

**FACTORS INFLUENCING EFFECTIVE SERVICE DELIVERY TO
COMMUNITIES. A CASE OF NAKURU TOWN, KENYA**

BY

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DECLARATION

This research project report is my original work and has not been presented for a degree or any other award in any other university

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DEDICATION

This research project report is dedicated to my beloved parents Leonard Opiyo and Benter Atieno who very lovingly gave me first lessons in reading and writing at the tender age of 3 years. It is also dedicated to my sisters Cynthia, Yvonne and Lauryn who always encouraged me during study period. Finally this research project is a dedication to my beloved son Le Roy who has always been the source of inspiration.

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LIST OF ABBREVIATIONS AND ACRONYMS

| | |
|------------------|--|
| APSEJIK | Action Against Poverty for Social, Economic Justice in Kenya |
| CBO | Community Based Organization |
| CCTS | Condition Cash Transfers |
| CDD | Community Driven Development |
| ICC | International Criminal Court |
| KNS | Kenya National Survey |
| M & E | Monitoring and Evaluation |
| NGO | Non Governmental Organization |
| OECD | Organization for Economic Cooperation and Development |
| SD | Service Delivery |
| UN | United Nations |
| USA | United States of America |
| WHO | World Health Organization |

ABSTRACT

The most important milestone in the world in regards to improved community welfare is efficient and effective service delivery on essential areas such as health, water, sewerage; sanitation, security, and economic empowerment, reducing community poverty levels as stressed by WHO in 2011. This study sought to generate a deeper understanding through factors influencing effective service delivery to communities. A case of Nakuru town. Thus the objectives guiding this study were to determine the extent to which availability of funds affect service delivery in Nakuru town, to examine the extent to which availability of technical know-how affect service delivery in Nakuru town, to establish the extent to which political interference affect service delivery in Nakuru town, and to determine the extent to which community participation affects service delivery in Nakuru town. The study adopted the descriptive survey design involving a sample size of 209 respondents. Quantitative sampling was employed in reaching the sample size through information obtained from Kenya's 2009 housing and population census. Both Interview schedules and questionnaires were used in this study. An interview schedule guide was used for the key informants allowing for probing while mail questionnaires were employed for the category of respondents who could not be reached physically. Qualitative data collected was coded allowing for the quantitative analysis using descriptive statistics. The data obtained in this study was presented in frequencies, percentages and mean. Findings stated that 88% of respondents indicated that for effective service delivery to exist within communities there must be availability of funds to put up new structures, expand on available facilities and ensure running of existing ones. A Majority 81% implicated required expertise for sustainability of community projects. On political leaders' interference, 93% stated negatively and a great barrier to improved community service delivery, and most respondents by 78% felt left out on community projects dealing with service delivery and this affected their full participation. It is for these reasons that the researcher strongly recommends national governments allocation of service delivery funds to the County governments annually, Mandatory rule to have expertise input on all community service delivery projects, laid down rules and regulations where politicians do not interfere with community service delivery, and maximum involvement of community members in service delivery projects in line with community needs and wants.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Every government plays a key role and has an even greater potential for promoting positive service delivery and participation of development in the affairs of the state. From the city, all the way to the municipal councils and even lower levels, government structures can be a major avenue for people's voices and power. National and local authorities manage a huge range of issues on service delivery including public health, medical services, education and training, commercial and industrial activity, security, sanitation, environmental regulation and many more. The significance of good service delivery empowers individuals and their society at large, particularly in countries where there is a move towards decentralization and devolution of power as they will benefit from additional resources and a bigger say in national policy on matters falling within their jurisdiction.

In the United States service delivery was first signed by President Roosevelt in a social security act in August 14, 1935. This was spearheaded by empowerment, interpersonal awareness, bargaining, relationship building, organizational awareness, a common vision, impact management, logical persuasion and coercion. The term 'service delivery' in this country means easy accessibility by citizens to basic services like health, infrastructure, water, security, sanitation and education. It also signifies better communal healthcare through medical aid and food nutrition ran under (SNAP) program. Leaders saw the need to come up with AFDC to alleviate poverty in families with children and allow widowed mothers to maintain their households. This initiative saw the need to expand further empowering youths through a new deal employment program called Works Progress Administration (WPA). With time these programs were overwhelmed by the depth of need the community had forcing the state to take over. It's at this point that elected political leaders dictated improved service delivery for the growing population for its

citizens with states like New Jersey, Florida and Oregon recording massive impacts of service delivery on identified emerging issues in their communities.

Given this scenario, the importance of choices made on community service delivery of everyone (men, women, children, youth, and persons with disabilities,) at the local and political government leadership cannot be over-emphasized. Through such participation, they can influence decisions made at the local and national levels to ensure that they are not only gender sensitive but able to support their empowerment. In addition to playing a critical role in the advancement of the community, they can use their experience and opportunity to build on improved community welfare. In this regard quality service delivery becomes a crucial stage for development as everyone's efforts are geared towards empowerment.

In Canada, community development social programs were seen as European tradition and started off solely for service provision to poor individuals slowly reaching out to healthcare and education with an aim of improving communal welfare. The Canadian social safety net covers a broad spectrum of service delivery programs and since Canada is a federal state many social projects are run by provinces hence decided upon by administrative leaders. As at 2006, the country spent \$145 billion on Medicare and public education with a clear focus of upgrading community service delivery. Before this great depression of letting political leaders handle all mandatory community service delivery sectors most social services were provided by religious charities and private groups. Government policies changed between 1930s and 1960s bringing the emergence of a welfare state. The case was similar in most Western European countries.

The United Kingdom has a long history of community service delivery welfares, notably including the English poor laws dating back to 1536. Following serial reforms to the programs involving social workhouses; it was eventually abolished and replaced with a modern system by laws such as the National Assistance Act of 1948.

One fundamental problem facing the process of improved community service delivery in Africa is self greed in political leaders leading to poor citizen's service delivery. Building on the debate: Disorder as political instrument in Africa, as explained in (Chabal and

Daloz, 2009), this study confirms some of the notions of politics in Africa. It also attempts to add value to the notions by revealing how the availability of funds, technical know-how, political interference and community participation, influences service delivery's to the Nakuru communities, a case of Nakuru town. Commentators routinely suggest that badly governed African countries suffer a deficit of community welfare due to poor or lack of positive community service deliveries.

The political culture in Zimbabwe has greatly disbanded funds meant for improving community service delivery programs through the chosen welfare leaders who direct most of this funds for own gain while others foster projects that are not in line with the community's needs. The fact that the Country has been under ZANU-PF government led by Robert Mugabe for time immemorial means recycling leaders who have continued failing in delivering mandatory development services that benefits its citizens.

However, within the seemingly global consensus there are those who look at governmental community service delivery as a smoke screen, geared at concealing fundamental disparities and inadequacies. Within the current debates, one of the often mentioned critiques of community welfare is that more often than not, governments do not make decisions to decentralize community service delivery on the basis of the democratic potentials but rather as a result of an attempt to deepen the government's hegemony (Mutizwa- Manginza & Conyers, 2006, Hillebrand, 2006). The other primary impetus for improved community service delivery in current literature has been seen to relate to political conditionality's attached to AID by donors (Doorknobs, 2009). Goetz, for instance, asserts that:

This change has attracted the interest of economists, social scientists, researchers and donors who want to understand the implications of improved community service delivery in regards to choice of issues in improving people's welfare. (Chattopadhyay and Duflo, 2004), for example, found that an increase in female participation in political leadership in Indian villages resulted in a large increase in such as public investments to provide clean water.

In most of the modern states, governments have shifted responsibilities for community service delivery and governance to its political leaders, Key example is the recent decentralization in Kenyan politics following the promulgation of the 2010 constitution. Today, strong institutional presence in the daily living environment of citizens seems a prerequisite for activating community welfare policies. There is a national effort to create an open institutional space for the chosen leaders to develop 'locally' depending on a community's social policies and governance.

New community welfare programs have integrated the multidimensional, social risk management and capabilities approaches into poverty alleviation through improved service deliveries. They focus on income transfers and service provisions while aiming to alleviate both long and short term poverty through among other things education, health, security, infrastructure, water and housing. Unlike previous programs that targeted the working class, new programs have successfully focused on locating and targeting the poor in communities while concentrating on empowering individuals and the society as a whole. Impacts of social assistance programs on service delivery vary between countries and many are yet to be fully evaluated.

According to (Barrientos and Santibanez, 2010), social programs have been more successful in increasing community service delivery and investments in human capital than in bringing households above the set poverty line. Locating a clean financial schedule and settling existing viable community needs and long term established programs are yet to be realized. The participation of women and men in formal and informal decision-making structures varies globally. Leadership plays a critical but poorly understood role in determining the success or failure of projects in a given community. Political leadership dominates efforts to form and sustain these projects based on its priority in improved communal welfare. Most decisions affecting our society are made at the Political leadership level and as such it's important to evaluate what hinders efficient service delivery to empowering individual and communal welfare.

Consequently, institutional, cultural, economic, religion, gender, and societal factors limit leader's opportunities and abilities to participate in welfare programs. Their low interest on certain community improvement issues is worth research.

Kenya had been one of the several countries around the world, pursuing the policy of decentralization as one pillar of public sector reform in community welfare. Accordingly, the policy was designed to devolve powers and responsibilities for administration, planning and finance to the local levels where people can also participate in the decision making of their respective areas. Community service delivery is a term that appeals to a number of actors even those with divergent views in development issues. According to Manor, the factors influencing service delivery in community welfare has quietly become a fashion of our time", (2001:1). It tends to mobilize sentiments around local democracy, people's participation and rural development expected to bring about effective and efficient community service delivery.

Nakuru town may in principle bring about some factors that hinder or promote communal welfare. The emergence of patriarchal conflict within the cosmopolitan community and the gendered structures may inter alia obstruct the achievement of development in the county. On the other hand, decentralization has, to a certain degree, increased popular participation, as in the emergence of civic forums. Crusaders of decentralization accentuate that decentralization of governments gives citizens more and better opportunities to influence decision making and improve a community's welfare through better community service delivery.

1.2 Statement of the Problem

There has been a serious flaw in health service delivery, housing, lack of water, poor sanitation, infrastructure, insufficient educational facilities, little employment opportunities, poor infrastructure in Nakuru town for many years now. (Nakuru County Development Profile 2013). In many cases leaders have taken advantage of the ignorance, vulnerability, and physical weakness of the locals to initiate inappropriate service delivery's that do not respond to this community's needs.

The KNS (2007) cited one of the community recommendations on how best to improve community service delivery as understanding a community's needs and wants through intense community participation throughout a projects life cycle. Nakuru County strategic plan (2013-2017) on the implementation of national policy for suitable development pin-points sub standard education, lack of credit facilities and difficulties in accessing medical services as causes of poverty in the region. The plan states that 45% of the entire Nakuru County population of 1,603,325 lives in abject poverty compared to National levels which stand at 53%. (KNBS) 2005.

There lies a gap in understanding that improved service delivery is about gaining access to resources to satisfy needs, and it's a part of social change and community development process that cannot continue being ignored by those involved in improving community's welfare. The involvement of everyone in communal welfare positions for vital sustainability of endorsed projects within given communities aimed at alleviation of poverty with efforts to achieve Millennium Development Goal (MDG) 1. (Ministry of Planning and National Development, 2012) . Despite the tremendous efforts made by the Kenyan government, local and international N.G.Os, foreign and partnering countries in allocating colossal funds to alleviate poverty amongst its communities, and the efforts made by the same institutions to empower communities through trainings, service delivery to most Kenyan communities is still wanting. This research intends to expound on factors influencing effective service delivery to communities. A case of Nakuru town.

1.3 Purpose of Study

The purpose of this study is to investigate on factors influencing effective service delivery to communities. A case of Nakuru town.

1.4 Research Objectives

This research project report was guided by the following objectives:

1. To determine the extent to which availability of funds affects service delivery in Nakuru town.
2. To examine the extent to which availability of technical know-how affects service delivery in Nakuru town.
3. To establish the extent to which political interference affects service delivery in Nakuru town.
4. To determine the extent to which community participation affects service delivery in Nakuru town.

1.5 Research Questions

This research project report was guided by the following research questions:

1. To what extent does the availability of funds affect service delivery in Nakuru town?
2. To what extent does technical know-how affect service delivery in Nakuru town?
3. To what extent does political interference affect service delivery in Nakuru town?
4. To what extent does community participation affect service delivery in Nakuru town?

