratitude to God, my supervisor Professor Peter Wanyande, the entire faculty and my family, for the support for the entire period of this study.

DEDICATION

This research project is dedicated to my son Leo, who came into this world whilst I was busy with this research. May you grow up and claim your space in governance and may your voice always be heard. To all the champions of devolution, thank you for your efforts, which have ensured that governance is brought closer to the people and that in return the common mwananchi will have a voice in issues that affect them. To the people of Kenya, please participate in your governance. Let your voices be heard.

TABLE OF CONTENTS

DECLARATION	ii
ACKNOWLEDGEMENTS	iii
DEDICATION.....	iv
TABLE OF CONTENTS	v
LIST OF TABLES	viii
ABBREVIATIONS AND ACRONYMS.....	ix
ABSTRACT.....	x
CHAPTER ONE: INTRODUCTION.....	1
1.1 Background to the Study.....	1
1.2 Statement of the problem	3
1.3 Research Questions.....	4
1.4 Objectives of the Study.....	4
1.4.1 General Objective	4
1.4.2 Specific Objectives	4
1.5 Justification of the Study	5
1.5.1 Academic Justification.....	5
1.5.2 Policy Justification.....	5
1.6 Scope and Limitations of the Study	5
1.7 Research Hypotheses	6
CHAPTER TWO: LITERATURE REVIEW.....	7
2.1 Introduction.....	7
2.2 History of Devolution in Kenya.....	7
2.3 Participatory Governance.....	8
2.4 Public Participation in Kenya	8
2.5 Service Delivery.....	9
2.6 Public Participation and Service Delivery	11
2.7 Preconditions for Meaningful Public Participation.....	12
2.8 Research Gaps.....	17
2.9 Theoretical Framework.....	17

2.9.1 Public Choice Theory	17
2.10 Conceptual Framework.....	18
2.11 Definition and Operationalization of Key Concepts.....	19
CHAPTER THREE: RESEARCH METHODOLOGY	21
3.1 Introduction.....	21
3.2 Research Design.....	21
3.3 Proposed Study Location	21
3.4 Target Population.....	21
3.5 Sampling technique and sample size	21
3.6 Data Collection Procedures.....	22
3.7 Data Collection Methods	22
3.8 Reliability and validity test	23
3.9 Data Analysis and Interpretation	23
3.10 Ethical Considerations	23
CHAPTER FOUR: DATA ANALYSIS, PRESENTATION AND DISCUSSION ...	24
4.1 Introduction.....	24
4.2 Presentation of the General Findings	24
4.2.1 Response Rate	24
4.2.2 Demographic Responses of the Respondents.....	25
4.3 Descriptive Statistics.....	27
4.3.1 Access to information on planned county development activities and programs	27
4.3.2 Increasing capacity of citizens to participate in their governance	29
4.3.3 Communication Channels used by County Government before, during and after Public Participation Forums.	31
4.3.4 Extent of Public Contributions during the Public Participation Forums	34
4.3.5 Extent of Feedback with regard to input of the public to final decisions	35
4.4 Service Delivery.....	37
4.5 Correlation Analysis	38
4.6 Model Summary Analysis.....	40

4.6.1 Analysis of Variance (ANOVA).....	42
4.6.2 Regression Coefficients	42
4.7 Hypotheses Testing.....	43
4.8 Summary of findings from interviewees.....	45
CHAPTER FIVE: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS	49
5.1 Introduction.....	49
5.2 Summary of Findings.....	49
5.2.1 Access to information	49
5.2.2 Enhancing capacity of the residents to participate in their governance and its contribution to service delivery in Isiolo County.....	49
5.2.3 Effectiveness of communication channels used by county government in public participation forums and their contribution to service delivery in County Government of Isiolo	50
5.2.4 Public Contributions during the Public Participation Forums	50
5.2.5 Feedback in regard to public input to final decisions	50
5.3 Conclusion	50
5.4 Recommendation	51
5.5 Suggestion for Further Studies.....	52
REFERENCES.....	54
APPENDICES	75
ANNEX I: INTRODUCTION LETTER TO RESPONDENTS.....	75
ANNEX II: RESEARCH QUESTIONNAIRE.....	76
ANNEX III: INTERVIEW GUIDE.....	81

LIST OF TABLES

Table 4.1: Response Rate.....	24
Table 4.2: Demographic Reponses	25
Table 4.3: Access to information on planned county development activities and programs	27
Table 4.4: Capacity building.....	29
Table 4.5: Communication Channels.....	31
Table 4.6: Public Contributions	34
Table 4.7: Feedback in regard to input of the public	36
Table 4.9: Service Delivery	38
Table 4.10: Correlation Analysis	38
Table 4.11: Effect of public participation on service delivery in Isiolo County Government: Model Summary	41
Table 4.12: ANOVA.....	42
Table 4.13: Regression Coefficients.....	43

ABBREVIATIONS AND ACRONYMS

CIDP	County Integrated Development Plan
CSO	Civil Society Organizations
CSP	County Strategic Plan
DFRD	District Focus for Rural Development
IAAP	International Association for Public Participation
ICT	Information, Communication and Technology
MCA	Member of County Assembly
OECD	Organization for Economic Co-operation and Development
PWD	Persons with Disability
UN	United Nations
USA	United States of America
WB	World Bank
SPSS	Statistical Package for the Social Sciences

ABSTRACT

Kenya's devolution, adopted following the March 2013 general elections, had the main purpose of making government services locally available to the people in addition to restoring the power of local communities to participate in the management of their affairs. County governments have been given the responsibility of ensuring participation of people in their affairs at the local level. Public participation is a key tool in the effective, efficient and economic delivery of services to the citizens as it enhances transparency, accountability and responsiveness to the needs of the local community. The aim of this research study was to investigate the Influence of Public Participation on service delivery in Isiolo County, Kenya. The study adopted a descriptive research design and targeted 268,002 residents of Isiolo County (approximate population 2019 National Census). The sample size was 384 respondents. Questionnaire and interview guides were used in the collection of primary data, which was analyzed using the SPSS and Ms-Excel software and presented in descriptive statistics (distribution tables, percentages) and inferential findings. The findings of the study indicated a response rate of 84.6%. The study findings showed gaps in the process of public participation in Isiolo County, which had an effect on the process of public participation and consequently compromising on service delivery. Specifically, the findings of the study showed that County Government of Isiolo has not established programmes to build the capacity of its residents so as to enhance their participation in management of local affairs. The findings also established that the county does not give feedback to its residents on how and whether their input affected the final decisions made. The study concludes by recommending that Isiolo County should undertake meaningful public participation by fulfilling all the pre-conditions for meaningful participation so as to enhance service delivery in Isiolo County.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Public participation can be defined as a two-way exchange of information between the public and their local authority (Brynard, 2009). The foundation of public participation is the principle of participatory governance. This is a form of governance that seeks to deepen citizen participation in processes of government (Carreira, Machado, & Vasconcelos, 2016). Public participation came to prominence in the 1960s when Arnstein (1969) published an article about power in decision-making. Before then, major decisions were being made by a small circle of powerful people or by community leaders without citizens' input (Shipley & Utz, 2012).

The importance of public participation comes in many forms as helping the public understand the roles and jurisdictions of government, the services they should offer, and how to hold them accountable. It also improves decision-making and service delivery as it ensures that the needs and interests of the citizens are considered. It also promotes inclusion and equity in public resource allocation and service delivery (Ministry of Devolution, 2016).

Scholarly articles on the relationship between participation and service delivery vary. Some scholars such as Azfar, et.al (1999) and Robinson (2007) posit that participation enhances service delivery as it affects its key indicators notably allocative efficiency, equity and accountability as it provides an avenue for information sharing between the government and its citizens, in addition to creating increased public awareness on the actions of government. However, some scholars also argue that there is no sufficient data on the relationship between participation and service delivery (Robinson, 2007).

In Brazil, public participation was initiated in 1988 after the new constitution (Wampler' 2015). Subsequently, participatory budgeting took deep roots in Brazil, and led to improvement in service delivery (Muriu, 2013). One of the recognized cases is the study

of Brazil Southern City of Porte Allegre, which showed an increase of 18 per cent of families' access to municipal water services, 39 per cent expansion of municipal sewage system and double enrolment of students to public schools. This period was between 1989 (after the local municipal elections) and 1996. This was attributed by increased peoples' trust in government, as the people were able to participate in the budgeting process and give their priority needs. (Cheema, 2007; Van Speier, 2009; Muriu, 2013).

In South Africa, Parliament and the Provincial Legislatures are constitutionally mandated to undertake public participation (Makwande, 2020). The Report of the Public Service Commission of South Africa on the Assessment of Public Participation Practices in the Public Service (2008) provides a number of strategies employed by the Government of South Africa to ensure public participation. One of the strategies employed by South Africa is the Izimbizo system, where the all the political leaders and government officials hold public meetings to discuss policies and service delivery issues. The Municipal Structures Act, 1998 also makes it mandatory for public participation at the local level and establishes Ward Committees which is comprised of the Ward Representative and members of his/her Ward, who articulate the needs of the community. South Africa also conducts regular Citizen Satisfaction Surveys and Citizen Forums where the views and expectations of the citizens with respect to service delivery are taken.

The adoption of a devolved system of government in Kenya was a desire of citizens who wanted access of public services closer to them (Busolo, D. & Ngigi, S., 2019). The Constitution of Kenya (2010), places a strong emphasis on public participation. It demands transparency, accountability, participation, and inclusiveness in governance. It also makes it mandatory for citizens to be involved in their governance. The foundation of public participation is Article 10 of the Constitution, which identifies the participation of the people as one of the national values and principles of governance. Participation of the people in the decisions affecting them, is one of the objectives of devolution as set out in Article 174. In this respect, county governments have been given the mandate of ensuring participation of the people in their affairs at the local level.