1.6 Significance of the Study

It is hoped that data generated and information gathered from this project provide useful information to the government agencies particularly the Ministry of planning and devolution, donors, local and international NGOs, CBOs and support organisations to guide decisions in efficient and effective community service delivery. On the other hand, this study offered a variety of new methods of investigation on factors influencing effective service delivery to communities. It also gave insights by empowering

community members by addressing various issues within the community involving everyone. Finally, the findings may further provide practical implications for the future of legislation, policies and service provision towards maximum possible inclusion of a community in determining its own needs and ways of curbing resources towards positive community service delivery.

1.7 Limitation of the study

Given the vast nature of Nakuru County, it was not possible to capture everyone's views in all the constituencies on factors influencing effective service delivery to communities. It's for this reason that the researcher sampled and worked with Nakuru town population only. Secondly the quality of information sought under descriptive survey as the chosen method of data collection depended heavily on willingness of respondents to cooperate. Equally study provided respondents with an introductory letter stating clearly the use of information provided.

1.8 Delimitation of Study

This study was confined to Nakuru town residents. This ensured that respondents involved had needed required characteristics as well as their easy accessibility. It ensured that the information collected reflected on personal perceptions and expectations from the community itself without influence from other personalities.

Nakuru is located at the heart of the great east African Rift Valley; 160 km northwest of Nairobi. It came into existence in 1904 as a railway station on the East African Railway (or Uganda Railway) and soon developed into an important regional trading and market centre. The total area of the municipality is about 300 square kilometers, of which 40 square kilometers is covered by Lake Nakuru (MCN 2011).

Nakuru County has a population density of 1,603,325, 213.9 people per Km² with 409,836 households. (CBS 2009, Kenya data survey,2014 and Nakuru County Development Profile). It has been expected that political leaders chosen expand on facilities they found but this idea keeps failing every 5 years. The County has 1 main

referential hospital, 7 other hospitals, 23 health centers, and 105 dispensaries mostly owned by the armed forces, NGOs, faith based organizations, and private individuals within the region. (Nakuru County Director of Health.) The County has as at today 60 public primary schools, 49 private primary schools, 28 public secondary schools and 21 private secondary schools. (D.E.O), Nakuru County.

Nakuru is the fourth largest town in Kenya after Nairobi, Mombasa and Kisumu. The average annual growth rate as at (2009 National Population Housing census) was 5.3%. The important economic sectors are commerce, industry, tourism, agriculture and tertiary services (MCN 2011). Besides these economic activities, the town stands as an important transport and administrative centre.

It also serves as a centre for agro-based industrial and manufacturing activities for its immediate rich agricultural hinterland. Nakuru's location along the Kenya-Uganda railway and the Trans African highway, linking the coastal region, Nairobi and the western parts of Kenya, has played an important role in its growth. (Foeken & Owuor, 2007)

1.9 Basic Assumption of the Study

In the study, it was assumed that Nakuru town's sampled respondents would be available and willing to provide reliable and honest information regarding factors influencing effective service delivery to this community. Researcher also assumed that selected sample size gave a fair representation of the entire population.

1.10 Definition of significant terms used in the study

Funds

This refers to money provided by the government, another country, local or international NGOs for a particular community development purpose.

Technical know how

This study considers the term technical knowhow to signify expert skill, information, or body of knowledge that impart an ability to cause a desired result.

Political interference

Refers to a policy of non-defensive activities undertaken by a nation, state or other geopolitical jurisdictions of a lesser or greater nature, to manipulate an economy or society positively or negatively.

Community participation

This term means local groups of people having something in common that they share with each other, expressing their own problems and needs and taking collective actions to meet them.

Service delivery

This study considered service delivery to mean accessibility of basic community needs and wants e.g. water, sanitation, sewerage, education, health services, infrastructure and insecurity.

Capacity building

This is a conceptual approach to development that focuses on understanding the obstacles that inhibit people, governments, international organizations and non-governmental organizations from realizing their developmental goals while enhancing the abilities that will allow them to achieve measurable and sustainable results.

Community mobilization

Community mobilization is a process through which action is stimulated by a community itself, or by others, that is planned, carried out, and evaluated by a community's individuals, groups, and organizations on a participatory and sustained basis to improve the health, hygiene and education levels so as to enhance the overall standards of living in the community.

Community empowerment

Community empowerment refers to the process of enabling communities to increase control over their lives.

1.11 Organization of the Study

This study is organized in five chapters. Chapter one is an introduction to the study highlighting on; background information, statement of the problem, purpose and objectives of this study. It also gives the research questions that this study intends to answer, the significance of study, assumptions, limitations and delimitations. Chapter two contains the literature reviews; on past studies, papers and arguments relating to factors influencing effective community service delivery globally, giving an overview of literature used in the study. This is further illustrated by literature reviewed under the themes availability of funds, availability of technical know-how, political interference, and community participation hindering positive community service delivery to Nakuru town residents. Literature reviewed was not only helpful in identifying the existing gaps that need to be addressed for this research but most importantly improved on community projects globally, rendering them sustainable. The conceptual framework is a hypothesized model that was used to identify concepts under this study illustrating the relationship between the dependent and independent variables.

Chapter three describes methodology used in this study. It captured research design, target population, sample size and sample selection, data collection instruments, data collection procedures, data analysis techniques and the ethical considerations made

during this research process. This chapter also gave the operational definition of variables as used in the study.

Chapter four contains research findings of this research study all under data presentation, analysis and interpretation, critically examining data collected, its presentations and an appropriate interpretation. The results are presented in frequencies and percentages. Chapter five is the final chapter highlighting on the summary of the key findings, discussions, conclusions, and recommendations made as well as research contributions to the body of knowledge. Suggestions for further research are also clearly indicated. This chapter also helps in answering research questions, giving reasons behind answers obtained. References and appendices used in this study including given questionnaires and interview schedule guide have been attached at the end of this research project report.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter focuses on the factors influencing effective community service delivery that have direct or indirect influence on communities raising poverty levels. Emphasis was given to four key factors identified as having significance influence on quality service delivery within communities blocking CDD. These include availability of funds, availability of technical know, political interference, and community participation.

In this research, the link between effective and efficient community service delivery and the aspects that hinder proper functioning lies in some factors attributed to being barriers blocking attainment of quality service delivery to citizens within Nakuru town. The dependent variable is service delivery because the independent variables manipulate its proper functioning. The objectives go ahead to explain communal participation this involves everyone and leads to owning and acceptance of the project and not marking it as white elephant. The involvement of the community in decision making process of policy making and implementation of welfare projects changes their attitude, forms an acceptance and brings about cheap labor if need be. The scan of literature is also meant to identify models on the roles and functions of quality service delivery in other selected countries for purposes of comparison with Kenya, and specifically Nakuru town in order to draw some lessons from these comparisons.

2.2 Availability of Funds and Community Service Delivery

In the USA, educator and organizer Myles Horton in (Horton, 2003) eventually adopted the name ‘popular’ highlighting on importance of leaders offering quality service delivery through sustainable project funds to foster development. This is described in the work he had begun in Cumberland Mountains of Tennessee in the 1920s. Horton's highlander research and education center (formerly, the Highlander Folk School),

founded in 1932, has helped to prepare generations of activists and organizers, among them, Dr Martin Luther King and Rosa Parks (Wiggins, 2011).

In recent years, existence of funds has exerted a strong influence on improved service delivery, including within the Zapatista National Liberation Front in Mexico, the immigrants' rights movement in the USA and Brazil's Landless Rural Workers Movement (Caldart, 2004; Cho et al., 2004). They argued that for service delivery to exist in any community there must be presence of funds availability. As serving people requires funds mobilization, to developed and expand further in various community projects. Key proponents of popular funds were in health, education, economic empowerment and infrastructure. (Wallerstein, 1992, 2002, 2006), have also contributed significantly to the development of self help groups through sourcing for funds for quality service delivery.

One of the main goals of fundraising for knowledge in Kenya is to promote social, economic, technical and industrial needs for this country fostering national development, individual independence and improving communal welfare. Economic aspect insists that systems should produce citizens with skills, knowledge expertise and personal qualities required to support a growing economic nation. The second goal is to promote individual development and self fulfillment meaning that education and training should provide opportunities for maximum development while improving on a community's service delivery, these can only be achieved on availability of funds. (Kithure, 2007).

2.1.1 Community Health Service Delivery

Understanding medical health access of governments, and its international commitments, allows for informed development of advocacy for improved health care access, equity, and quality. (Ungphakorn, 2007) In addition, national policies affect the system's ability to deliver efficiency, thereby affecting the overall sustainability of the system and its ability to function into the foreseeable future from a financial and organizational perspective.

Health systems are said to be efficient when citizens can easily access medical services, World Health Organization (WHO 2012). The organizations, institutions, and resources that are devoted to producing health actions should invest financially in their health systems. This includes the full range of players engaged in the provision and financing of health services including public, and private sectors, as well as international organizations, donors, foundations, and voluntary organizations who are involved in funding or implementing health activities

The US President used his position to positively influence a scheme that is of benefit to American citizens. The bill was signed into law by President Obama on 23rd March 2010. ObamaCare has already aided millions of Americans afford better quality health insurance, helped reform the health insurance industry and has expanded Americans healthcare rights.

In improving on community health service delivery, empowerment is conceptualized as a multi-level construct existing at the individual, organizational and community levels this is measured on how citizens within a given area can easily access or face difficulties in getting medical care, (Zimmerman, 2001) he advanced the construct of psychological empowerment as an individual level variable that takes into account the social context with removal of barriers when accessing medical care.

(Gilson et al ,2005) studied health systems in several African countries and highlighted an inadequate planning process, lack of management capacity and understanding within the health management teams as some of the main factors affecting access to adequate health service delivery capacity and a great contribution to increasing poverty within developing countries, he attributed all these to failure by African leaders to deliver functions of management These dimensions underscore the need to approach access to health systems by strengthening and understanding the interaction and linkages that exist between health financing, service delivery, and management of human resources in the health sector (Shacklock & Lewis, 2008)

2.2.2 Quality in Education Offered

Universal access to basic education ensures equity for all children providing an opportunity for all to enroll in schools including disadvantaged and the vulnerable groups. In Kenya, session paper number 1 of 2012 on policy for education focuses on providing guidelines to ensure that every child gets the right to access education no matter his or her social economic status. The right education will be achieved through a provision of an inclusive and quality education that is relevant to all Kenyans in accordance to attainment of vision 2030. This is also guided by the understanding that quality education contributes significantly to economic growth, better job opportunities and expansion of ideas to income generating opportunities (MOE, 2004).

The benefits of an individual investing in education far outweighs the daunting task before him/her (Brayant, 2011). Low levels of education plus lack of support from our leaders limits local development and allows the current widespread poverty to keep persisting (Barbara, 1998).

In regards to improved communal welfare, different individuals will have a totally different mix in terms of capabilities for demonstrating and acquiring knowledge, skills and attributes. These behaviors can be learnt, practiced or just developed hence the importance of exposing students to formal and informal education. This enhances creativity not only to education alone but health service delivery and individual and societal empowerment. Education is a long life experience starting as early as elementary school proceeding through all levels inclusive of adult education. If you have educational skills then you will recognize a genuine opportunity based on knowledge acquired. The prosperity to educate is not exclusive to certain individuals (Divine, 1988).

2.2.3 Economic Empowerment

Economic empowerment is thought to allow poor people think beyond immediate daily survival and to exercise greater control over both their resources and life choices. It enables households to make their own decisions around making investments in health and

education, and taking risks in order to increase their income. There is also evidence that economic empowerment can strengthen ‘vulnerable groups’ participation in decision-making.

Economic empowerment is directed to launch business ventures and this has been a challenge to many nations. Most people especially those in less comfortable industries find it very difficult to obtain money to venture into businesses. It is estimated that the annual loss of gross domestic product from the labor market is between US Dollars 2.38 and 2.74. Research highlighting the importance of taking economic empowerment into account in assessing poverty found that in 2001, 23% of UK households with an illiterate family member earning less than 60% of the median income. However once government and private institutions came up with financial institutions, welfare programs marked improvement with specific adjustments improving quality and access in education, health care and economic empowerment. The given percentage rose to more than 47% (Mc Clain, 2003).