Other Acts of Parliament, notably the County Governments Act, 2012 (Sections 47, 89, 91, 94, 95, 96, 99-100,101,114 and 115); Public Finance Management Act, 2012 (Sections 125, 128, 131, 137 and 207); the Urban Areas and Cities Act, 2012 (Sections 3, 11, 21-24); and the Intergovernmental Relations Act, 2012 (Sections 3, 4, 5(d), 20(g), 29 and 38) that make it mandatory for public participation in Kenya, supplement the Constitution of Kenya with regards to public participation.

1.2 Statement of the problem

Public participation is a crucial pillar of the Kenyan Constitution. Public participation is now an imperative for any engagement between government and its citizens, especially in making decisions that affect the citizens. Kenya adopted devolution in 2013, after the general elections, whose main purpose was to make government services locally available to the people, in addition to giving the people a say in their governance.

County governments have been given the mandate of ensuring participation of the people in their affairs at the local level. Consequently, counties have sought to institutionalize public participation by either enacting a Public Participation Act or establishing participation offices, or both. Isiolo County enacted the Civic Education and Public Participation Act in 2015. The Act provides modalities for undertaking civic education and public participation in governance, policy processes and service delivery in Isiolo County.

Public participation is a key tool in the effective, efficient and economic delivery of services to the citizens as it enhances transparency, accountability and responsiveness to the needs of the local community. It has become an integral part in identification, of community needs as well as the implementation of development programs in Kenya. Public participation has also become critical in monitoring and evaluation, as reflected in Articles 1 (2), 10 (2), 33 (a), 35, 69 (1) (d), 118, 174 (c) & (d), 184(1)(c), 196 of the Constitution.

This study therefore sought to assess the extent to which this public participation has influenced public service delivery in Kenya, and Isiolo County in particular, Kenya. This is because the Constitution of Kenya, 2010 has made public participation mandatory in decisions that affect the citizens, more so in policy and legislative formulation, planning and budgeting. Similarly, there are no adequate studies on whether counties have been able to achieve public participation that was expected to lead to transparency, accountability, strengthened democracy and improved equity and fairness of the services.

1.3 Research Questions

The following research questions guided this study:

1. What effect does access to information have on service delivery in Isiolo County?
2. What effect does capacity building have on service delivery in Isiolo County?
3. What effect does effective channels of communication have on service delivery in Isiolo County?
4. What effect does public contribution have on service delivery in Isiolo County?
5. What effect does feedback have on service delivery in Isiolo County?

1.4 Objectives of the Study

1.4.1 General Objective

The general objective of this study was to assess the influence of public participation on service delivery in Isiolo County, Kenya.

1.4.2 Specific Objectives

1. To establish the effect of access of information on service delivery in Isiolo county.
2. To determine the effect of capacity building on service delivery in Isiolo County.
3. To establish the effect of effective communication channels on service delivery in Isiolo County.

4. To establish the effect of public contributions on service delivery in Isiolo County.
5. To determine the effect of feedback on final decisions made on service delivery in Isiolo County.

1.5 Justification of the Study

1.5.1 Academic Justification

The study shall contribute to the debate on public participation and service delivery in Kenya and beyond. For a long time, constitutional architecture has emphasized institutional strengthening, but the study proposes enhanced governance through people empowerment and their impact as the new way of deepening democratic governance. This study may be useful to academics and scholars who are/ may be interested in knowing how Kenya's devolved governance system has institutionalized public participation and whether public participation has had any influence on service delivery especially at the local level.

1.5.2 Policy Justification

The findings of this study will inform policymakers and stakeholders involved in management of county governments in addressing service delivery issues in relation to public participation. This study offers practical input on how public participation should be addressed and how to use public participation to improve service delivery. It is expected that the information generated will be used for policy and legislative reforms. This is especially timely as there are a number of Public Participation Bills pending before the National Assembly and Senate in Kenya.

1.6 Scope and Limitations of the Study

The proposed study focused on the contribution of public participation to service delivery with reference to Isiolo County. Whereas there may be other counties that face challenges similar to Isiolo County, this research focused on Isiolo County as the geographical zone, primarily due to a number of limitations ranging from the

composition of the populace, cultural norms, literacy levels, finances, time, among others. This study assumes that the findings herein can be generalized to all other counties in Kenya, more so the marginalized counties.

The major limitation faced by the researcher in undertaking the study was the reluctance of the targeted respondents to share information. Other respondents misinterpreted the intentions of the study. The researcher resolved this by guaranteeing the respondents that the study is only for educational purposes and discretion will be maintained throughout the study.

1.7 Research Hypotheses

This study was guided by the following hypotheses:

1. Access to information does not have a significant effect on service delivery.
2. Capacity building does not have a significant effect on service delivery.
3. Effective channels of communication do not have a significant effect on service delivery.
4. Public contributions do not have a significant effect on service delivery.
5. Feedback does not have a significant effect on service delivery.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This section presents the review of literature on public participation and service delivery. It assesses the history of devolution and public participation in Kenya, pre-conditions of meaningful participation, and the concept of service delivery. It also presents literature on the relationship between service delivery and public participation. The literature review was centered on the theme of participatory governance and it informed the theoretical orientation of this study, discussed later on in this chapter.

2.2 History of Devolution in Kenya

Kenya's current devolution is a creation of the 2010 Constitution. It is the third attempt at decentralization in Kenya. The history of decentralization in Kenya begins with the independence constitution. The Majimbo system in Kenya was a creation of the European settlers in the year 1963, who preferred to maintain independent and ethnically-based governance over the region (Oginga, 1967). However, in 1965, the independence government dissolved the Senate, regional governments and regional assemblies marking the end of devolution. Act No. 10 of 1967, which further strengthened the centralized government, followed this.

The second attempt at decentralization in Kenya was the introduction of the District Focus for Rural Development (DFRD) by the Kenyan Government in 1985 as the basis for planning, budgeting, and implementing development. Under DFRD, development was decentralized to the district level under the chairmanship of the District Commissioner. This system weakened local authorities, which had been in existence since colonial times as the national government was able to maintain strict control over the operations and finances of local authorities through the DFRD (Gertzel 1966:210). The current system of devolution is the third attempt at decentralization in Kenya. The repeal of the

Independence Constitution and promulgation of the Constitution 2010, introduced devolution in Kenya, with one central government and 47 county governments.

2.3 Participatory Governance

The foundation of public participation is the principle of participatory governance. This is a form of governance that seeks to deepen citizen participation in processes of government. Participatory governance is grounded in the theory of participatory democracy and focuses on public engagement through processes that are deliberate. Participatory governance seeks to empower citizens to have a say on how they are governed (Levi, 2012). In participatory governance, the role of a citizen shifts from merely being a voter, to being an active participant in issues that affect them.

Participatory governance is thus a deliberate action by the government that seeks to deepen citizen participation from merely accessing information on government activities, to being consulted on public issues that which affect them (Gaventa, 2002), with citizen engagement and participation as the anticipated outcome (United Nations Development Agenda).

2.4 Public Participation in Kenya

Kenya has had numerous mechanisms for public participation. These have included the District Focus of Rural Development (DFRD) in the 1980s, Local Authority Service Delivery Action Plan (LASDAP), and the Constituency Development Fund (CDF), among others. LASDAP began in the year 2000 and its role was to facilitate public participation in identification of local development priorities and needs, including selection, implementation, planning, monitoring and evaluation as well as oversight of services and projects. However, LASDAP did not achieve much due to political interference and elite capture which led to citizen apathy. The Constituency Development Fund was established under the Constituency Development Fund Act, 2003 and was meant to ensure participation of the citizens in identification of projects at the constituency level (Munyao, 2019).

The Constitution of Kenya, 2010, sought to address the barriers to effective public participation (TIFA, 2015). The Constitution sets the standard for public involvement. It makes it mandatory for the participation of people in making decisions that affects them. It also guarantees participation of the people in management of their affairs as promise of the Constitution. Article 10 names public participation as one of the principles of governance and national values.

The Constitution further places on county governments the responsibility of ensuring the participation of people in management of their local affairs (Fourth Schedule). This has further been entrenched in the County Governments Act (CGA), 2012, which operationalizes this constitutional provision and provides elaborate framework on how counties can facilitate both civic education and public participation. Consequently, different counties have adopted different modalities to institutionalize public participation in the management of county affairs, including developing appropriate policies and legislation to govern public participation. Additionally, counties have established different structures to facilitate public participation. According to CIC (2014) 38 counties opted to use town hall meetings as the preferred mechanism for public participation. On the other hand, 36 counties opted to use websites, 30 counties opted to use local media platforms including community radio, while 11 counties opted to use social media platforms to facilitate access to information and communication between the county government and the local citizenry.

A study undertaken by Shussa in 2017 showed established that citizens have used different mechanisms to interact with the county governments. The study found that 35% attended a public baraza, while 35% opted to go to the county government offices to seek information, while 12% have never participated in any county management issue (Munyao, 2019).

2.5 Service Delivery

Service delivery is an essential function between the government and its citizens (Onyango, 2015). Citizens are now viewed as customers, and as such have a right to

demand for fast, accessible and quality services that meet their needs and are of modest cost (Boex & Smoke, 2020). This applies particularly to the government as the major supplier of key public services. Further, services that are of good quality and are affordable help in boosting the image of government (Kitaka, Kiragu and Marwa, 2019).

Devolution has been described as a form of governance where governments are able to provide quality services to its citizens (Yarow, Jirma & Siringi, 2019) and where citizens are empowered to participate in decision making and planning (Amuhaya, Namusonge & Nthigah, 2018).

Local governments are the closest service delivery agency to the people (Kyalo, Kimeli and Evans, 2017). In Kenya, county governments replaced local governments. But the concept still remains the same. They have the closest interaction with the people in terms of service delivery.

The Constitution of Kenya mandates county governments to offer a wide variety of services of goods and services. These services are set out in Part Two of the Fourth Schedule to the Constitution and include county health services, roads and transport, agriculture, among others.

However, the challenge has been that despite devolving services to the counties, service delivery has remained very poor (Barasa, Manyara, Molyneux & Tsofa, 2017). Similarly, performance of devolved governments has been minimal. This has been characterized by low public goodwill characterized by poor citizen-government relations in the counties, rampant ethnicity and corruption (Boex & Smoke, 2020).

For devolution to be effective, however, effective and efficient service delivery is paramount (Hantiro & Maina., 2020). Ensuring that factors relating to quality of services such as timeliness, responsiveness, accessibility and equity, are continuously sustained, will attain effective service delivery. Similarly, there is need of ensuring that services offered, meet the needs of the citizens, in addition to the service providers being held accountable to the people for the quality of services offered. This will ensure citizen

satisfaction, lower costs of delivery and enhancement of the image and reputation of the county governments.

2.6 Public Participation and Service Delivery

Public participation in decision-making processes is critical for efficient and effective service delivery (WB, 2015). The Constitution of Kenya and the County Governments Act, 2012 place strong emphasis on public participation, transparency, and accountability as means of improving efficiency, equity, and inclusiveness of government and service delivery.

Public participation provides citizens with an opportunity to be part of decision making in matters that affect them. Scholarly articles on the influence of public participation on service delivery vary. Azfar, et.al. 1999 & Robinson (2007) posits that public participation improves service delivery as it provides an avenue for information sharing, which leads to the public becoming aware of the actions of government. However, Robinson (2007) goes on to further state that there is no adequate data on whether participation influences service delivery.

In 2014, South Africa suffered violent protests in the different municipalities. The protests were attributed to dissatisfaction with service delivery, very poor communication between representatives of municipalities and community members, and failure to engage citizens in matters affecting them (Seithloho, 2014). Seithsolo further attributes these protests to the inability of the government to anticipate the dissatisfaction among the citizenry. He emphasizes the importance of engaging the populace when it comes to decision-making processes and advocates for narrowing of the space between the government and the governed and concludes by stating that public participation is the only available mechanism that can be used to shorten the space between the government and the electorate, and that it is only by citizen participation that service delivery can be improved, and satisfaction levels of the citizenry monitored and evaluated.

On the other hand, Muriu (2014) posits that it is difficult to solely attribute effective service delivery to public participation. This is because there are other influential factors

that can hinder effective service delivery including political, social, historical and also economic factors (Cheema and Rondinelli, 2007).

Robinson (2007) posits that citizen participation must go hand in hand with political, institutional, financial and technical factors for it to be effective.

John (2009) similarly observes that the level of education and citizens network, are important factors in ensuring that participation influences service delivery.

Devas & Grant (2003) similarly observes that the quality of information, its accuracy and accessibility are key determinants in ensuring a positive influence of public participation on service delivery.

2.7 Preconditions for Meaningful Public Participation

The Ministry of Devolution, the Intergovernmental Relations Technical Committee, the Council of Governors, and numerous scholarly articles, give preconditions for meaningful public participation. These include; Increasing capacity of citizens to participate in their governance; Accessibility to information on planned development activities and programs; Effective communication tools; the chance for the citizens to contribute in the public participation forums; and finally feedback to the citizens on whether their contribution influenced final decisions made, and the rationale for arriving at such decisions. These have been discussed below.

The OECD states that effective public participation entails having a citizenry that is aware of their role in public participation through provision of information by the government. Civic education is considered as an essential prerequisite for public participation as it builds the capacity for the public to effectively participate in having a say on how they are governed (Manyak and Katono, 2016). An effective civic education programme enriches governance as it enhances the understanding of both the public and government officials. The objectives of civic education as captured in Section 99(1) of the County Governments Act, 2012 is to have a citizenry that understands the Constitution and is able to be active in participation in governance affairs. For the

realization of this objective, Section 100 further makes it mandatory for county governments to establish a civic education unit and programme. Section 101 of the County Governments Act, 2012 further provides that counties need to establish legislation for the provision of a framework necessary to facilitate civic education programmes in addition to ensuring citizens are engaged during the planning process. This is further emphasized by Section 115, which makes it mandatory for the public to participate in county planning processes.

A World Bank (2015) report advised that public participation initiatives should appreciate that it is the right of the public to be informed at the earliest opportunity and before the forum dates, about the proposals that are likely to affect their lives or livelihoods, so that they are able to properly participate in the public forums. This is so that they are able to come to the meetings well prepared. The standard practice, according to Creighton (2005) is for governments to establish and maintain a programme of information for public participation, which is accessible to the public, so that citizens can have a clear understanding of how to participate and where to participate. It is therefore important that government agencies develop and maintain an information programme, as a prerequisite for the public participation forums to be shared to the public before the forums, so as to ensure that the intended objectives of the participation forums are achieved. This is a way of incorporating the views of a more informed citizenry in governance issues and decision making in both central and regional governments.

Communication is considered an essential part of public participation. It is the key ingredient in public participation, and therefore, the key question becomes how to involve the public? Communication strategy then becomes a crucial aspect of public participation, and the effectiveness of that strategy can only be achieved through effective communication tools (Sebola, 2017). The manner in which the public is communicated to before, during and after public participation initiatives then becomes crucial. The communication tools used and their effectiveness, determine the outcome of the participation process (Sebola, 2017). This was further elaborated by Priscoli (1995) who stated that it is not only difficult to get the public to participate in public participation

initiatives, but it becomes more difficult if the communication tools are not used effectively. The manner of communication to the public thus determines how serious the public will consider the calls for participation (Sebola, 2017).

A study by Blanchard and Shleifer (2016) on public participation in Kashmir, India recommended that the channels adopted by the government to disseminate information concerning public participation be effective in reaching out to all segments of the society if effective public participation is going to be achieved. Sebola (2017) further argues that it is important that the channel of communication used before and during the public participation is friendly to the public and is able to reach a majority of the citizens in that county/locality and that the participation process needs to be as adaptive and communicative as possible in order to address various stakeholders concerns. However in a political environment laced with strong emotions, hard line positions, conflict and bias, ideal communication can be difficult to achieve (Kolovos & Harris 2005). The effective communication tools in these circumstances are therefore hard to find and use (Cutlip 2012). Hence, while designing the appropriate communication tools to be used, governments need to bear in mind the effect of the environment upon which the participation process is meant to take place in, and also adapt to the new modes of communication, including use of technology which has considerably added to the possibilities of communicating to the public (OECD: 2010). Similarly, the needs of the different categories of the citizens, including persons with disabilities, the marginalized, the aged and those without education or with minimal education, should be taken into account when selecting communication tools.

Githinji (2018) while undertaking a study on public participation in Kenya established a number of barriers in communication to the public before public participation forums. He established that: There was no prior communication of at least two weeks to the public on the timeline and venues for public consultations so to provide the citizens with sufficient time to prepare and participate effectively; The choice of the venue did not consider the preference of the public; and that there was also no regular venue to undertake the participation. Derman and Hellum (2012) therefore recommended that a schedule of the

intended participation forums should be released at the beginning of each financial year so as to help the public in planning and that the venues for public consultations should also be consistent and be the preference of the public. However, it remains to be seen whether this can be achieved locally, seeing as sometimes, unexpected social activities of the citizenry like funerals may clash with the government calendar and the citizens may not be willing to cancel their activities to attend to the government activities. Similarly, this may be a challenge in counties dominated by pastoral communities, who do not have a permanent residence as they move around with their animals when the climate is harsh so as ensure their livestock get water and food.

Additionally, Houston (2011) while conducting a study on public participation in democratic governance in South Africa, recommended that there is need for effective communication through reliable communication channels not only before the participation forums but also after the forums especially on the implementation process of the issues that the participation debated and agreed on.

The Institute for Local Government in California, United States in 2013 provided guidelines on the effective communication strategies before, during, and after public engagement efforts. The guidelines, which can aptly guide county governments during public participation initiatives, include: Understanding the key stakeholders, target audience and their interests; Understanding the community values; Asking the key stakeholders about the communities preferred communication channels which will not only ensure adequate turn out but will also create a valuable communication channel for further engagement; Tailoring the message to suit the target audience; Creation of a communication strategy that takes into account both online and contemporary (print, radio, and television) channels of communication; Creating opportunities for sustaining communication during the public participation process; Identification of the best way to provide feedback to the citizenry on how and whether their input contributed to the final decisions; and Measuring and evaluating whether the public engagement achieved its intended goal and identification of areas for improvement. The evaluation can be done by asking for advice and feedback from key stakeholders, and finally creating opportunities

for sustained relationships with key stakeholders even after the completion of the public engagement process.

The OECD also provides that an effective public participation must involve a sufficient number of citizens whose quantity is relative to the situations, programmes and purposes of each program or policy being developed. It also provides that citizens should be given the opportunity to actively participate during the participation forums, as it is futile to assemble the public in a participation forum, and not give them the opportunity to be heard and to contribute, as this defeats the whole purpose of public participation. Similarly, Ackerman (2014) who evaluated the effects of silent voices in regional governance and accountability in Serbia, noted that adequate collaboration and engagement with the public entails having an intensive engagement on the actual day (s) of participation with the public. Benneworth and Roberts, 2013, go further and state that the organizers of the participation initiatives must be cognizant of the fact that society is heterogeneous due to differences in demographics, knowledge, power, values, and interests of each member in the community, and should consider those factors during the participation forums so to ensure adequate engagement of all those in attendance. Additionally, it is not only sufficient to provide the public with the opportunity to contribute to these forums, but it is critical that the organizers of these forums believe that input by the public will result in improved decision-making. Vulnerable populations plus marginalized groups must also be given special consideration and attention during these forums. The public must also be provided with technical assistance during the participation forums, so as to help them understand technical information. Otherwise, the engagement forums could just be another public relations exercise with no meaningful output.