Economic empowerment makes one independent, providing employment enabling one to earn a living. In a study on inclusion through work in the UK, (2011,) says that 30% of its citizens are currently self employed and offering employment opportunities to others this gives them the chance to get funds for start or expansion into business ventures. Entrepreneurship thus offers a key opportunity to rise out of poverty through self directed economic activities in production services, and trade.(BPKS,2011) Political leaders work along with willing partners around the globe on identification of their Citizens needs, helping them start and expand income generating activities. Micro loan programmers are essential resources for small business activities with individuals having viable business plans for start up or existing business ventures. These programs should take into consideration individual financial limitations and credit problems. (Doyle, 2000).

2.3 Availability of Technical know- how and Community Service Delivery

Projects are bound to develop problems time and again and they need to be improved for the existing structures to keep offering quality services as failure to this lowers output and relevance of projects. The skills and knowledge needed require expertise to solve existing problem.

A well-developed project posits that quality of any output can promote individual and community empowerment on availability of funding to supplement facilities (Wallerstein, 1992b, 2002, 2006; Wallerstein and Bernstein, 1988). Despite over 30 years of research suggesting that it may be a valuable mechanism for creating social justice and improving livelihoods, inadequate skills and knowledge remain largely unknown in mainstream decentralization circles in the industrialized world. One of the reasons for its relative obscurity has been inadequate, lack and very little of these expertise required to ensure the success of projects (Performance and education, 2005).

2.3.1 Designing Sustainable Community Projects

Emerging research evidence demonstrates that sustainability is a key component to good development (Saunders, 2004). The presence of funds, relevant skills and knowledge needed for the running of these projects, communal participation and involvement conditions a country's stable economic growth directly as societies incorporates potential workers and consumers resources to their needs and wants. Attention to reduce poverty levels, empower individuals enlightening the society, involving everyone to eventually contribute to economic growth when they become wage-earners. When sustainability of endorsed projects is the norm, leaders tend to have little control in key decision making policies and implementation as the community manages and runs most major activities. .

There is growing consensus that the most effective way to decrease poverty in a community is by endorsing good sustainable projects creating more just economic, social and political conditions (Friedens, 2010). He stated that there lives a close relationship between planning, participatory approach and development to stir forward improved service delivery. The connection between technical know- how, sustainability of the

project and social justice are increasingly apparent, whether in the form of relative income equality (Kennedy et al., 2006), equitable workplace conditions (Zimmerman and Hartley, 2003; Karasek and Theorell, 2007) or racial/ethnic equity (Krieger, 2001; David and Collins, 2005; Krieger et al., 2003). Much less clear, however, are concrete ways in which public project, practitioners can work with communities to address inequities such as poverty, racism and powerlessness.

Stewardship in expertise skills and knowledge encompasses activities that go beyond general knowledge influencing main determinants of project outcome e.g., education, poverty, environment, economic empowerment, and health systems.

2.3.2 Community Project Implementation

Priorities in project planning and management policy also needs to be elaborated at the national and local levels through planned goals that address improving communal living standards of the poor and reducing the gap between the poor and the rich for an impact on positive growth and empowerment (Gwatkin, 2000). Although the establishment of policy lays an essential foundation for a government's intention, its value depends on the evidence and effects of policy implementation.

(Stogdill's 2004) argues that for implementation to be relevant to an individual it must be of quality and one way of achieving this is through employing well trained personnel, reflecting on a reviewed curriculum, strengthening training colleges, and upgrading entry points to these institutions. This reviews educational traits, giving enough positive influence on the students (Educational Charter, 2012).

The benefit of an individual investing in implementation processes far outweighs the daunting task before him/her (Bryant, 2011). Low levels of service delivery plus lack of support from well trained experts limits local development and allows the current widespread poverty to keep persisting. (Barbara,1998).

In the USA community project implementation is one main pillar to projects endorsed and taken with great significance from the basic elementary level, at this lower cadre are

academic experts who have specialized in various projects. Empowerment through quality implementation has been conceptualized to good qualifications of project staff. (Minkler, 2002).

Community project implementation can be conceptualized as a philosophy and methodology that aims to construct meaningful knowledge and this can be achieved through well trained project staff offering a just society by creating settings in which people who have historically lacked power can discover and expand their knowledge and use it to eliminate societal inequities (Wiggins, 2011). It is grounded in two equally fundamental beliefs first, that the current distribution of power and resources in the world is unjust, and second, that change is possible. Values such as compassion, discipline and love for the cause of the people are at the heart of development.

2.3.4 Monitoring and Evaluation of Service Delivery Projects

There should be checks and balances created to ensure that planned concepts are as planned monitoring and evaluation of projects keep improving existing structures, saving costs and ensuring that projects give relevant results as was intended.

Improving and developing existing projects is mandatory in sustainable livelihoods and compulsory of positive attitude, knowledge and skills. Lack of schools, hospitals, dispensaries, health centers and other crucial facilities for improving citizen's welfare deprives them their right to development hence a hindered improved welfare. This can be addressed through the chosen project answering to community needs.

(Dube, Karyomunda, Kangere, Gebretensy, 2010), in their study in Ethiopia titled the role of monitoring and evaluation in promoting participation in economic activities stated that the role of M and E in promoting economic empowerment is viable but has been overshadowed due to political leaders self interest. This hinders growth and expansion of project output hence citizen's inability to acquire skills useful in accessing empowerment.

In a study in support of NGOs pushing for transparency in M and E in Dhaka city, (CSID, 2008), states that local citizens are not able to get maximum project output as planned and failures in most projects keep on being replicated due to inadequate funds to hire M and E experts.

In working towards improving M and E the USA provides a given percentage for this exercise to most projects, engages in activities that incorporate the society to M and E results obtained from various projects e.g. on line postings and local daily's for the public to see and comment, and reformed higher institution curriculum to incorporate M and E strategizing on increased experts.

2.4 Political Interference on Community Service Delivery

The Millennium Development Goals, (MDGs), World Bank, and United Nations, consider political intervention as a useful tool for reducing the escalating poverty levels and improving the economic situation among people living in developing countries, there are many way to note that most people are vulnerable to political leaders who instead use their powers to source funds, bringing development to their areas. (Cramm and Finkenflugel, 2008)

(Jayachandran and lleras-Muney, 2009) found that negative political intervention in Sri Lanka (brought about by poor public policies) led to poor sanitation, inadequate infrastructure, insecurity, drought, lack of schools and poor sanitation. (Eyben, R., Kabeer, 2008). Proposes a framework to enable leader's foster empowerment though the powers they hold.

It examines the different facets of 'social', 'economic' and 'political' empowerment. International development actors often lack awareness of much that is already known about these issues. These are the conceptual tools for identifying complex and mutually dependent processes that development actors can support and facilitate for achieving easier access to funds for starting a business.

2.4.1 Community Mobilization and Service Delivery

SEEP network (2006), stated that lack of community participation and involvement from the conception of a project puts off locals and costly projects get neglected and are branded white elephants. Political leaders have the powers to mobilize community members on communal projects creating awareness on benefits of a projects output and impacts on them. (Briggs, Xavier de Souza, social effects of community Development Corporation). Funds sourced to start most projects mainly get diverted bringing an obstacle to reaching the very poor people with minimal development services. Participation barriers come in because most project programs act on group lending basis and this is way below their capabilities. This blocks the community from participating and enjoying these services. The fact that most projects are developed based on donor needs or political interest closes doors to community members and they never really access the project and if they do ownership are almost void (Golla, A. M. et al, 2011,) ‘Understanding citizen’s needs and want first brings economic empowerment through capital: definition, framework and indicators’, International center for research. This paper provides a framework to guide the design, implementation and evaluation of economic advancement programs in relations to communal sensitization on importance projects based on their needs.

2.4.2 Capacity Building and Community Service Delivery

Kabeer, N., Mahmud, S. and Tasneem, S. 2011, ‘education and training provides a Pathway to citizen’s empowerment. Empirical findings from Bangladesh’, working paper 375, IDS, Brighton. Cotulla, L., 2007, ‘Capacity building for local resource control: securing local resource rights within foreign investment projects in Africa’, analyses legal capacity building tools that have been used in several African countries to secure right resources of local groups affected by foreign investment projects. Empowerment can occur through access to community resources e.g. startup capital, opportunities that were previously closed to most local groups and individuals, or by providing local groups with tools to aid their negotiations with external actors.

On the other hand, Keita, A., et al, 2008, 'Information, education and communication for citizen empowerment: States that increasing local participation and benefit in Mali's Mining Sector', international institute for environment and development, presented a review of past and existing interventions suggesting the importance of enabling a population be entitled to capacity building. Sustaining significant government commitment; supporting capacity building interventions with wider efforts to promote good governance, reform rural areas and livelihoods, mitigate the negative effects of urbanization, and tackle problems in the labor market, mainstreaming gender concerns, supporting interventions with comprehensive education, awareness and training activities to ensure that the population including government officials, understand what effective and efficient entails, being aware of and sensitizing the community on how they can get empowered through benefitting from maximum capacity building development concepts.

2.4.3 Corruption within Community Service Delivery Projects.

In the views of Lipset and Lenz (2000), poverty and unavailability of funds are tied to corruption. According to Walter (2008), Nigeria is the giant of Africa and many of its outstanding leaders have been kept in prison or in exile for the sake of criminal act and embezzlement of public development funds, as well as lack of accountability and good leadership. Corruption is responsible in a large measure for broken promises, the dashed hopes and shallow dreams that have characterized the lives of most needy Nigerians maiming them from educational attainment, he noted. Adding that Nigeria is unlikely to meet the Millennium Development Goal on poverty eradication through academic empowerment (Walter, 2008).

The Ugandan government practices micro financing institutions to empower its citizens economically. The program has been faced by a couple of challenges maiming its utilization; posed challenges include corruption by political leaders, a compulsory savings fee as high as 20% of the loaned amount with fixed short term repayment period,

mandatory positive credit history to replace formal collateral or guarantees. All these could only be afforded by the rich in the society hence economic empowerment only remained in the hands of the well off.

Lund, F., 2009, 'social protection and improved economy: linked failure of efficient service delivery to increased corruption, unjust distribution of resources and illiteracy levels within communities. The Organization for Economic Cooperation and Development (OECD), Geneva, pp.69-88 examined misappropriation of funds by leaders as a great hindrance to proper citizen's service delivery. It further argues that transparency and accountability on embezzled funds should be strongly reinforced and stipulated measures taken on identification of misuse. This can help to improve the lives and well-being of informal sector workers, especially poorer women, and build their capacity though access to funds, goods and services. Cash transfers are thought to promote self-esteem, status and empowerment amongst vulnerable people, enabling them to become active members of their households and communities, rather than perceived as 'burdens'. There is strong evidence, for example, that cash transfers can address age-based social exclusion. Research has found that access to start up capital in Namibia and Lesotho greatly improved the status of rehabilitated youths, through improved capacity building.

2.5 Community Participation and Community Service Delivery

Kabissa (2008), in Action against Poverty for Social, Economic Justice in Kenya (APSEJIK) expresses that individual and community empowerment are fundamental requirements that must be addressed as the outcome affects service delivery. The project was established to enhance community participation to various community projects through set up revolving fund, strengthen the idea of table banking and enable people start small enterprises with an aim of improving community service delivery. Nakuru County depends mostly on agriculture and (APSEJIK) mostly supports its agricultural production incorporating both genders and age group but with specific interests on the

youth. Food security is a major concern here as the county feeds several other counties. It has been established that lack of access to modern farm inputs, lack of access to affordable credit, poor storage methods, lack of proper information and inadequate extension services keeps starving the program. This program started off with a mandate of bringing together community members for a common achievement, making use of existing agricultural initiatives by members with a view of making agriculture a means of generating income, enabling its members to save enough for collateral.

Governance function reflects the fact that people entrust both their lives and resources to the health, education and economic empowerment systems. The government in particular is called upon time and again to play the role of steward service delivery that it does through endorsed leaders. Most governments spend revenues that people pay through taxes and social insurance to ensure that citizens access quality affordable services. (WHO, 2010).

Barnett and Ndeki, (2002), in an attempt to analyze poor service delivery in rural areas of Kenya found out that many white elephant projects exist due to lack of involvement of the community members in project activities from its conception and this strongly affected their utilization as they felt distanced, the study further stated that community needs and wants must be clearly analyzed for any project to answer fully its objectives. This also brought an immediate need to motivate health management teams bringing meaning to their work as it also upped their morale hence increase quality to citizens. The quality, access and perception of essential medical services such as pre-natal, post natal, child mortality, prevention of mother to child viral transmission, HIV/AIDS, cancer, immunization, contraceptives, malaria all act as markers to governments determining their success and failures. Leaders are entrusted with the mandate of ensuring that those under them benefit fully from the above mentioned services.

2.5.1 Community's Attitude towards Service delivery

UN defines rights regarding quality service delivery in most African communities as partly hindered by community attitude to most development projects. Project sponsors and donors should first involve community leaders on intentions of conceived projects before implementation. Awareness creation should be a continuous process for community to be aware of project benefits as this help in positive attitude building and acceptance. It's also relevant to incorporate community members while staffing giving those roles as this provides first hand touch with project and develops to ownership, acceptance and positive attitude building. Endorsed projects should care for environment and output maximized by community members. M and E should also be guided by community members with efforts to improve on quality of service delivery, adding pledges that services provided will be in a clean and safe environment that is fit for purpose, based on national best practice and that there will be a continuous improvement in the quality of services, identifying and sharing best practice.

Positive attitude development is the method used to mobilize community supporting basic welfare programs, providing access to basic health services, quality education, water, sanitation, infrastructure, and improved service delivery systems (Schieber and Akiko 2007). It is a key determinant of system performance in terms of equity, efficiency, and quality, encompassing resource mobilization, allocation, and distribution at all levels (national to local), including how providers are paid.

2.5.2 Community Members Acceptance to Projects

In decentralize systems; district authorities are often given power to allocate non-personnel, non-capital investment funds at the local level to social sector budgets such as education and health. This flexibility allows for some local priority-setting according to needs within social sectors. A few countries use global budgets that give recipients (e.g., district health authority or hospital) discretion over how to allocate and engage medical staff.

Private sources include households and employers who pay fees directly to providers in both public and private sectors, pay insurance premiums (including payroll taxes for social services), and pay into medical savings accounts and to charitable organizations that provide services. Household out-of-pocket payments form a large source of financing in many developing countries (Zellner, O'Hanlon, and Chandani, 2005). These funds should be well utilized in ensuring that the few existing hospitals, schools and other facilities available are well utilized and expanded. In January 2003 President Mwai Kibaki re-introduced free primary education which previously existed before the mid 80s when the government adopted cost sharing measures that led to a minor level of school fees charged by primary schools for text books, PTA, and extracurricular activities. Since 2003, education in public schools became free and compulsory (Kenya Constitution, Article 53, 2010). On learning that primary education had once again become free in Kenya, thousands streamed back to school while the government remained adamant in employing more staff. This lowered the quality of primary education while the able and average members of the society opted for private primary schools.

2.5.3 Physical Support offered by Community Members

This is considered an important way of addressing underlying economic, social and political disparities. Addressing entitlements to empowerment through communal labor has been shown to improve productivity and access to resources, increase income, and encourage social and economic investments in community projects as well as quality service delivery in education, health service delivery and other economic empowerment activities. In contexts where the management of natural resources may pose problems, empowering communities through land titling or investing ownership with private entities, mandatory consultations and benefit sharing, mandatory social impact assessments, cash or in-kind compensations, and legal redress for damage to property are a central focus of discussions. (Kanji et al, 2005.)

In a summary report titled: 'cheap community support' research report 1 ,securing community rights in Africa, International Institute for Environment and Development (IIED), London, examines the relevance of physical support of projects in Ethiopia, Ghana and Mozambique and assesses their outcomes for sustainability. It shows that physical support is not only a source of cheap labor but a great investor to community participation. Availability of financial support to project process facilitates economic empowerment, capacity building and sustainability of project activities through community participation. The distributional consequences of communal physical support depend on the design of the project process and of the institutions responsible for its management. It is important to design project systems that are in line with the community needs and wants as this is the only way they will be able to participate through various ways including physical support and feel like a part of the endorsed project.

2.5.4 Cultural Barriers to Improved Community Service Delivery

Community's beliefs and practices affect their participation to various projects influencing service delivery. Richards, (1996); identified cultural barriers as the main obstacle to project acceptance, attitude, and sustainability. A community's way of life is highly dependent on service delivery as they may refuse a costly project and end up not utilizing it at all rendering the project white elephant. Shackle, (2001); Hall and MacArthur, (1996); Leasky and Yeman, (1999) noted that there must exist a positive cumulative relationship between a peoples culture and community participation. This means that if their culture is against a given projects activities, its implementation should not proceed as this will have a negative impact on project outcome hindering sustainable development, they further noted that projects must be economically viable, ecologically sensitive and above all culturally appropriate. This suggests that at the conception of any communal project, it's important to analyze not only project impacts and output but economic, ecologic and cultural practices for strategic planning and development. A community's cultural practices should often promote and be in line with project

requirements for improved community service delivery as this is the best solution to sustainable development mainly consumed at production point.

(Carter, 2001) in his work noted that their lives an existing characteristics in every community profile; the people, activities, cultural background, attitude and behavior. It includes community participation, their attitude, acceptance, physical and intellectual support, status, household income/assets, and leadership structures.

Growth in the community projects is very much dependent on cultural beliefs and practices. These cultures help to improve on the quality of service delivery for local residents by expanding on their needs and wants which must be in line with community's way of life.

2.6 Theoretical Framework

Theoretical framework consists of theories, principles, generalizations and research findings which are related to the factors influencing service delivery to the Nakuru communities. This study bases its thoughts on the organizational theory.

2.6.1 Organizational Theory

This study was based on organizational theory by Michael Jacoby Brown; 1995. He exemplified this through his works in Building Powerful Community Organizations: it's a theory that's looked at as an organizing strategy to improved service delivery, assuming the existence of in appropriate measures hindering effective service delivery and that problems exist in the world because of an imbalance of power leading to poor community service delivery. This power includes presence of service delivery facilities, controlling what it costs to most people for the necessities of life: health care, transportation, decent housing, education, heat, electricity, infrastructure and food. The theory can be used to build around the title of this study adapted by the sear fact that efforts have been made to improve community service delivery, and funds keep on being pumped to ensure that citizens have access to improved community service delivery.

2.7 Conceptual Framework

Independent variables

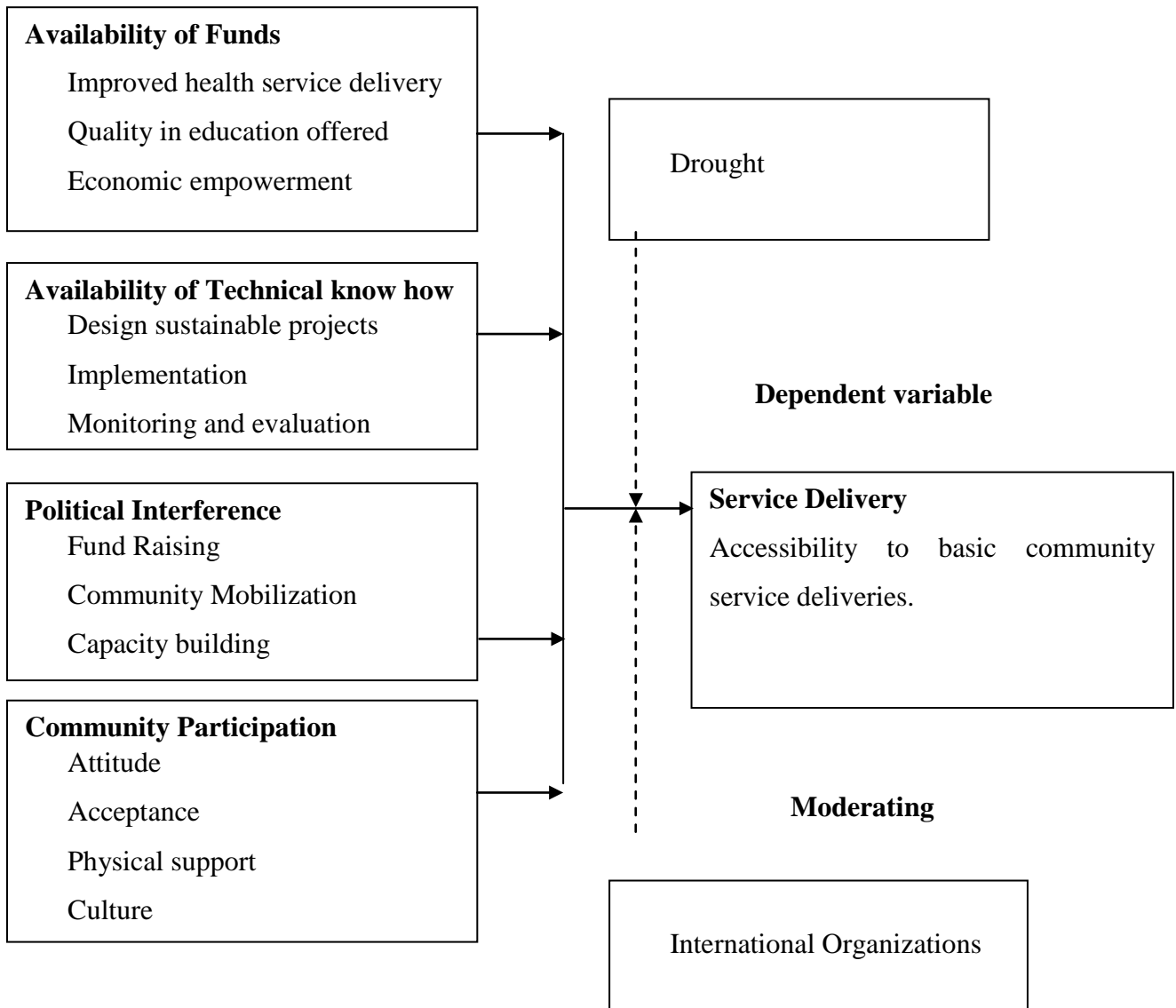


Figure 1: Conceptual Framework

2.8 Relationships of Variables in the Conceptual Framework.

The conceptual framework above illustrates the relationships between the independent variables for this study, which include availability of funds to improve on existing service delivery through construction of new structures for the growing population in Nakuru town, availability of technical knowhow for the existing and new facilities for this community under study, political interference and community participation. The dependent variable is service delivery since it depends on above themes for improved service delivery to the Nakuru communities rendering basic service delivery facilities accessible and affordable.

This study sought to determine the influence of availability of funds to service delivery within Nakuru town communities. With the availability of funds, it's possible to put up more hospitals, schools, infrastructure, clean water, proper sanitation and economic empowerment. The existing structures can also be improved on, more staff employed and equipments maintained to serve people better. The community can also benefit from raised awareness levels on how to utilize existing facilities better. This study sought to therefore identify the relationship between funds availability and service delivery..

This study also determined the influence of technical knowhow on better service delivery, community may have funds to implement basic communal projects but if expertise is missing there will emerge a problem on improving existing structures, hindering the management and running of projects developed with an aim of improving service delivery. Projects are endorsed with sustainability in mind; this involves designing good projects that offered quality services for a longer duration. Project implementation also requires an expertise for delivery of intended planned results, monitoring and evaluation knowledge is essential for counter checking what is on ground against planned objectives. The expert information, knowledge and skills should be availed for desired results. Therefore a relationship between technical knowhow and

service delivery was undertaken to determine the extent to which technical knowhow affects service delivery.

Political interference in a community can have either positive or negative effects to communal service delivery. This is so because the leader can use his powers and role to solicit funds, play an active role in community fund raising, create awareness to community members building their capacity and avoiding embezzlement of funds by channeling funds to intended planned projects. This study sought to use this objective to assess how political interference affects service delivery to communities reducing poverty levels.

The community capacity to participate in decision making process involving their needs and wants helps in ownership and responsibility to community projects. They feel involved and a part of ongoing development projects, this in turn improves on service delivery. Community participation will affect service delivery because if their attitude is negative, minimal acceptance on project activities, lack of physical support (cheap labor), and cultural barriers are present, quality and results deteriorate. This study intends to determine the relationships between such factors and efficient service delivery's to Nakuru communities.

This study sought to look at drought as an intervening variable considering the fact that government needs funds to offer quality service delivery amongst its communities, in case of drought they will not be in a position to raise funds through taxation. This is so because the population expected to work and be taxed will be facing starvation.

The moderating variable guiding this study was international organizations; this was arrived at considering the fact that the Kenyan government rely on grants and international bodies like NGOs, and the UN for improved service delivery. These organizations can moderate problems like corruption, e.g. transparency international and

the ICC acting as checks and balances. The case can also be similar if we got bankrupt as a nation and mentioned organizations come in to bail us out.