Ultimately, public participation on its own is not sufficient if the input of the people is not reflected in the final decisions made by the relevant government body. Feedback is fundamental in any public participation initiative. This is clearly enumerated by Kumar (2002) who states that at the end of every participation initiative, the public must be told how their input affected the final decision. However, a challenge observed in the

implementation of devolution is that rarely do the public get to be informed how and whether their contribution has impacted on any decisions made. This has been aptly elaborated by the World Bank in its 2015 report, which noted that the major failure of public engagement initiatives is that the public is almost never told how their input contributed to the final decisions made, hence the reason why the public considers public participation as a mere public relations exercise. It is therefore important that a feedback mechanism is developed and the decisions made after the participation forums, and the rationale for such decisions, is relayed to the public. Otherwise the public may be discouraged from participating in future participation initiatives thereby negating the whole objective of public participation.

2.8 Research Gaps

The literature review provides evidence that researches in the area of public participation has been done, but to a large extent county governments in Kenya have not been tackled exhaustively. Additionally, fewer studies have assessed the effect of public participation on service delivery, especially with regards to devolved governments. Similarly, majority of these studies have focused on developed countries.

2.9 Theoretical Framework

This section discusses Public Choice Theory, which has guided this study.

2.9.1 Public Choice Theory

The founding father of Public Choice Theory is Duncan Black. This theory submits that when people make decisions, they do so based on their personal interest (Hill, 1999), more so politicians and bureaucrats and other public officials (Felkins, 1997). This theory was adopted in politics to show the relation between peoples' selfish nature and how this impacts on the decisions made by the politicians (Blankart and Koester, 2006).

Public choice theory thus discourages the placing of ultimate authority in the hands of a few and affirms that it is possible for citizens to assert their authority to curtail the

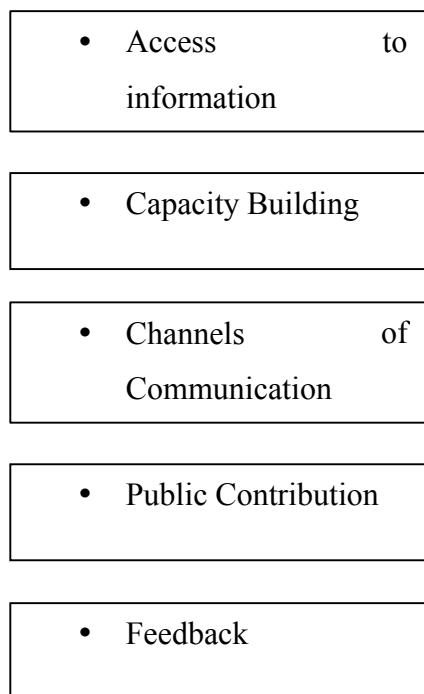
excesses of public officials, through avenues provided by the constitution. Public participation is one such avenue provided by the constitution.

Public choice theory is therefore relevant in public participation because it highlights why it is necessary to promote participatory governance as a way of curtailing the excesses of the elected representatives and the need to establish avenues for involvement of the people in decisions that affect them or that they may have interest in.

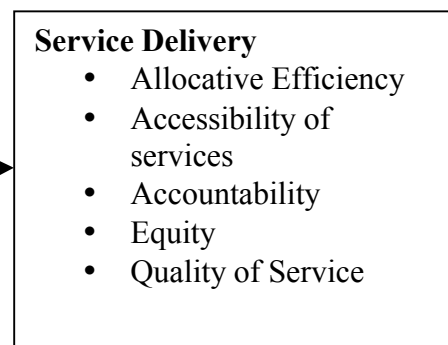
2.10 Conceptual Framework

The researcher developed the conceptual framework from a review of the Public Choice Theory. The conceptual framework simplifies the variables under investigation, when compared to the theoretical framework, which describes a broader relationship between the different variables.

Independent Variable



Dependent Variable



2.11 Definition and Operationalization of Key Concepts

Accountability

The term ‘accountability’ refers to the process where organizations are responsible for their actions and resources for better performance (Chachi, 2011). For the purpose of this study accountability will refer to whether and how officials of county governments are responsible to the citizens on how they have used public resources in relation to service delivery.

Allocative Efficiency

The term ‘allocative efficiency’ refers to the degree to which the services offered by a government agency meet the needs of its citizens. In this study, this term will refer to the extent to which the proposals by citizens are reflected in the final decisions made and services delivered.

Devolution

Devolution can be defined as the transfer of political, administrative and fiscal responsibility from a higher to a lower level of government. Devolution of political responsibility entails the transfer of the authority to make decisions from the national government to sub national governments (Mukonza & Chakauya 2012). Devolution of fiscal responsibility on the other hand entails the transfer of expenditure responsibility and authority to collect revenue from the central government to local governments (Libendi, 2012). Finally, administrative devolution entails a local government having a clear and legally recognized geographical boundary where the county government exercises authority (WB, 2015). In this study, devolution refers to Kenya's devolution model.

Equity

Equity refers to fairness and impartiality towards people. For the purpose of this study, equity will refer to how the county government considers women, youth, persons with disability, and other vulnerable groups in service delivery.

Public Participation

The term 'public participation' has been found to have different meanings depending on the context used. Hague and Harrop (2004) define participation in politics as an activity by individuals intended to influence the decisions made by the rulers on behalf of the governed. In this study, the term public participation was used to mean citizen engagement in devolution implementation.

Service Delivery

Service delivery entails any form of contact with a public entity or a government where the citizens seek services (Martins & Ledimo, 2015). It mainly encompasses when, where and how a service is offered to the citizen. For the purpose of this study, service delivery will refer to the delivery of key public services by the government. This study further operationalizes service delivery by focusing on the key indicators of service delivery, including accessibility of county services, equity in allocation of county services, and allocative efficiency of county services.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter consists of the research design, target population, sampling procedures and techniques, data collection, data analysis techniques, reliability and validity test and ethical considerations.

3.2 Research Design

This study adopted a descriptive research design in order to explore the relationship between the variables of public participation and service delivery under study herein. The research design was useful to this study as it helped narrow the very broad area of study to an easily researchable topic.

3.3 Proposed Study Location

The focus of this study was Isiolo County, which has three sub counties namely: Isiolo Central, Merti and Garbatula.

3.4 Target Population

This study targeted 268,002 persons being the approximate population of Isiolo County (2019 National Census Report). The sample population comprised of the six (6) communities in Isiolo County, namely Boran being the majority, followed by Turkana, Meru, Somali and Samburu being the least.

3.5 Sampling technique and sample size

This study used the random sampling technique to select the sample size. Due to the huge target population, the researcher used Fisher et al (1998) formula to determine the appropriate sample size of this study. A sample of 384 county government officials and residents of the county were used as respondents as demonstrated in figure 3.1 below.

Key informant interviews were also administered to the county leadership in both the executive and the assembly.

Table 3.1: Sampled members of the public

Sub County	Population	Sampling Method	Sample size
Garbatulla	99,730	Random	143
Merti	47,206	Random	68
Isiolo Central	121,066	Random	173
Total	268,002		384

Source: Author (2020)

3.6 Data Collection Procedures

The researcher first obtained letter of authorization from the school and necessary approvals from the County Commissioner, Isiolo County. These documents gave the researcher the necessary support and authenticity to go out to and undertake data collection. The researcher then recruited and trained two (2) research assistants who administered the questionnaires to collect primary data. The researcher also undertook interviews with key informants in the county leadership.

3.7 Data Collection Methods

This study applied questionnaire discussions, supplemented with interview guides through personal and telephone interviews. Secondary data was also used in this study. Secondary data was collected from the Constitution of Kenya and relevant legislation, academic journals, books, releases by relevant organizations, and electronic sources. This enriched the overall data.

3.8 Reliability and validity test

The researcher undertook a pilot study to ascertain the validity and reliability of the questionnaire, which was administered to selected respondents from 1: County Executive; 2: County Assembly; 3: Each sub county.

3.9 Data Analysis and Interpretation

The data collected using the questionnaires was sorted, edited and coded for analysis. The analysis included quantitative and qualitative analysis methods. SPSS and Ms-Excel software was used to analyze the collected data. Tables were used for data presentation.

3.10 Ethical Considerations

The researcher treated all information from respondents with utmost confidentiality in addition to ensuring that all sources of information and literature were acknowledged.

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION

4.1 Introduction

This chapter presents the results and discussions of the study from the data collected from the questionnaires and the interview scripts. The chapter presents the findings in descriptive statistics (distribution tables, percentages) and inferential findings with clear discussions of each finding.

4.2 Presentation of the General Findings

4.2.1 Response Rate

384 questionnaires were issued to the respondents (County residents who included some members of staff of Isiolo County Government), and also conducted Key Interviews on 6 Key Informants out of the 7 sampled for the study who included the Governor, his deputy, County Executive Committee Member Finance and Planning, County Chief Officer Planning, County Director Planning and Chairperson of the Budget Committee in the County Assembly. The response rate is shown below.

Table 4.1: Response Rate

Response Description	Sampled Respondents	Responses	Response Rate Per category
Responses From Interview Schedules	7	6	85.7
Responses From Questionnaires	384	319	84.6
Total	391	325	84.6

Source: Study Findings (2020)

The findings of the study as presented in Table 4.1 indicated a response rate of 84.6%. This indicated that the study was well participated by the respondents.

4.2.2 Demographic Responses of the Respondents

The response on Gender, Years worked, age and highest education levels and the years served by the respondents in Isiolo County was as follows.