2.9 Gaps in literature reviewed

From literature given, work has been done on leadership and various community service delivery's; scholars have revealed that most governments are aware of the importance of basic social amenities like health, water, infrastructure, sanitation, education, economic empowerment among other major principles in self development and communal welfare. However very little has been done touching on the availability of funds, availability of technical knowhow (expertise), political interference and community participation. The above themes may be very present but there still lies a gap between these factors and effective community service delivery. This study therefore sought to add knowledge on identified gap by dwelling on factors influencing effective service delivery to communities, a case of Nakuru town.

2.10 Summary of Literature Review

In conclusion, the literature reviewed revealed that there has been an under-appreciation through offered service delivery blocking improved communal welfare, and social development, in favor of an approach that considers the institutional set-up of a state to be of greatest importance. In developing countries, however, where the institutional structure and institutional rules of the game are less rigid, less clear and less universally accepted, the role of leadership is of even greater importance. Institutions are undoubtedly important, but we need to consider the role which political leaders, elites and coalitions play in building states and establishing locally appropriate institutions to promote community service delivery, reducing poverty levels.

Much has been written about the state and community service delivery, or the lack of it, especially in Africa. Recently, writer's interest has shifted to the idea of a development state through community service delivery. (Weiss M, 2007).

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents a detailed outline giving clear descriptions on how the study was carried out. It explored the research design used in the study, location of study, target population, sampling techniques, sampling procedures, methods of data collection and the data analysis procedures. It also outlined how validity and reliability of the research instruments were established, and saw to it that ethical considerations were put to test.

3.2 Research Design

The overall design of the study was descriptive survey design which was cross sectional in the sense that this research collected information from across the population of Nakuru County directors of health, education, trade and industrialisation on service delivery within Nakuru town, and secondly Nakuru town residents on their views, on certain community service delivery's. This method was considered appropriate because the study was determined to collect data regarding assessing opinions, trends, experiences and perceptions on factors influencing effective service delivery to communities, a case of Nakuru town. Mugenda and Mugenda (2003) stated that apart from just giving descriptions, surveys can be used for explaining or exploring the existing status between two or more variables at any given point in time hence the suitability of descriptive survey design as the chosen method. The researcher sought to dwell on both qualitative and quantitative methodology. This was necessary in order to generate both numerical and descriptive data that was useful when analyzing the relationship between the independent and dependent variables through descriptive statistics.

3.3 Target Population

The survey targeted two categories of respondents, the first category comprised of common respondents of Nakuru town while the second category involved the three county directors from the ministries of health, education, trade and industrialization.

According to Kahn, (1992), target population is a small portion from the population selected for observation and analysis. The target population for this study comprised of 215 respondents spread across Nakuru County residing in Nakuru town and who were identified as having required characteristics for this study. This population had a constant touch with chosen identified service providing agencies for a period not less than one year. This category of respondents provided information regarding factors influencing service delivery to communities and gave their perceptions, views, experiences and opinion with specific reference to these chosen variables under study; availability of funds, availability of technical know-how, political interference and community participation within Nakuru town. The second category of respondents under this study involved 3 professionals who were Nakuru County's directors of health, education, trade and industrialization who offered in-depth interactive sessions giving vital information on factors influencing service delivery to the Nakuru communities with a specific focus on availability of funds, availability of technical know-how, political interference and community participation as the independent variables under study.

3.4 Sampling Procedure and Sample Size

Orodho J.A, (2004) explained that a complete enumeration of all items in a target population is known as a census inquiry. Although it can be presumed that in such inquiries, when all items are covered no element that is of chance is left and the highest accuracy is obtained, in research this cannot be achieved as it's not practical, quite often only a few items from the target population in the universe are selected for a study representing an entire whole. It was difficult for this research to develop a complete relevant sampling frame, however the researcher was satisfied with a minimum number of a hundred (100) and maximum of two hundred (250) participants. The items selected therefore constitute what is technically called a sample.

Table 3. 1: Nakuru Town Residents

| Category | Description |
|-------------------------|--------------------|
| Males | 1468 |
| Females | 1002 |
| Total population | 2470 |
| No. of households | 678 |
| Area in km ² | 26.1 |
| Population density | 227 |

Source: Population and Housing Census, (2009)

3.4.1 Sampling for Communities within Nakuru Town.

This study sought to employ non probability sampling because the researchers focus was to get in depth information from respondents with a specific required characteristics. (Mugenda and Mugenda, 1999). This sampling helped the researcher to select a reasonable number of respondents that well represented the target population. In this regard the techniques of non probability sampling were applied through using purposive sampling leading to identification of initial subjects with desired characteristics. According to Mugenda and Mugenda purposive sampling techniques allows a researcher to use cases that have required information with respect to the objectives under study. The cases of identifying initial subjects were selected on the basis of them being informative and possessing required characteristics. They were also selected on basis of them being involved in service delivery within Nakuru town for a period not less than 1 year for the common category and been in leadership position within this community's service provision body for a period not less than two years.

The sample size of respondents was determined through the following formulae used in social science research (Mugenda and Mugenda, 2003).

$$n = \frac{z^2 pq}{d^2}$$

Where

n = the desired sample size (if the target population is greater than 10,000)

z = the standard normal deviation at the required confidence level.

P = Population in the target population estimated to have characteristic being measured.

$$q = 1 - p$$

If there is no estimate available of the proportion in the target population assumed to have the characteristic of interest, 50% should be used as recommended by Fisher et al as quoted by Mugenda and Mugenda.

The Z statistic is 1.96 and accuracy was desired at the 0.5 level. Hence the sample size where the target population is greater than 10,000 would be

$$\begin{aligned} n &= \frac{(1.96)^2 (.50) (.50)}{(.05)^2} \\ &= 384 \end{aligned}$$

The target population under study was 215 and therefore less than 10,000. In this case the final sample estimate (nf) was calculated using the following formula

$$nf = \frac{n}{1 + n/N}$$

Where;

nf = The desired sample size when the population is less than 10,000

n = the desired sample size when the population is more than 10,000

N = the estimate of the population.

$$nf = \frac{384}{1 + 384/215}$$
$$= 187$$

Thus the sample size involved in the study was 187

Table 3.2: Target population and sample size

| Category | Target population | Sample Size |
|--------------------|--------------------------|--------------------|
| Common respondents | 215 | 187 |
| Key informants | 3 | 3 |
| TOTAL | 218 | 190 |

3.5 Data Collection Instruments

This study used both interviews and questionnaires. The interview schedule was used as a second category on key informant respondents who are engaged in overseeing running of activities as the Nakuru County directors of health, education, trade and industrialization. They gave their views, perceptions, opinion, and experiences on availability of funds, availability of technical knowhow, political interference, and community participation within Nakuru town. This choice of instrument was necessitated by the fact that the researcher needed clarification under themes provided.

The interview schedule guide contained open structured questions. These questions were applied to measure perceptions and opinion levels of these respondents regarding factors influencing effective service delivery to communities, a case of Nakuru town. This enabled the study to employ quantitative analysis. Contingency questions were also put to test here as there was need to probe for more information and also to simplify

respondent's task on questions content. Matrix with likert scale questions were applied on this regard.

According to Kothari, (1993) questionnaires give respondents adequate time to give well thoughtful answers. The first category of respondents who were Nakuru town residents used questionnaires to obtain information on themes under study. The questions were coined from this study's research questions and objectives. Satyanarayana, (1983) stated that interview is appropriate because it covers all dimensions, gives explanations, and obtains clarifications where necessary. The researcher achieved all this after re assuring this category of confidentiality.

3.5.1 Data Collection Procedure

The researcher aimed to carry out interviews to the Nakuru County directors of health, education, trade and industrialization on a face to face basis, and administer questionnaires to the town's residents getting incites on themes under study. Whenever possible, probing was done to justify information given. The interviews were carried out in English and Kiswahili but clarity was employed whenever necessary.

Upon getting permit from the National Commission for Science, Technology and Innovation (NACOSTI), the researcher visited selected venues and offices for data collection. The respondents' informed consent was sought, research procedure explained and confidentiality assured. The questionnaires were administered to the respondents as per sample size settled for and target population chosen. Mail questionnaires were given to respondents at their work places and collected after an agreed period of one week. Secondary data was also collected by reviewing existing records from government sources involved as well as NGO'S working on service delivery projects.

3.5.2 Validity of Instruments

Researchers Mugenda and Mugenda, (1999) argued that validity is the degree to which results obtained from the analysis of data actually represent the phenomenon of study. According to Frankel and Wallen (2000), validity revolves around the defensibility of the inferences researcher makes from data collection through using an instrument.

This research aimed to use both faces and content validity. Content validity is the degree to which content of a test is related to the traits for which it was initially designed to test. (Neuman 2006) says it's a measurement validity that requires a measure to represent all aspects of a conceptual definition of a construct. Face validity is a judgement by the scientific community that the indicator really measures the construct (Neuman, 2006).

In this study content validity of the questionnaire was tested from the sample identified, purposively picking peoples opinion, views and perceptions as to how independent factors influences service delivery before actual data collection to provide feedback regarding the ability of chosen respondents to answer to questions and to note areas of ambiguity and inappropriate questions wording and sequencing that required immediate adjustments with an aim of ensuring that the instruments captured the relevant issues of this study. Face validity was achieved using the expertise of an experts input in the evaluation of research discussions between the researcher and project supervisor for purposes of ensuring that chosen instruments possessed the ability to generate relevant data for this research study.

3.5.3 Reliability of Instruments

According to Mugenda and Mugenda, (1999) reliability can be looked at as a measure of the degree to which a research instrument yields consistent results or data after repeated trials. Frankel and Wallen, (2000) termed reliability as the consistency of score cards obtained, how consistent they would be on each individual from using one instrument to another, and from a set under study to another. Reliability in this study was verified through use of test re-test method administering questionnaires to the same respondents

after a time frame of 2 weeks. Multiple indicators of chosen variables were involved in a series of different questions relating to each factor which were used to determine consistency for this study. Reliability index was found to be 0.87.

3.6 Data Analysis Technique

Qualitative data collected from the open ended questions set was coded to allow for content and descriptive analysis. Data analysis is of great significance as it's the core through which variables get employed to code data in a study bringing out meaning in content (Newman, 2006). Data was analysed into digestible information using descriptive statistics with the aid of SPSS. Descriptive statistics used were frequencies, percentages and means; information was then interpreted and presented descriptively in the form of frequencies, percentages, statements and mean.

3.7 Ethical consideration

Confidentiality of respondents was first assured before setting the interview date and issuance of questionnaires. Permission was also sought from the relevant bodies prior to conducting this study with letters to this effect.

3.8 Operational Definition of Variables

Mugenda and Mugenda (2003) stated that operationalization is defining concepts making them measurable by looking at their behavioural dimensions, indicators and properties' denoted by the same concept to make them measurable and observable. These measures were used to construct meaningful data collection instrument.

Table 3. 3: Operationalization Table

| Objective | Variables | Indicators | Measurement scale | Instruments of analysis | Type of analysis |
|--|--|--|-------------------------------------|----------------------------------|--|
| 1.To determine whether availability of funds affect service delivery in Nakuru town | INDEPENDENT VARIABLE Availability of funds. DEPENDENT VARIABLE Service delivery in Nakuru town. | Increase in number of health facilities. Increase in number of schools. Accessibility to business financing. | Nominal Nominal | Questionnaires Interviews | Descriptive statistics Frequencies Percentages |
| 2. To examine if availability of technical knowhow influences service delivery in Nakuru town. | INDEPENDENT VARIABLE Availability of technical knowhow. DEPENDENT VARIABLE Service delivery in Nakuru town. | Designing Sustainable Projects. Implementation Monitoring and evaluation | Nominal Ratio | Questionnaires Interviews | Descriptive statistics Frequencies Percentages |
| 3. To establish if political interference influences service delivery in Nakuru town | INDEPENDENT VARIABLE Political interference DEPENDENT VARIABLE Service delivery in Nakuru town | Fund raising Community mobilization Capacity building Corruption | Nominal Nominal Ratio | Interviews Questionnaires | Descriptive statistics Frequencies Percentages |
| 4. To determine whether community participation affects service delivery in Nakuru town | INDEPENDENT VARIABLE Community participation. DEPENDENT VARIABLE Service delivery in Nakuru town. | Attitude Acceptance Physical support Cultural barriers | Nominal Ratio | Interviews Questionnaires | Frequencies Percentages |

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION, INTERPRETATION AND DISCUSSION

4.1 Introduction

This chapter presents the findings of the study it gives incites on data analysis, interpretation and discussion. The study established the extent to which availability of funds, availability of technical know-how, political interference and community participation influence effective service delivery to communities, a case of Nakuru town. The following sub-section reports on response rate, background information and answering the suggested research questions accomplished through a survey of 187 common Nakuru town residents and 3 key informants (professionals). Data was collected from the subjects and the outcome presented in a table format. The questionnaires and interview schedule guide employed in this study are presented as appendix 2.

4.2 Questionnaire response rate

A total of 187 common Nakuru town residents were sampled and given questionnaires coded from themes of this study. However, out of the target respondents, only 180 were able to participate in the process, representing 92% as shown in Table 4.1.

Table 4.1: Questionnaire response rate

| Response | Frequency | percentage |
|-----------------|------------------|-------------------|
| Returned | 180 | 96 |
| Not returned | 7 | 4 |
| Total | 187 | 100 |

This was a high rate of response that was achieved, according to (Kothari, 2008) returned data above 70% is considered reliable, valid and efficient to any study hence the data was analysable. A high response rate of (96%) was achieved because questionnaires were personally distributed and collected from individual respondents. Respondents were all briefed on the questionnaire contents and the researcher ensured that they understood. The reason for non response was lack of cooperation and unwillingness of respondents.

4.3 Background information of respondents

In this section the researcher sought to know information on; gender, age, marital status, education level and occupation of respondents and views on factors influencing effective service delivery to communities, a case of Nakuru town.

4.3.1 Distribution of Respondents by Gender

To answer the question on gender, respondents were asked to state their gender and the response were summarised in Table 4.2.

Table 4. 2: Response on gender

| Gender | Frequency | Percent |
|--------|-----------|---------|
| Male | 104 | 55.6 |
| Female | 76 | 44.4 |
| Total | 180 | 100 |

Table 4.2 shows that the male residents were 104 (55.6%) and female are 76 (44.4%). The findings reveal that majority of common Nakuru town residents are males. Gender representation here was based on accessibility of the respondents at the time of study and also acceptance and willingness of the respondents to be involved in this study.

4.3.2 Distribution of Respondents by Age

The study sought to establish the age of respondents, the researcher asked the respondents to specify their age and the response was summarised in Table 4.3.

Table 4.3: Respondents age

| Age bracket(Years) | Frequency | Percent |
|--------------------|-----------|---------|
| 20-29 | 51 | 28.3 |
| 30-39 | 94 | 52.2 |
| 40-49 | 29 | 16.2 |
| 50 Years and above | 6 | 3.3 |
| Total | 180 | 100 |

Table 4.3 Shows respondents ages; 94 (52.2%) were in age bracket of 30-39, followed by, 51(28.3%) respondents of age bracket of 20-29, then 29 (16.2) respondents of age bracket 40-49, and finally 6 (3.3%) were in the age bracket of 50 years and above. This implied that a majority of the respondents were of a mature age and with knowledge of interview field. It is also an assumption that the average age of common Nakuru residents was 35 years old; hence a majority of common Nakuru residents are youths as per the sample size calculated and respondents who took part in this study.

4.3.3 Distribution of Respondents by Marital Status

To answer the question on marital status of common Nakuru residents, the researcher asked the respondents to specify their marital status and the response was summarised in Table 4.4.

Table 4.4: Marital status of respondents

| Marital Status | Frequency | Percent |
|----------------|-----------|---------|
| Married | 125 | 69.4 |
| Single | 55 | 30.6 |
| Total | 180 | 100 |

Table 4.4: Shows Marital status of respondents, 125 (69.4%) are married and 55 (30.6%) are single. This gave an assumption that a majority of common Nakuru residents are married according to the sampled population and the interested respondents who took part in this study.

4.3.4 Distribution of Respondents by Education levels

To answer the question on education level of residents, the researcher asked the respondents to specify their highest level of education attained and the response were summarised in Table 4.5.

Table 4.5: Respondents highest level of education

| | Frequency | Percent |
|---------------|-----------|---------|
| Below Primary | 6 | 3.3 |
| Primary | 12 | 6.7 |
| Secondary | 20 | 11.1 |
| Diploma | 130 | 72.2 |
| Degree | 12 | 6.7 |
| Total | 180 | 100 |

In Table 4.5, residents with Diploma education were 130(72.2%). Followed by secondary 20(11.1%), degree and primary were 12(6.7%) and finally below primary had 6(3.3%). This gave the opinion that a majority of respondents who took part in this study were educated up to diploma level; this was a good indicator because their awareness level was equally high.

4.4 Availability of Funds and Service Delivery

This formed the first objective of this study. Under the study the researcher analyzed how Availability of funds in Nakuru town Influence service delivery and the response were summarized in table 4.6.N/b likert scale: 5=strongly agree, 4=Agree, 3= Not sure, 2= Disagree, 1= strongly disagree

Table 4.6: Availability of funds and service delivery

| Statements | Average score | 5 | 4 | 3 | 2 | 1 |
|--|----------------------|----------|----------|----------|----------|----------|
| 1. There are dispensaries in each estate in Nakuru town. | 1 | | | | | 100% |
| 2. The government has managed to tarmac all roads within Nakuru town. | 1 | | | | | 100% |
| 3. I am unable to access proper medical care because of my financial limitation. | 4.4 | 60% | 33.9% | 0 | 4.4% | 1.7% |
| 4. The government is not able to put up health facilities in each sub County of Nakuru County. | 1.8 | 3.9% | 5% | 0 | 40.5% | 50.5% |
| 5. There is accessibility to educational bursaries within Nakuru town. | 1.6 | 0.6% | 10.6% | 1% | 33.9% | 53.9% |
| 6. I am not able to install running water in my house due to financial limitations. | 3.6 | 51% | 1.7% | 0 | 46.7% | 0.6% |
| 7. There are financial institutions assisting small and medium enterprises in Nakuru town. | 1.9 | 0 | 6.7% | 3.9 | 40.5% | 48.9% |
| 8. It is possible to access startup capital for a business venture in Nakuru town. | 1.4 | 0 | 5.56% | 1.7% | 28.3% | 64.4% |
| 9. There are numerous sources of funding for most small and medium enterprises in Nakuru town. | 1.8 | 0 | 6.1% | 0 | 35% | 58.9% |
| 10. I am not in a position to expand on my business ventures due to financial in capabilities. | 4.8 | 52% | 40.5% | 0 | 3.8% | 2.7% |

Table 4.6 shows that respondents were in a strong disagreement of (100%) on the statement that there are dispensaries in all estates within Nakuru town, these common respondents also strongly disagreed by (100%) on the statement that the government had tarmac ked all roads within Nakuru town, the findings further revealed that most (60%) of residents were not able to access proper medical care because of financial limitations,(33.9%) indicated agreement on above statement, while (4.4%), and (1.7%) disagreed and strongly disagreed respectively. On if the government is not able to put up health facilities in each sub county of the County, (50.5%) strongly disagreed, (40.5%) disagreed, (5%) agreed while (3.9%) strongly agreed. On whether there was accessibility to educational bursaries in Nakuru town, (53.9%) strongly disagreed, (33.9%) disagreed, (10.6%) agreed and only (0.6%) strongly agreed. Nakuru town respondents strongly agreed by (51%), disagreed by (46.7%), agreed by (1.7%), and strongly disagreed by (0.6%) that they are not able to install running water in their homes due to financial limitations. On whether there are financial institutions assisting small and medium enterprises in Nakuru town, (48.9%) strongly disagreed, (40.5%) disagreed, (6.7%) agreed while (3.9%) were not sure. Findings revealed that on accessibility to start up capital, (64.4%) strongly disagreed, (28.3%) disagreed, (1.7%) were not sure, (5.56%) agreed and none strongly agreed. On the statement there are numerous sources of funding for most small and medium enterprises in Nakuru town, (58.9%) strongly disagreed, (35%) disagreed, and only (6.1%) were in agreement. Findings further revealed that on the statement Iam not able to expand my business venture due to financial in capabilities, (52%) strongly agreed, (40.2%) agreed, (3.8%) disagreed while (2.7%) strongly disagreed. Therefore this implied that for service delivery to run successfully the government must avail funds to offer quality services and individuals must also be willing to part with funds to access the posed service being delivered. Hence availability of funds influences service delivery for the Nakuru town community.

On the availability of funds, the study findings revealed that a majority of these respondents are in self employment dealing with small and medium sized enterprises and

facing financial in capabilities for personal growth hence unable to fully participate in community initiated projects e.g. building schools, police posts, infrastructure, and hospitals despite knowing the gain. However it's noted that most of these community members felt that despite them not being able to expand on their business ventures for now there lies a strong need for them to come together and develop ideas on how to improve service delivery. The findings further revealed that most (100%) of Nakuru town respondents were in agreement that there are no dispensaries in all estates within Nakuru town and that the government has failed to tarmac all roads within the town, a clear indication of an existing relationship between funds availability and service delivery.

(WHO 2012), indicated the need for health systems to be efficient by ensuring citizens access to medical services. It went on to emphasize to organizations, institutions, and resources the need to invest financially in their health systems. Nakuru town respondents strongly stated of their inability to access proper medical care due to financial limitations, congestion and poor service delivery provided by the only public hospital serving the entire province. This community also stated financial limitations at times as a barrier to accessing private health services. (MOE,2004) stated that for quality education to be visible there should be transparency and accountability on dispersed funds .Allocation of these funds is usually faced with corruption hence objectives rarely achieved and inaccessibility due to misappropriations. It should be agreed that we have a very strong case against inadequate availability of funds and service delivered.

4.5 Technical Know-how and Service Delivery

This formed the second objective of this study. Under the study the researcher analyzed how Technical know-how Influence service delivery in Nakuru town and the response were summarized in table 4.7.

Table 4.7: Technical know-how and service delivery

| Statements | Average score | 5 | 4 | 3 | 2 | 1 |
|---|----------------------|----------|----------|----------|----------|----------|
| 1. Status of facilities in Nakuru town depends on transparency and accountability | 2.59 | 5.4% | 27% | 1.11% | 39.44% | 27% |
| 2. Quality in service delivered depends on skills employed during implementation | 4.28 | 66% | 7.2% | 0 | 21% | 5.5% |
| 3. Quality of service delivery is dependent to participatory approach in planning and development | 3.79 | 54% | 10% | 8.3% | 6.6% | 21.1% |
| 4. Procurement process has improved transparency and accountability during implementation process of projects in Nakuru town. | 2.56 | 11% | 36% | 0 | 4.1% | 48.9% |
| 5. Relevant expertise in projects on health, education, and economic empowerment is available in Nakuru town. | 2.79 | 18% | 8.3% | 20.5% | 45.5% | 7.2% |
| 6. There is monitoring and evaluation of community projects in Nakuru town | 3.60 | 27% | 15% | 3.5% | 51.11% | 3.3% |
| 7. Monitoring and evaluation of community projects leads to improved service delivery | 4.59 | 57% | 28% | 0 | 13.8% | 1.11% |
| 8. Expertise in projects leads to projects sustainability. | 3.69 | 76% | 6.2% | 0 | 11% | 6.5% |
| 9. Designing sustainable projects improves quality in service delivery. | 4.28 | 66% | 7.2% | 0 | 21% | 5.5% |
| 10. There is scarcity of technical knowhow in Nakuru town community projects. | 4.59 | 81% | 7.2% | 0 | 1% | 11.1% |

N/b likert scale: 5= Great extent, 4= Moderate extent, 3= Non committal, 2= Small extent, 1= No extent

Table 4.7 shows respondents views on technical know-how; findings revealed that on the statement status of facilities in Nakuru town depends on transparency and accountability (39.44%) concurred to a small extent, (27%) to no extent, (27%) felt that it was so to a moderate extent, (3.9%) to a great extent while (1.11%) were non committal. On quality in service delivered depending on skills employed during implementation, (66%) agreed to a great extent, (21%) to a small extent, (7.2%) respondents to a moderate extent while (5.5%) to a small extent. Findings further revealed that on quality of service delivery being dependent to participatory approach in planning and development, (54%) agreed to a great extent,(21.1%) felt it was to no extent,(10%) felt that it was so but to a moderate extent, (8.3%) were non committal whereas (6.6%) agreed to a small extent. This study findings also indicated that for the statement procurement process has improved transparency and accountability during implementation process of projects in Nakuru town, (48.9%) felt to no extent,(36%) to a moderate extent, (11%) to a great extent and only (3.3%) to a small extent. On the statement relevant expertise in projects on health, education, and economic empowerment being available in Nakuru town, (45.5%) agreed to a small extent, (20.5%) were non committal, (18%) agreed to a great extent, a further (8.3%) felt that it was so to a moderate extent, while (7.2%) to no extent. Study findings on whether there is M and E of community projects in Nakuru town revealed that majority (51.1%) of the respondents were in agreement to a small extent, (27%) to a great extent, (15%) to a moderate extent, (3.5%) were non committal whereas (3.3%) were for no extent. On the statement M and E of community projects leads to improved service delivery, (57%) of these respondents felt it was so to a great extent,(28%) to a moderate extent, (13.8%) to a small extent and only (1.11%) to no extent. The implication here is that expertise is relevant for improving services on already existing structures but very absent for the Nakuru town community facilities.