Table 4.2: Demographic Responses

Category	Total N (%)
Gender of the Respondents	
Male	216 (67.4)
Female	103 (32.6)
Total	N=319 (100.0)
Age of the respondents	
18-28 Years	100(31.3)
29-39 years	137 (42.9)
40-50 years	46(14.4)
51 and above	36 (11.3)
Total	N=319 (100.0)
Whether Residents of Isiolo county	
Yes	292 (91.5)
No	27 (8.5)
Total	N=319 (100.0)
Whether works for Isiolo county	
Yes	81 (25.4)
No	238 (74.6)
Total	N=319 (100.0)
Years Worked in Isiolo county	
0-3 Years	29 (9.1)
4-7 Years	44 (13.8)
8-11 Years	9(2.8)
12 Years	7 (2.2)

N/A	230 (72.1)
Total	N=319 (100.0)
Highest Education level:	
O Level	93(29.2)
A Level	83(26.0)
Diploma	71(22.3)
Higher Diploma	23(7.2)
Degree	29(9.1)
Post Graduate Diploma	1(0.3)
Masters	18(5.6)
Doctorate	1(0.3)
Total	N=319 (100.0)

Source: Study Findings (2020)

The study findings showed that the respondents were 67.4 % male and 32.6% of female indicating that the male respondents were more. This implies that more men than women took part in public participation activities. The study findings also indicated that respondents were above 18 years and could be involved in this study.

The study findings indicated that while 91.5% of the respondents were residents of Isiolo, only 25.4% of the respondents worked for Isiolo County Government. This indicated that the respondents had the knowledge and understanding of the issue under investigation.

The study findings also showed that 29.2% of the respondents had an O Level Certificate, 26.0% had an A Level Certificate, 22.35% of the respondents held a Diploma Certificate in different specialties while another 7.2% held a Higher Diploma Certificate in unspecified areas. The study findings also established that 9.1% of the respondents held a Degree Certificate, 0.3% had either Doctorate or a Post Graduate Diploma Certificate while 5.6% of the respondents had a Masters Certificate. This indicated that most of the respondents had the right knowledge to understand the issue under investigation and

therefore the information provided was considered to be reliable and representative of the actual situation.

4.3 Descriptive Statistics

The variables of public participation and service delivery were analyzed in this study. Percentages were generated from the descriptive statistics and are discussed below.

4.3.1 Access to information on planned county development activities and programs

The findings are presented below.

Table 4.3: Access to information on planned county development activities and programs

Accessibility of information on planned county development activities and programs	SA & A	Neutral	SD & D	Mean	Standard Deviation
	%	%	%		
The county government has legislation and implementation mechanisms on public participation	64.6	19.7	15.7	2.18	1.248
The county government involves the citizens in its decision-making process and governance matters	71.4	16.3	12.2	2.33	1.091
Citizens in my county can access information on planned development programs from the county	57.9	25.1	16.2	2.03	1.073
The county government invites citizens to public engagement forums to discuss proposals likely to affect the citizens	61.8	21.9	16.3	2.33	1.191
The topics of discussion in the public participation forum is shared with the citizens before the actual day(s) of the forum	71.2	10.7	18.1	2.09	1.296
The county government has developed adequate public engagement forums to ensure effective citizen participation in county management matters	71.8	19.4	8.8	1.98	1.178

Source: Study Findings (2020)

The study findings established that the county government involves the citizens in its decision making process and governance matters and the county government invites citizens to public engagement forums to discuss proposals likely to affect the citizens were the highest public participation activities in the county that registered a mean of 2.33, followed by the county government having developed legislation and implementation mechanisms on public participation which registered a mean of 2.18. The county government having adequate public engagement forums to ensure effective citizen participation in county management matters was the lowest public participation activity in the county followed by citizens in the county able to access information on planned development programs from the county that registered a mean of 1.98 and 2.03 respectively.

The study findings also indicated that there was difference in response on various factors on the accessibility of information on planned county development activities and programs. The highest difference in responses was on whether the topics of discussion in the public participation forum is shared with the citizens before the actual day(s) of the forum followed by the county government has developed clear legislation, policies, procedures and implementation mechanisms on public participation that registered a standard deviation of 1.296 and 1.248 respectively. The lowest variation in responses was on whether citizens in my county can access information on planned development programs from the county and on whether the county government involves the citizens in its decision making process and governance matters that registered a standard deviation of 1.073 and 1.091.

To a reasonable extent, the results from this study support the literature by the World Bank (2015) that providing citizens with access to information on planned development programs in addition to having clear legislation and implementation mechanisms, are critical to public service delivery and efficiency, as they enhance transparency and accountability in decision-making processes (WB, 2015).

4.3.2 Increasing capacity of citizens to participate in their governance.

The findings are presented below.

Table 4.4: Capacity building

Capacity building factors	SA &A	Neutra l	SD &D	Mean	Std
	%	%	%		
The county government has built the capacity of the citizens to increase their understanding of public participation.	7.2	8.5	84.3	1.87	.963
The county government conducts regular civic education to build the capacity of the residents to participate in their governance.	7.8	15.4	76.8	1.92	1.092
The county government carries out sensitization programs to educate the residents on how they can participate in public participation forums.	14.1	11.3	74.6	1.97	1.154
The county government has an office to carry out public sensitization on county government decision-making process and governance.	74.3	8.8	16.9	2.22	1.273
The citizens and county officers understand the roles and responsibilities of citizens to participate in decision-making processes of the county government in proposals likely to affect them.	79.6	6.9	13.5	1.89	1.270

Source: Study Findings (2020)

The findings of the study established that the county government does not have an office to carry out public sensitization on county government decision making process and governance registered a mean of 2.22, followed by the county government does not carry out sensitization programs to educate the residents on how they can participate in public participation forums that registered a mean of 1.97. The county government has not built the capacity of the citizens to increase their understanding of public participation was the lowest capacity building activity in the county followed by the citizens and county officers understand the roles and responsibilities of citizens to participate in decision making processes of the county government in proposals likely to affect them that registered a mean of 1.87 and 1.89 respectively.

The study findings also indicated that there was variance in response on various factors on increasing capacity of citizens of Isiolo County to participate in their governance. The highest difference in responses was whether the county government has an office to carry out public sensitization on county government decision making processes and governance, followed by the citizens and county officers understand the roles and responsibilities of citizens to participate in decision making processes of the county government in proposals likely to affect them that registered a standard deviation of 1.273 and 1.270 respectively. The lowest variation in responses was on whether the county government has built the capacity of the citizens to increase their understanding of public participation followed by whether the county government conducts regular civic education to build the capacity of the residents to participate in their governance that registered a standard deviation of 1.073 and 1.092.

The results obtained in this area of investigation concur with the findings by Fox (2014), Muriu (2014) and O'Meally (2015) who argue that an enabling environment must be created that actively encourages the voice and representation of people who would normally be excluded because of gender, age, ethnic or class bias. The high response rate of 28.6% from respondents disagreeing with the question that their counties had effective communication systems between officials and citizens affirmed the views obtained during literature review on the works of Okello, Oenga and Chege (2008) that the key

hurdles faced by the citizen in engaging in their development and decision making is linked to the citizens’ need for information on their responsibilities and how to execute them. These authors argued that capacity building consists of developing citizens’ knowledge and skills on how there can participate in their affairs.

4.3.3 Communication Channels used by County Government before, during andafter Public Participation Forums.

The findings are presented below.

Table 4.5: Communication Channels

Channels of Communication	SA &A	Neutral	SD &D	Mean	Std
	%	%	%		
The county government communicates to the citizens on the timeline and venue for public participation forums at least two weeks before the planned forums	74.3	10.3	15.4	2.08	1.245
The county government considers the preference of the public when selecting venue for the participation forums	68.3	19.4	12.3	2.09	1.218
The county government has a schedule of the intended participation forums in each particular year and releases it at the beginning of each financial year	77.7	6.9	15.4	1.99	1.249

The communication channels used by the county government to communicate to the public reaches the majority of the citizens	58.6	15.0	26.4	2.40	1.344
The county government uses different communication channels to communicate to the citizens including local radio, local administration, village elders and online platforms.	55.8	14.1	30.1	2.63	1.562
There are times that venues are changed impromptu and the public is not informed in good time.	40.1	14.7	45.2	3.15	1.686
The county government undertakes separate communication to reach out to the vulnerable groups in the society including persons with disability.	57.1	17.2	25.7	2.51	1.451

Source: Study Findings (2020)

The findings of the study established that there are times that venues are changed impromptu and the public are not informed in good time, registered a mean of 3.15, followed by the county government uses different communication channels to communicate to the citizens including local radio, local administration, village elders and online platforms that registered a mean of 2.63. The county government has a schedule of the intended participation forums in each particular year and releases it at the beginning of each financial year was the lowest channels of communication factor that affected

public participation forums in the county followed by the county government communicates to the citizens on the timeline and venue for public participation forums at least two weeks before the planned forums that registered a mean of 1.99 and 2.08 respectively.

The study findings also indicated that there was variance in response on various factors on the extent to whether the communication channels used by county government in the county are effective. The highest difference in responses was whether there are times that venues are changed impromptu and the public are not informed in good time followed by the county government uses different communication channels to communicate to the citizens including local radio, local administration, village elders and online platforms that registered a standard deviation of 1.686 and 1.562 respectively. The lowest variation in responses was whether the county government considers the preference of the public when selecting venue for the participation forums followed by whether the county government communicates to the citizens on the timeline and venue for public participation forums at least two weeks before the planned forums that registered a standard deviation of 1.218 and 1.245.

These findings neither contradict nor support the arguments by Dalehite (2008) who argued that there are numerous benefits of involving citizens through effective communication channels for public participation, including the improvement of the quality of services. Similarly, the results neither support nor contradict the empirical findings from a study by Holder and Zakharchenko (2002) who suggested that effective communication channels for public participation increases transparency in the decision-making process. These authors argued that communication channels for involvement of the public enhance policy development. They also make government officials more accountable for their decisions. They, thus, recommended that there is need to adopt effective communication channels so that citizens are involved in the decision making processes because their input can help create useful solutions to service delivery problems and thus enhance overall government performance.

4.3.4 Extent of Public Contributions during the Public Participation Forums

The findings are presented below.