On the availability of technical know how this community strongly felt that most of their projects could not offer adequate service delivery due to poor skills engaged during project implementation. The findings also revealed that respondents were moderate by

(53%) on the fact that quality of service delivery is dependent to participatory approach in planning and development, this gave the indication that community members were not sure if quality service delivery had any relationship to participatory approach in planning and development influencing service delivery. This however contradicts a study by (Frieden, 2010) which gave the impression that for community projects to be successful; there had to be a connection between planning, community participatory approach and development.

A sizeable percentage of Nakuru town respondents provided information to the effect that there is monitoring and evaluation of community projects in Nakuru town but clearly stated that the results are hardly ever conceptualized. This indicated presence of expertise in community projects but strongly opposed results utilization rendering the entire M and E exercise useless and also a problem to improved community service delivery. Dube, Karyomunda, Kangere, Gebretensy, (2010), in their study in Ethiopia titled the role of monitoring and evaluation in promoting participation in economic activities stated that a projects economic value is on the up rise with application of proper M and E and a clear interpretation of the M and E results. These findings therefore, examined availability of technical knowhow as having adverse influence on service delivery to the Nakuru communities, a case of Nakuru town.

4.6 Political interference and Service Delivery

This formed the third objective of this study. Under the study the researcher analyzed how Political interference Influence service delivery in Nakuru town and the response were summarized in table 4.8.

Table 4.8: Political interference and service delivery

| Statements | Average Score | 5 | 4 | 3 | 2 | 1 |
|---|---------------|--------|--------|------|--------|--------|
| 1. Political leaders are involved in community projects | 1.29 | 0.5% | 4.4% | 0.5 | 31% | 63% |
| 2. The role of political leaders in community sensitization is significant in Nakuru town | 1.50 | 0 | 1.6% | 5% | 34.44% | 58.88% |
| 3. Political leaders have played a significant role in information dissemination on development issues to Nakuru town communities | 1.65 | 1.11% | 2.7% | 1.6% | 33.88% | 60.55% |
| 4. Political leaders have played a significant role in decision making on development issues improving service delivery to Nakuru town community. | 1.44 | 1.6% | 3.33% | 0.6% | 11.11% | 83.33% |
| 5. Political leaders endorse financial support for capacity building/training of community members to enhance service delivery | 4.63 | 7.77% | 1.11% | 0 | 40.55% | 50.55% |
| 6. Political leaders approve resources for improved service delivery in Nakuru town | 2.69 | 34.44% | 11.11% | 0 | 53.88% | 0.6% |

| | | | | | | |
|--|------|--------|-------|-------|--------|--------|
| 7. Political leaders are involved in matters of development for Nakuru town community | 3.21 | 46.1% | 0.5% | 0 | 1.7% | 51.7% |
| 8. Politicians are involved in fundraising for community projects | 1.73 | 19.44% | 8.88% | 0.6 | 1.7% | 69.4% |
| 9. Local politicians evenly distribute resources to enhance service delivery | 1.53 | 4.44% | 1.11% | 0 | 18.88% | 75.55% |
| 10. Political leaders take time to assess downfall of community projects improving on service delivery within Nakuru town. | 1.8 | 2.7% | 3.33% | 1.11% | 35% | 57.77% |

N/b likert scale: 5=strongly agree, 4=Agree, 3= Not sure, 2= Disagree, 1= strongly disagree.

Table 4.8 shows respondents' views on political interference; majority of respondents strongly disagreed by (63%) that political leaders are involved in community projects,(31%) disagreed,(4.4%) agreed on the statement, while (0.5%) of the sampled population strongly agreed and were not sure respectively. Statement on involvement of political leaders in community sensitization of service delivery indicated that the majority by (58.8%) strongly disagreed,(34.44%) disagreed,(5%) were not sure while (1.6%) were in agreement.168 respondents out of 180, (89%) strongly felt that political leaders have not played a significant role in information dissemination on development issues to Nakuru town communities while (33.3%) were in agreement,(11.11%) disagreed while (0.6%) were not sure of given statement. Findings indicated that (50.55%) of respondents strongly disagreed on the statement that political leaders endorse financial support for capacity building/training of community members to enhance service delivery, with

(40.55%) simply disagreeing, (7.77%) strongly agreed and a further (1.11%) being in agreement. For the statement political leaders approve resources for improved service delivery in Nakuru town, (53.88%) were in agreement, (34.44%) strongly agreed, (11.11%) just agreed with the statement while (0.6%) strongly disagreed. According to the study findings, (51.7%) of respondents strongly disagreed that political leaders are involved in matters of development for Nakuru town communities, (46.1%) strongly agreed on this statement, (1.7%) disagreed and (0.5%) agreed. On the statement politicians are involved in fund raising for community projects, a majority (69.4%) strongly disagreed, (19.44%) strongly agreed, (8.88%) agreed, (1.7%) disagreed while (0.6%) were not sure of statement. Findings of this study also revealed that (75.55%) of respondents strongly disagreed that local politicians evenly distribute resources to enhance service delivery, (18.88%) disagreed, (4.44%) strongly agreed and a further (1.11%) were in agreement. On the statement political leaders take time to assess downfall of community projects improving on service delivery within Nakuru town, (57.77%) of these respondents strongly disagreed, (35%) disagreed, (3.33%) were in agreement and (2.7%) strongly agreed. The interpretation was that political leaders had a negative influence on service delivery for this community, despite the powers they hold to influence improved community service delivery.

Political interference formed the third objective of this study. The implication from findings here is that community members have the desire for improved service delivery but lack that power which rests with their leaders who not only interfere with improved service delivery but also embezzle its funds. The UN, World Bank, and WHO on invention of the MDGs in 2010 kept citing corrupt leaders as a great hindrance to improved community service delivery; Eyen, R., Kabeer, (2008) in a report about leadership and capacity building stated that programmes, trainings, seminars and workshops should be incorporated at project planning levels to enhance community development. Respondents agreed by (55.55%) that political leaders endorse financial support for capacity building/training of community members. They however seemed not

sure whether political leaders approve resources for effective service delivery or own gain in Nakuru town. Peter F drucker, (2002) in his book functions of management argued that it's a leader's responsibility to plan, control, lead, staff, and direct. This gave the indication that Nakuru towns' political leaders were failing in their roles of management hence more reason for the dragged service delivery, establishing great influence of political interference to service delivery within Nakuru town community.

4.7 Community Participation and Service Delivery

This formed the fourth objective to the research study. Under the study the researcher analyzed how community participation Influence service delivery in Nakuru town and the response were summarized in table 4.9.

Table 4.9: Community participation and service delivery

| Statements | Average score | 5 | 4 | 3 | 2 | 1 |
|---|---------------|--------|--------|------|--------|--------|
| 1. Community members are consulted during project identification process. | 1.63 | 2% | 2.2% | 0 | 41.66% | 54% |
| 2. Community members are involved in planning and development process of community projects | 1.50 | 1% | 0.5% | 0.5% | 56.11% | 41.6% |
| 3. Community members are involved in project development committees | 2.08 | 3.3% | 4.4% | 1.1% | 40% | 51% |
| 4. Community members offer physical support in most communal projects. | 3.94 | 55.55% | 33.33% | 0 | 8.88% | 2.22% |
| 5. Gender difference influences service delivery in Nakuru town | 3.65 | 38.3% | 51.6% | 0 | 5% | 5% |
| 6. Community members own and manage most development projects in Nakuru town | 3.71 | 15% | 73% | 0.5% | 6.1% | 5% |
| 7. Culture is a challenge in accepting some community services offered | 2.76 | 15% | 11% | 0 | 61.11% | 12% |
| 8. Culture is a challenge in accessing funding for improved service delivery | 1.40 | 3% | 3.33% | 0 | 5.55% | 88% |
| 9. More women than men take part physically in communal projects | 3.78 | 22.7% | 11.6% | 0 | 6.1% | 59.44% |
| 10. Community members are willing to cooperate with government agencies in service delivery | 4.64 | 70% | 28.3% | 0 | 1.11% | 0.5% |

N/b likert scale: 5= Great extent, 4= Moderate extent, 3= Non committal, 2= Small extent, 1= No extent

Table 4.9 shows respondents' view on community participation; respondents were in agreement to a small extent of (41.66%) that community members are consulted during project identification process, (54%) to no extent, (2.2%) to a moderate extent and only (2%) to a great extent. On finding out if community members are involved in planning and development process of community projects,(56.11%) stated that it's so only to a small extent, (41.6%) to no extent, 1% to a great extent while only (0.5%) to moderate extent. According to this study findings (51%) of common respondents felt that to no extent are they involved in project development committees, indicated that they are involve to a small extent of (40%), (4.4%) to a moderate extent, (3.3%) to a great extent while (1.11%) showed non committal on the above statement. This study finding further revealed that a majority (55.55%) were in agreement to a great extent that community members offer physical support in most communal projects, moderate extent by (33.33%), small extent of (8.88%), and only (2.22%) indicated no extent. (38.5%) of Nakuru town common respondents indicated presence of gender differences in service delivery to a great extent, the majority indicated (51.6%) to a moderate extent, and a further 5% respectively to a small extent and no extent respectively. This study findings also revealed that a majority (73%) stated that community members were moderate on community members owning and managing most development projects in Nakuru town, agreed to a great extent of (15%) on above statement,(6.1%) to a small extent,0.5% were non committal and a further (5%) indicated no extent. On the statement whether culture is a challenge in accepting some community services offered, (61.11%) concurred with this statement to a small extent, (15%) to a great extent, (12%) to no extent, and 11% to a moderate extent. A majority of these respondents 163 out of 180,(90%) were in agreement to no extent that culture is a challenge in accessing funding for improved service delivery, (5.55%) to a small extent, indicated (3%) to a great extent and a further (3.33%) to a moderate extent. This study also revealed that (59.44%) of respondents indicated that to no extent do more woman than men take part physically in communal projects, (22.7%) were for a great extent on the above statement, (11.6%) moderately agreed and only (6.1%) were in agreement to a small extent. On the statement if

community members are willing to cooperate with government agencies in service delivery, (70%) agreed with this statement to a great extent, (28.3%) to a moderate extent, (1.11%) to a small extent and (0.5%) indicated no extent. This implied that community members are not being involved enough in community service delivery meaning that performance is on the decline.

The fourth objective in this study was community participation. The key informants, (professionals) were in total disagreement by (100%) on full involvement of community members in identifying, designing, and implementation of community projects. This indicated very high levels of non involvement and one reason for derailed community service delivery. Despite the scenario, findings also revealed that culture is not a challenge in accessing funding for improved service delivery, as 163 out of 180 respondents (90.56%) stated. This confirmed the key informant's views if cultural beliefs influence service delivery in Nakuru town, where researcher obtained an (100%) feedback that cultural beliefs do not influence financial status to service delivery.

A majority of these respondents' by (70%) strongly felt the need to cooperate with government agencies in upgrading community service delivery. This confirms the fact that improved community service delivery is a dual responsibility as strengthened by Kabissa, (2008), through his works in APSEJIK on community poverty reduction. Generally, all these findings point to a very high influence of community participation to service delivery within communities, a case of Nakuru town.

4.8 Interview schedule guide

In this section the researcher sought to know information on; Gender, age, marital status, education level and their occupation.

4.8.1 Distribution of Respondents by Gender

To answer the question on gender, respondents were asked to state their gender and the response were summarised in Table 4.10

Table 4.10: Response on gender

| Gender | Frequency | Percent |
|--------|-----------|---------|
| Male | 2 | 66.7 |
| Female | 1 | 33.3 |
| Total | 3 | 100.0 |

Table 4.10 shows that the Nakuru town professional respondents had 2 males resulting to (66.7%), and one female, with (33.3%). The findings show that the majority by (66.7%) were males and this gave the indication that there are more male than female in the decision making domain as per researcher's field of interest and identified respondents.