Table 4.6: Public Contributions

Public Contribution	SA&A	Neut	SD &D	Me an	Std
	%	%	%		
The residents of Isiolo County are able to participate in discussions and make a contribution during the public participation forums.	58.6	18.8	22.6	2.34	1.324
The different groups, including men and women, and the vulnerable groups in the society are able to contribute during the public discussion forums.	54.9	28.5	16.6	2.45	1.191
The county government provides technical assistance to the public during the participation forums so as to help the public understand information that maybe technical and is relevant to the discussions	80.5	7.5	12.0	1.96	1.166
The citizens are happy with their engagement during public participation forums.	62.7	23.8	13.5	2.14	1.137

Source: Study Findings (2020)

The study had sought to establish the extent of public contributions during the public participation forums. The findings of the study established that the different groups, including men and women, and the vulnerable groups in the society are able to contribute during the public discussion forums that registered a mean of 2.45, followed by the residents of Isiolo County are able to participate in discussions and make a contribution during the public participation forums that registered a mean of 2.34. The county

government provides technical assistance to the public during the participation forums so as to help the public understand information that maybe technical and is relevant to the discussions was followed by the citizens are happy with their engagement during public participation forums that registered a mean of 1.96 and 2.14 respectively.

The highest difference in responses was whether the residents of Isiolo County are able to participate in discussions and make a contribution during the public participation forums followed by the different groups, including men and women, and the vulnerable groups in the society are able to contribute during the public discussion forums that registered a standard deviation of 1.324 and 1.191 respectively. The lowest variation in responses was on whether the citizens are happy with their engagement during public participation forums followed by whether the county government provides technical assistance to the public during the participation forums so as to help the public understand information that maybe technical and is relevant to the discussions, that registered a standard deviation of 1.137 and 1.166. These findings support the views by Dalehite (2008) that significant improvements in services can be derived from citizen's involvement through the use of citizen surveys.

4.3. 5 Extent of Feedback with regard to input of the public to final decisions

The findings are presented below.

Table 4.7: Feedback in regard to input of the public

Feedback	SA&A	Neutral	SD&D	Mean	Std
	%	%	%		
The county government has developed feedback mechanisms to inform the citizens on the decisions made by the county	6.9	12.2	80.9	1.83	1.022
The public gets feedback on how their contribution during public participation influenced the final decision made by the county government.	5.9	16.0	78.1	1.81	.954
The county uses various channels to provide feedback to the citizens on their contribution in public participation forums.	12.5	18.2	69.3	2.08	1.116
Where the contributions of the citizens are not taken into account in the final decision made by the county government, the citizens are informed of the rationale to arrive at such decisions.	15.9	13.5	70.6	1.97	1.249

Source: Study Findings (2020)

The study sought to establish whether there exists a feedback mechanism with regards to how and whether public input contributed to the final decisions made. The study findings established that the county uses various channels to provide feedback to the citizens on their contribution in public participation forums was the factor with the highest effect that registered a mean of 2.08, followed by where the contributions of the citizens are not taken into account in the final decision made by the county government, the citizens are informed of the rationale to arrive at such decisions that registered a mean of 1.97. Response on whether the public get feedback on how their contribution during public

participation influenced the final decision made by the county government had the lowest effect on feedback in regard to public contributions to final decisions followed by the county government has developed feedback mechanisms to inform the citizens on the decisions made by the county that registered a mean of 1.81 and 1.83 respectively.

The study findings also indicated that there was variance in response on various factors on the extent to which feedback in regard to public input, contributes to final decisions. The highest difference in responses was whether where the contributions of the citizens are taken into account in the final decision made by the county government, the citizens are informed of the rationale to arrive at such decisions followed by the county uses various channels to provide feedback to the citizens on their contribution in public participation forums that registered a standard deviation of 1.249 and 1.116 respectively. The lowest variation in responses was whether the public get feedback on how their contribution during public participation influenced the final decision made by the county government followed by whether the county government has developed feedback mechanisms to inform the citizens on the decisions made by the county that registered a standard deviation of 1.137 and 1.166.

The study conclusions support the findings by World Bank (2015) that accessibility to information, in addition to having defined structures of communication and information sharing between the governed and the government, and feedback, are critical factors in meaningful participation.

4.4 Service Delivery

The indicators used to measure service delivery, which were on a continuous scale, were accessibility to county services, quality of services, equity and allocative efficiency of services in the year 2019. The results were presented in Table 4.9 below. The findings imply that service delivery was poor in terms of accountability, accessibility to services, and allocative efficiency. This was attributed to the way the County Government of Isiolo undertakes public participation. Public participation is limited in the devolved governments and therefore legislation on public participation has not realized its full

potential because the citizens do not fully understand their rights or embrace the opportunity (Tulla, 2014).

Table 4.9: Service Delivery

	<1%	1%- 10%	11%- 30%	31%- 40%	Above 40%	Mode
Accessibility to services	15%	35%	20%	15%	15%	2
Allocative Efficiency	25%	45%	10%	0%	15%	2
Accountability	25%	15%	20%	10%	10%	2
Equity	30%	55%	15%	5%	0%	2

4.5 Correlation Analysis

This part of the study contains the analysis to establish whether each of the independent variable: Access to information (X1), Capacity Building (X2), Communication Channels (X3) Public Contribution (X4) and Feedback on Public Input (X5), influence the Dependent Variable: Service Delivery at the County Government of Isiolo; under investigation. The findings for each variable is given by Pearson Correlation (r) and its corresponding p-value is less 0.05 at 95% confidence level, then the study concludes that there is a significant relationship between the variables.

Table 4.10: Correlation Analysis

		Y	X ₁	X ₂	X ₃	X ₄	X ₅
Service Delivery	Pearson Correlation	1					
	Sig. (2-tailed)						
	N	319					
Access to information	Pearson Correlation	.781	1				
	Sig. (2-tailed)	.000					
	N	319	319				

Capacity Building	Pearson Correlation	.742	.424**	1			
	Sig. (2-tailed)	.000	.000				
	N	319	319	319			
Communication Channels	Pearson Correlation	.645	.539**	.538**	1		
	Sig. (2-tailed)	.000	.000	.000			
	N	319	319	319	319		
Public Contribution	Pearson Correlation	.502	.319**	.745	.396**	1	
	Sig. (2-tailed)	.000	.000	.000	.000		
	N	319	319	319	319	319	
Feedback on Public Contribution	Pearson Correlation	.594	.358**	.372	.714**	.387**	1
	Sig. (2-tailed)	.004	.000	.000	.000	.000	
	N	.319	319	319	319	319	319
*. Correlation is significant at the 0.05 level (2-tailed).							
**. Correlation is significant at the 0.01 level (2-tailed).							

The first specific objective was to establish whether access to information has an effect on service delivery in Isiolo County. Based on the outcome in Table 4.10, it can be inferred that there is a significant correlation between accessibility of information by the public and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.781. This suggests that access to information by the public can enhance service delivery at the County Government of Isiolo.

The second specific objective was to determine the effect of capacity building on service delivery. Based on the outcome in Table 4.10, it can be inferred there is significant correlation between educated public and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.742. This suggests that capacity building of citizens through public participation does enhance service delivery at the County Government of Isiolo.

The third specific objective was to determine the effect of effective channels of communication on service delivery. Based on the outcome in Table 4.10, it can be inferred that there is a significant correlation between communication channels and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.645. This suggests that improving the available communication channels in the public participation process and ensuring that the important issues are properly communicated to the public in good time can enhance service delivery at the County Government of Isiolo.

The fourth specific objective was to determine whether public contribution has effect on service delivery in Isiolo County Government. Based on the outcome in Table 4.10, it can be inferred that there is a significant correlation between public contribution and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.502. This suggests that service delivery at the County Government of Isiolo can be enhanced by improving the contribution by the public during participation forums and ensuring that the public are given time to present their views.

The fifth objective was to determine whether feedback mechanisms have effect on service delivery in Isiolo County Government. Based on the outcome in Table 4.10, it can be inferred that there is a significant correlation between feedback mechanisms and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.594. This suggests that improving the feedback in public participation process can enhance service delivery at the County Government of Isiolo.

4.6 Model Summary Analysis

Multilinear regression model was used to test the relations between public participation and service delivery with reference to the County Government of Isiolo. Regression Coefficient can be explained as the slope of the regression line, where each coefficient estimates the change in the mean response per unit increase in X when all other predictors are held constant. The model in this part shows a direct relationship between the public participation and service delivery at the County Government of Isiolo. The multiple linear regression models for the study was as follows;

Linear Regression Model 1: $Y_1 = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + e$

Whereby Y_1 is Service Delivery at the County Government of Isiolo

X_1 = Access to information

X_2 = Capacity building

X_3 = Communication Channels

X_4 = Public Contribution

X_5 = Feedback mechanisms

β_1 = Coefficient

β_0 = a constant which is the value of dependent variable when all the independent variables are zero

e = Probabilistic error term (This explains variations in service delivery at the County Government of Isiolo that are not explained by the regression).

Table 4.11: Effect of public participation on service delivery in Isiolo County Government: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.782 ^a	.612	.579	.55791

From the findings in Table 4.11, R (Correlation Co-efficient) was 0.782 (78.2%). This infers that public participation factors (accessibility to information, increased capacity to engage in governance, channels of communication, public contribution and feedback mechanisms) influence service delivery in Isiolo County. The coefficient of determination (R square) adjusted was found to be 0.579 (57.9%). This infers that 57.9% of improvement in service delivery in Isiolo County is influenced by public participation. The remaining (42.1%) may be justified by other considerations not contained in the regression model in this study.

4.6.1 Analysis of Variance (ANOVA)

Analysis of Variance is a regression output that helps in analyzing the variance levels within groups using the samples taken from each group. It is used to analyze whether the differences in means are significant, and if significant, they are interpreted to mean that the model used was fit for analysis. The results of ANOVA are shown in Table 4.12 below.

Table 4.12: ANOVA

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	63.803	6	10.633	81.168	.000 ^b
	Residual	40.450	312	.131		
	Total	104.253	318			
a. Dependent Variable: Service Delivery						
b. Predictors: (Constant), Communication, Feedback, Public contribution, Accessibility to information, capacity building						

The findings in Table 4.12 above, it is apparent that the differences in means are significant. This implies that public participation factors can be used as predictors in explaining the variation in service delivery at the County Government of Isiolo.

4.6.2 Regression Coefficients

Regression coefficients show the nature of relationship between the independent and dependent variables. The findings of regression coefficients are shown in Table 4.13 below.

Table 4.13: Regression Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	12.534	2.852		4.395	.000
	Access to information	.579	.098	.456	5.908	.000
	Capacity to engage	.629	.074	.542	8.500	.000
	Communication Channels	.714	.028	.642	25.500	.000
	Public Contribution	.502	.103	.398	4.873	.000
	Feedback mechanisms	.484	.111	.287	4.360	.000
Dependent variable: Service delivery						

From the multi-regression analyzing, the findings of the study indicated that: $Y=12.534+0.579 X_1+0.629X_2+ 0.714X_3+0.502X_4+0.484X_5 + \epsilon$. This indicates that a 0.579 change in informed public, 0.629 change in educated public, 0.714 changes in communication channels and 0.502 changes in public contribution and 0.484 changes in feedback on public input will have unit change in the service delivery at County Government of Isiolo.

4.7 Hypotheses Testing

Regression analysis was conducted to determine the proportion of service delivery (dependent variable), which could be predicted by informed public (independent variable). The hypotheses were tested to ascertain whether the various factors of public participation affect service delivery in Isiolo County. The $P<0.000$) which is less than the critical value of 0.05 leads us to reject the null hypothesis and accepting the alternative hypothesis that public participation in devolved government (access to information,

capacity to engage, communication channels, public contribution and feedback on public input) play a significant role on service delivery at County Government of Isiolo.

H₀₁: Access to information does not have a significant effect on service delivery.

The results in Table 4.13 shows that there is a positive and significant relationship between informed public and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.579. This implies that a unit increase in informed public would increase the service delivery in Isiolo County by 0.579 units. Therefore, we reject the null hypothesis and accept that access to information has a significant effect on service delivery.

H₀₂: Capacity building does not have a significant effect on service delivery

The results in Table 4.13 shows that there is a positive and significant relationship between educated public and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.629. This implies that a unit increase in educated public would increase the service delivery in Isiolo County by 0.629 units. Therefore, we reject the null hypothesis and accept that capacity building has a significant effect on service delivery.

H₀₃: Effective channels of communication do not have a significant effect on service delivery.

The results in Table 4.13 shows that there is a positive and significant relationship between communication channels and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.714. This implies that a unit increase in ion channels would increase the service delivery in Isiolo County by 0.714 units. Therefore, we reject the null hypothesis and accept that effective channels of communication have a significant effect on service delivery.

H₀₄: Public contributions do not have a significant effect on service delivery.

The results in Table 4.13 shows that there is a positive and significant relationship between public contribution and service delivery in Isiolo County as supported by a

$p < 0.05$ and a beta coefficient of 0.502. This implies that a unit increase in public contribution would increase the service delivery in Isiolo County by 0.502 units. Therefore, we reject the null hypothesis and accept that public contributions have a significant effect on service delivery.

H_{05} : Feedback does not have a significant effect on service delivery.

The results in Table 4.13 shows that there is a positive and significant relationship between feedback mechanisms and service delivery in Isiolo County as supported by a $p < 0.05$ and a beta coefficient of 0.484. This implies that a unit increase in feedback mechanisms would increase the service delivery in Isiolo County by 0.484 units. Therefore, we reject the null hypothesis and accept that feedback has a significant effect on service delivery.

4.8 Summary of findings from interviewees

The findings from the interviews agree with the quantitative data findings that the residents of Isiolo County are informed on their role in having to participate in the decisions process on the issues that affect them through public participation. The response from interviews also indicated that Isiolo County Government has not established programmes to build the capacity and increase the knowledge of the residents of Isiolo County on their role to participate in decision-making process in the county.

The findings of the study also indicated that Isiolo County does not have a department dedicated to public participation. However, there is a Civic Education and Policy Resource and Public Participation Unit currently housed in the Office of the County Secretary and Public Service Management Department. There is also no law on public participation but there is currently a policy on public participation. The County Assembly also approved the Public Participation Bill in 2019. While the respondents felt that County Government involves the citizens in its decision-making, one of the interviewees felt that it was a challenge organizing for such forums.

.....it is a challenge for citizens to access information on planned activities by the county due to the a number of challenges including illiteracy and lack of access to ICT..... Interviewee

The study also established there is deliberate effort to include the vulnerable groups in the discussion during the participation forums. The county team usually calls out to groups like women and PWDs to contribute during these forums. Citizens are not very happy with the participation forums due to fatigue and no tangible outcome felt due to lack of feedback mechanism so the residents do not get to see how their input affected the final decision made. Also residents see the different participation forums as the same thus get fatigued. Further, residents assume that their input must affect the final decision made more so when it comes to discussing projects and thus every resident wants a project to be undertaken in their area forgetting that resources are minimal and must be distributed equitably.

The county government invites citizens to public engagement forums to discuss proposals likely to affect the citizens more so in the process of budget making, in the making of CIDPs and the Annual Development Plan. This is usually undertaken at the ward level and that the topics of discussion in the public participation forum are shared with the citizens before the actual day(s) of the forum. This is usually done through advertisement in the newspaper, usually one week to the meetings. The residents are also given an email address to submit their memorandum before the actual day of the meeting.

The County government uses social halls, catholic halls, rural training centers and community areas like market stalls where no social hall is available. There is thus no preferred venue for public participation although sometimes the venues on intended public participation forums are changed impromptu.

.....public participation has contributed to better management of local affairs and projects. interviewee.

The findings of the study also established that the County Government of Isiolo has put in place effective communication channels through which they reach out to residents of Isiolo County on the public participation forums and that the residents of Isiolo County are able to make contributions during the public participation forums.

.....the channels of communication used usually reaches a significant number of residents more so through the ward administrators who reside in their area of operation. Online platforms like Facebook are also being used to disseminate information..... Interviewee

The county government has NOT adequately built the capacity of the citizens to increase their understanding of public participation due to the following factors: Lack of proper facilitation by the county government; The public participation unit is not a department on its own, does not have its own budget and has only 2 members of staff; The department in which the unit is housed is directly under the direction of the Governor through the County Secretary; and the unit has suffered numerous transfers from one department to another. The interviewee stated that so far, the public participation unit has been housed in four different departments including the Finance department, Cohesion department, Public Service Management and Civic Education department. The unit thus exists due to goodwill and support from development partners as the county has never allocated any funding to it.

Lastly the findings also indicated that the County Government of Isiolo has not put in place systems that give feedback to the residents with regard to how their input influenced the final decisions made and the rationale used.

.....the public is more engaged now in the decision making process unlike before when the constitution did not provide for such inclusion. However the county government does not have any feedback mechanism to communicate to citizens after the participation forums interviewee.

The respondents also felt that public participation is important in enhancing service delivery in the county government and that through public participation, the public feel involved in the decision making process.

.....*through public participation I'm able to express my views over many issues that concern us.....* respondent.

.....*this forum is important as it gives as an opportunity to tell the county government the development priority areas that concern us* respondent.

The residents of the county are also yet to fully understand the importance of public participation and funding of public participation will go a long way in increasing understanding. The respondents also established that the issue of residents coming for these forums to get some tokens also needs to be addressed and that political interference is also another big challenge where MCAs have also interfered and hijacked community proposals.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of findings, the conclusions and recommendations made, evaluation of the findings and suggestions for future studies.

5.2 Summary of Findings

5.2.1 Access to information

The findings of the study established that the county government has legislation on civic education and public participation; it involves the citizens in its decision making process and governance matters; the county government has not put in place participation forums to involve citizens in their governance; the county government invites citizens to public engagement forums to discuss proposals likely to affect the citizens; the topics of discussion in the public participation forum are shared with the citizens before the actual day(s) of the forum and that the citizens in the county can access information on planned development programs from the county.

5.2.2 Enhancing capacity of the residents to participate in their governance and its contribution to service delivery in Isiolo County

The findings of the study established that the county government has not built the capacity of the citizens to increase their understanding of public participation; the county government does not conduct regular civic education to build the capacity of the residents to participate in their governance; the county government does not carry out sensitization programs to educate the residents on how they can participate in public participation forums; the county government has an office to carry out public sensitization on county government decision making process and governance; and that the citizens and county officers understand the roles and responsibilities of citizens to participate in decision making processes of the county government in proposals likely to affect them.

5.2.3 Effectiveness of communication channels used by county government in public participation forums and their contribution to service delivery in County Government of Isiolo

The findings of the study established that the county government has a schedule of the intended participation forums in each particular year and releases it at the beginning of each financial year; and there are times that venues are changed impromptu and the public are not informed in good time; and the county government uses different communication channels to communicate to the citizens including local radio, local administration, village elders and online platforms.

5.2.4 Public Contributions during the Public Participation Forums

The study findings established that the residents of Isiolo County are able to participate in discussions and make contributions during the public participation forums; the different groups, including men and women, and the vulnerable groups in the society are able to contribute during the public discussion forums; the county government provides technical assistance to the public during the participation forums so as to help the public understand information that maybe technical and is relevant to the discussions; and that the citizens are happy with their engagement during public participation forums.

5.2.5 Feedback in regard to public input to final decisions

The findings of the study also established that the county government has not developed feedback mechanisms to inform the citizens on the decisions made by the county; the contributions of the citizens are not taken into account in the final decision made by the county government; the citizens are not informed of the rationale to arrive at such decisions; the public do not get feedback on how their input during public participation influenced the final decision made by the county government.

5.3 Conclusion

Based on the findings discussed in chapter four and the summaries presented in section 5.2 of this thesis, the study concluded that citizens play a significant development role if

they are able to access county information, including project development information on a timely basis and without any form of hindrances. This conclusion concurs with the findings by Fox (2014), Muriu (2014) and O’Meally (2015) who posited that strengthening public participation requires building government systems and capacity, as well as the capacity of citizens. The findings of the study established that involving resident in decision making through public participation enhances service delivery. However, the study also established that Isiolo County Government does not undertake meaningful public participation, which has hampered delivery of services in Isiolo County.

On the role of accessibility of information, the study concluded that there is need for counties to; develop and implement well-defined legislation and implementation mechanisms on citizen participation as well as appropriate legislations and involve citizens in all governance matters.

On ascertaining the role of communication channels to enhance public contribution for service delivery, the study emphasized the need for effective accountability mechanisms to ensure efficient service delivery in the counties. These results concur with those by Cassia and Magno (2008) who held the view that effective communication channels are key for improved performance of institutions.

On feedback mechanisms, the study concluded that counties should develop defined feedback systems so that the public gets to know how and whether their input contributed to the final decisions made.

5.4 Recommendation

The study recommends that citizens of Isiolo County be enabled to access county information on a timely basis and without any hindrances. The county government also needs to enhance public engagement forums to enable adequate citizen participation in the decision making process in the county management matters in addition to ensuring that as many people as possible are engaged in the public participation process in order for it to be effective.

The county government needs to conduct regular civic education to build the capacity of the residents to participate in their governance; the county government needs to carry out sensitization programs to educate the residents on how they can participate in public participation forums to ensure that public understands their role and right in county government governance. The study also recommends policies and guidelines on public participation should be disseminated to the citizenry on regular basis.

The county government should consider convenience and availability of the public when selecting venue and the time for public participation; the county government should enhance their communication process in order to incorporate persons with disability, the illiterate and other vulnerable groups in county affairs. In addition, it is recommended, that other channels of communication more so the use of technology and social media are explored, in addition to ensuring that the communication channels used by the county government to communicate to the public, reach the majority of the citizens.

It is also recommended that active participation of citizens during participation forums in addition to encouraging the public to contribute during these forums be enhanced. Lastly, this study advocates the study recommends for the development of a defined feedback mechanism to inform the citizens on the decisions and deliberations made by the county. The county government should also ensure that contributions by the public are taken into account even as the county government makes its final decision, and the county should also use the available different communication channels, including use of vernacular radio stations to provide feedback to the citizens on how and whether their input contributed to the final decisions made by the County.

5.5 Suggestion for Further Studies

The five predictor variables studied in this research, explain up to 57.90% of the variation in service delivery in Isiolo County, Kenya. This means that 42.10% of the variation in service delivery in Isiolo County, Kenya might be justified by other factors not involved in this study. The research, therefore, proposes that a study be conducted to investigate other factors including; citizens' literacy standards, citizens' political

affiliation, development background of counties, citizens' religious beliefs, county ethnic composition, and county population among other potential predictor variables of service delivery in devolved governments in Kenya.

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APPENDICES

ANNEX I: INTRODUCTION LETTER TO RESPONDENTS

Date: _____

Dear Respondent,

This questionnaire is aimed at collecting data for academic research purposes on “The Nature of Public Participation in Isiolo County.” The study is in partial fulfillment of the requirements for the award of a Masters degree in Public Administration of the University of Nairobi.

Please be assured that any information collected through this questionnaire will be treated with utmost confidence and will be used for research purposes only. High level ethical standards will strictly be observed to ensure that the study outcomes and reports will not include reference names of any respondents. Thank you in advance for your time and cooperation.

Yours faithfully,

Cecilia Kulamo Ngoyoni

ANNEX II: RESEARCH QUESTIONNAIRE

This questionnaire is designed to gather information on the nature of public participation in Isiolo County and is purely for academic purposes only.

Kindly answer all questions as indicated by either filling in the blank or putting a tick (✓) on the option that applies. **The information provided will be treated with utmost confidentiality.**

SECTION 1: GENERAL INFORMATION

1. Gender of the Respondent

a) Male []

b) Female []

2. Age of the Respondents

18-28 years [] 29-39 years [] 40-50 years [] 51 years and above []

3. Are you a resident of Isiolo County?

YES [] NO []

4. Do you work for Isiolo County?

YES [] NO []

5. If Yes, What is your Designation

.....

6. If Yes to question 4; how long have you worked in the County Government of Isiolo?

0-3 years [] 4-7 years [] 8-11 years [] 12 years and above [] N/A []

7. Highest Education level:

O level [] A level [] Diploma [] Higher Diploma []

Degree [] Post Graduate Diploma [] Masters [] Doctorate []

A. ACCESS TO INFORMATION

In your own words, how can you define public participation?

.....

.....

.....

To what extent do the following statements apply to your County? Please tick as appropriate in the corresponding box below.

Key: 5 Strongly Agree, 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree

Access to Information	1	2	3	4	5
The county government has developed clear legislation, policies, procedures and implementation mechanisms on public participation					
The county government involves the citizens in its decision making process and governance matters.					
Citizens in my county can access information on planned development programs from the county					
The county government invites citizens to public engagement forums to discuss proposals likely to affect the citizens					
The topics of discussion in the public participation forum is shared with the citizens before the actual day(s) of the forum					
The county government has developed adequate public engagement forums to ensure effective citizen participation in county management matters					

B. CAPACITY BUILDING

To what extent do the following statements apply to your County? Please tick as appropriate in the corresponding box below.

Key: 5 Strongly Agree, 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree

Capacity building	1	2	3	4	5
The county government has built the capacity of the citizens to increase their understanding of public participation					
The county government conducts regular civic education to build the capacity of the residents to participate in their governance.					
The county government carries out sensitization programs to educate the residents on how they can participate in public participation forums.					
The county government has an office to carry out public sensitization on county government decision making process and governance.					
The citizens and county officers understand the roles and responsibilities of citizens to participate in decision making processes of the county government in proposals likely to affect them					

C. CHANNELS OF COMMUNICATION

To what extent do the following statements apply to your County? Please tick as appropriate in the corresponding box below.

Key: 5 Strongly Agree, 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree

Channels of Communication	1	2	3	4	5
The county government communicates to the citizens on the timeline and venue for public participation forums at least two weeks before the planned forums					
The county government considers the preference of the public when selecting venue for the participation forums					

The county government has a schedule of the intended participation forums in each particular year and releases it at the beginning of each financial year					
The communication channels used by the county government to communicate to the public reaches the majority of the citizens					
The county government uses different communication channels to communicate to the citizens including local radio, local administration, village elders and online platforms.					
There are times that venues are changed impromptu and the public are not informed in good time.					
The county government undertakes separate communication to reach out to the vulnerable groups in the society including persons with disability.					

D. PUBLIC CONTRIBUTION

To what extent do the following statements apply to your County? Please tick as appropriate in the corresponding box below.

Key: 5 Strongly Agree, 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree

Public Contribution	1	2	3	4	5
The residents of Isiolo County are able to participate in discussions and make a contribution during the public participation forums.					
The different groups, including men and women, and the vulnerable groups in the society are able to contribute during the public discussion forums.					

The county government provides technical assistance to the public during the participation forums so as to help the public understand information that maybe technical and is relevant to the discussions					
The citizens are happy with their engagement during public participation forums.					

E. FEEDBACK

To what extent do the following statements apply to your County? Please tick as appropriate in the corresponding box below.

Key: 5 Strongly Agree, 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree

Feedback	1	2	3	4	5
The county government has developed feedback mechanisms to inform the citizens on the decisions made by the county					
The public get feedback on how their contribution during public participation influenced the final decision made by the county government.					
The county uses various channels to provide feedback to the citizens on their contribution in public participation forums.					
Where the contributions of the citizens are not taken into account in the final decision made by the county government, the citizens are informed of the rationale to arrive at such decisions.					

In your opinion, do you think public participation is important? If yes, please expound.....

THANK YOU FOR YOUR PARTICIPATION

ANNEX III: INTERVIEW GUIDE

Name of Respondent (Optional)

County

Position in County

Gender

Your Current Age.....

In your own words, how can you define public participation?

.....
.....
.....

Access to information

1. Does the county government have legislation, policies, procedures and implementation mechanisms on public participation?

.....
.....
.....

2. How does the county government involves the citizens in its decision making process and governance matters?.....

.....
.....

3. Can the citizens in Isiolo County access information on planned development progams from the county? If so, how

.....

.....
.....

4. Are the topics of discussion in the public participation forum shared with the citizens before the actual day(s) of the forum?

.....
.....
.....

Capacity Building

5. How does the county government build the capacity of the citizens to increase their understanding of public participation?

.....
.....
.....

6. Does the county government carry out sensitization programs to educate the residents on how they can participate in public participation forums?

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.....
.....

7. Is there a specific office mandated with the duty of carrying out public sensitization on county government decision making process and governance? Please expound.

.....
.....
.....

Channels of Communication

8. What are the most commonly used methods of communication used by your county to reach the citizens?

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.....
.....

9. In your view, how effective have these communication methods been in reaching out to the citizens of your county?

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.....
.....

10. If not effective, can suggest ways to improve the same?

.....
.....
.....

11. Does the county government undertake separate communication to reach out to the vulnerable groups in the society including persons with disability?

.....
.....
.....

Public Contribution

12. How do you ensure that the residents of the county make contributions during the participation forums?

.....
.....
.....

13. Does the county government provide technical assistance to the public during the participation forums so as to help the public understand information that maybe technical and is relevant to the discussions?

.....
.....
.....

14. In your view, what is the level of engagement of the public during the participation forums?

.....
.....
.....

Feedback

15. Does the county government have feedback mechanisms to inform the citizens on howand whether their contribution influenced the final decision made?

.....
.....
.....

Service delivery

17. In your opinion, do you think public participation is important for improved service delivery? If yes, please expound.....

.....

18. How have these participation forums benefited:

a. The Citizens of your County”

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b. The development of your county”

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