4.8.2 Distribution of Respondents by Age

The study sought to establish the age of key informant respondents, the researcher asked the respondents to specify their age and the response was summarised in Table 4.11

Table 4.11: Response on age

| Age bracket(Years) | Frequency | Percent |
|--------------------|-----------|---------|
| Over 45 | 3 | 100 |
| Total | 3 | 100 |

The study sought to establish the age of respondents as per table 4.11 above and according to the findings the 3 key informants were all above 45 years of age, indicating

(100%) and had risen through the hierarchy over the years to leadership positions in various posts within their organizations. This implicated specialty, expertise, knowledge and experience within the ministry of education, ministry of health, and the ministry of trade and industrialization within Nakuru town as the researcher's field of study.

4.8.3 Distribution of Respondents by Marital Status

To answer the question on marital status of respondents, the researcher asked respondents to specify their marital status and the response was summarised in Table 4.12.

Table 4.12: Response on marital status

| Marital Status | Frequency | Percent |
|----------------|-----------|---------|
| Married | 3 | 100 |
| Total | 3 | 100 |

Table 4.12: Shows marital status of the key informants (professionals) with an indication that all these respondents are married, showing a frequency of 3 and (100%). This gave an assumption that a majority of professionals within Nakuru town are married according to the sampled population and the interested respondents who took part in this study.

4.8.4 Distribution of Respondents by Education Levels

To answer the question on education level of key informants, the researcher asked the respondents to specify their highest level of education attained and the response were summarized in Table 4.13

Table 4.13: Response on Educational Levels

| Level of education | Frequency | Percent |
|--------------------|-----------|---------|
| Masters | 2 | 66.7 |
| Phd | 1 | 33.3 |
| Total | 3 | 100 |

In Table 4.13, the key informants gave findings as most professionals having master's education with a frequency of 2 (66.7%), while one professional was a PhD holder with (33%). This gave the opinion that a majority of the respondents who took part in this study were educated hence a good indicator because their awareness level was quite high.

4.8.5 Key informants' views on the four objectives of this study

To answer to each of the four objectives guiding this study key informant gave various views, opinions and experiences as illustrated in Table 4.14

Table 4.14: Statements on the four objectives of this study

| | Average score | 5 | 4 | 3 | 2 | 1 |
|--|---------------|-------------|--------------|---|--------------|--------------|
| Statement on funds availability | | | | | | |
| 5. There is planning for fundraising for community service deliver projects in Nakuru town | 1.8 | | 33.3% (1) | | 66.7% (2) | |
| Statement on technical know-how | | | | | | |
| 6. Expertise is available for monitoring and evaluating community projects. | 1.8 | | | | 33.3% (1) | 66.7% (2) |
| 7. Sustainability of projects influences service delivery in Nakuru town. | 5 | 100% (3) | | | | |
| Statement on political interference | | | | | | |
| 8. Political leaders rally community development projects. | 1.7 | | | | 33.3% (1) | 66.7% (2) |
| Statement on community participation | | | | | | |
| 9. Cultural beliefs influence service delivery in Nakuru town. | 1 | | | | | 100% (3) |
| 10. There is community participation in identifying, designing and implementing communal projects. | 1.8 | | | | 33.3% (1) | 66.7% (2) |

5=strongly agree, 4=Agree, 3= Not sure, 2= Disagree, 1= strongly disagree

Table 4.14 shows the key informant (professional respondents) views on the availability of funds, availability of technical knowhow, political interference and community participation on service delivery to the Nakuru town communities. Under the first objective availability of funds, respondents disagreed by (66.7%), and agreed by (33.3%) and an average of 1.8 that there is planning for fundraising for community service

delivery projects in Nakuru town. On the second objective availability of technical knowhow, professional respondents strongly disagreed by (66.7%), and disagreed by (33.3%) with an average rate of 1.8 on the availability of expertise for M and E in community projects, and all strongly agreed with a percentage of (100%) and an average of 5 that the sustainability of projects influence service delivery in Nakuru town. On research study's third objective political interference, two of the key informants strongly disagreed on political leaders rallying community development projects with a percentage of (66.7%) having one disagree with (33.3%) and an average score of 1.7. The fourth objective guiding this study was community participation and all the 3 key informants strongly disagreed with (100%) and an average of 1 that cultural beliefs influence service delivery in Nakuru town. On community participation in identifying, designing and implementing communal projects, 2 of these respondents strongly disagreed with (66.7%) while 1 simply disagreed with (33.3%) giving an average of 1.8. These gave the implication that availability of funds, availability of technical knowhow, political interference and community participation have a direct influence on service delivery and leaders through governments should support community initiatives improving on service delivery.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter summarizes and concludes the research findings as carried out by this study. At the end of this chapter, some useful recommendations have been proposed by the researcher to the government, and other community service delivery providers like NGOs and CBOs in order to address service delivery problems within communities, based on this research finding. This chapter comprises of the summary of findings, discussions, conclusions and recommendations contributing to the existing body of knowledge. The purpose of the study was to research on factors influencing service delivery to communities, a case of Nakuru town.

5.2 Summary of the Findings

The four objectives guiding this study were summarized below based on findings attained in chapter four.

5.2.1 Availability of funds

In regards to availability of funds which formed the first objective of this study, findings indicated that a large number of Nakuru town residents felt that not having enough funds stood on their way to better service delivery specifically in health, education and economic empowerment. This community also felt that the government is not pumping enough funds towards health, education and economic empowerment for the growing population. This confirmed the statements by (Caldart, 2004; Cho et all, 2004) that for service delivery to be efficient there must exist availability of funds.

5.2.2 Availability of technical know how

In regards to availability of technical knowhow which formed the second objective of this study, findings indicated that a large number of respondents were in agreement that quality of service delivery depends on skills employed during a projects entire life cycle. This could be interpreted to mean that at the onset of a project implementation process, skills employed equals final project output. The thought was in line with scholar

(Saunders 2004) who argued that quality project implementation skills ensure project sustainability. Most of the facilities offering community service delivery in Nakuru town hardly get improved on through expertise in technical knowhow and this hinders effective service delivery for this community.

5.2.3 Political interference

In regards to the influence of political interference which formed the third objective of this study, findings indicated that sampled respondents had a majority 150 out of 180, (83.3%) indicating that political leaders have not played any significant role in improving on service delivery to the Nakuru town community. This appears to confirm what (Cramm and Finkenflugel, 2008) established that leaders have the power to change a village into a global city through decisions they endorsed. This gave the implication that political leaders negatively interfere with this community improvement to service delivery.

5.2.4 Community participation.

In regards to community participation which formed the fourth objective of this study, the findings indicated that a large number of Nakuru town respondents agreed overwhelmingly on the fact that community members are never consulted when need arise to improve on their service delivery. This confirmed the study findings by Barnett and Ndeki, (2002) while analyzing poor service delivery in rural areas of Kenya and stated that community members must be involved throughout a project life cycle for them to see the importance of the project outcome and input, they went ahead and added that community needs and wants must be the community's own initiation. Failure of community involvement reduces relevance of community projects hence reduced service delivery from facilities available.

5.3 Conclusions

Most of the Nakuru town respondents stated that the availability of funds had a direct influence on service delivery in the town. This was so because lack of funds as noted from statements given barred them from accessing one service or the other. These respondents also felt that inadequate funds by the Kenyan government prevented them from offering mandatory services like education, health, economic empowerment, infrastructure, water, and sanitation. Availability of funds was thus seen as the key by both parties to improved service delivery. To effectively address the factor of funds availability, efforts need to be made to alleviate obstacles that sustain this situation of unavailability of funds among communities.

Most of the Nakuru town common and professional respondents were for the idea of a continuous improvement on already existing structures through expertise knowledge for efficient and effective service delivery. The inability to keep repairing existing structures showed a deterioration in services offered by these facilities, this translated to poor or no community service delivered. The quality in service delivered also relied heavily on skills employed during implementation, once again this called for technical knowhow (expertise) for improved community service delivery. Thirdly this community saw the relevance for regular M and E exercises on their community projects but gave emphasis on interpretation of results as a method of improving service delivery. Due to little technical knowhow it appeared that most Nakuru town residents missed out on quality service delivery.

Nakuru town community holds very little attachment to their political leaders helping them improve on service delivery. This was strongly indicated in their views, perceptions and opinion on these leaders involvement in community projects fundraising, mobilization, and capacity building. This had the implication of self driven community projects with little leadership involvement meaning stagnated growth hence delayed service delivery. To effectively address the factor on political interference and service delivery endorsed leaders need to use their power to influence improved service delivery, most importantly laws should be enforced to avoid manipulation by leaders.

Findings revealed that Nakuru town residents strongly saw the need to be involved in projects as once they don't get consulted in project activities they cease being a part of that project and brand it white elephant developing poor service delivery due to non utilization. Secondly, this community revealed that they needed to work on their attitude, diverse cultures and willingness to offer physical support for improved service delivery within Nakuru town.

5.4 Recommendations

Based on the research findings, the following recommendations were given for improving on the factors that influence effective service delivery to communities, a case of Nakuru town.

1. The findings found that there is need for County governments to allocate enough funds to mandatory community projects rendering accessibility of services while improving on community service delivery. The study further established that National governments should also ensure disbursement of funds for improved service delivery through the treasury every financial year. Community members should also be willing to gradually chip into development projects in their areas improving on service delivery
2. Availability of technical knowhow needs to be addressed. Since most facilities offering service delivery were put up years back, it's important to improve on existing structures if not putting up new ones. This requires specialty and expertise on various fields of public service delivery. M and E should be made compulsory to all service delivery projects and the findings made known to the public.
3. Political interference to promote community service delivery should be encouraged; these leaders should take advantage of their power to manipulate positive service delivery. They should emphasize on fund raising, community mobilization and capacity building to spearhead improved community service delivery. Laid down rules and regulations should be put up limiting political interference.

4. Community participation should be encouraged through creating awareness on ways of improving community service deliveries, members should also cultivate a positive attitude, accept projects put up to improve their service delivery, and offer physical support to community projects offering service delivery.

5.5 Suggestions for Further Research

This study was carried out among Nakuru town respondents who were registered voters of Nakuru County. It was very important to gather accurate statistics through research to capture everyone's views including those who are residents of Nakuru County but not its registered voters.

Research also needs to be carried out to establish whether other agencies offering similar service delivery like NGOs, and CBOs hold the same views as this research study. Further research may be carried out in a rural setting and an investigation carried out on availability of funds, availability of technical knowhow, political interference and community participation to challenge this research findings. Research should also be carried out to establish the challenges facing political leaders in community service delivery.

5.6 Contribution to the Body of Knowledge

Table 4.15: Contribution to the body of knowledge

| | |
|---|---|
| <p>To determine whether availability of Funds affect service delivery in Nakuru town.</p> | <p>The funds allocated for service delivery in Nakuru town is hardly enough to ensure their improved community service delivery.</p> |
| <p>To examine if availability of technical knowhow influences service delivery in Nakuru town</p> | <p>Access to technical knowhow is a huge impediment to service delivery in Nakuru town. The community is entangled in a circle of recycling existing service delivery facilities despite the drop in output and growing population. There should be introduced expertise knowledge in managing current facilities and construction of new ones with an aim of improving community service delivery.</p> |
| <p>To establish whether political interference influences service delivery in Nakuru town.</p> | <p>Political interference is an impediment to effective service delivery in Nakuru town. It is particularly difficult for this community to improve on service delivery due to negative political interventions.</p> |
| <p>To determine if community participation affects service delivery in Nakuru in town.</p> | <p>Nakuru town residents feel that they are not fully involved in community project activities and this hinders improved service delivery.</p> |

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APPENDICES

Appendix i: Common Respondents Questionnaire

Please read the instructions given and answer the questions as appropriately as possible. It is important to read carefully and correctly before making an attempt. The information provided will strictly be used for this research purposes. Interviewee confidentiality is guaranteed.

SECTION A: Demographic characteristics

1. Please indicate your gender (tick the correct box)
 - a. Male
 - b. Female

2. Kindly indicate your age (tick the correct box)
 - a. Below 25
 - b. 25 -35
 - c. 36 – 45
 - d. Over 45

3. Kindly indicate your marital status
 - a. Married
 - b. Single

4. What is your level of education?
 - a. Below primary
 - b. Primary
 - c. Secondary
 - d. Diploma
 - e. Degree

5. Please indicate your occupation
 - a. Employed
 - b. Self employed
 - c. Student

SECTION B: To what extent does the availability of funds affect service delivery in Nakuru town?

5 = Strongly agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

Please tick the appropriate box.

| | 5 | 4 | 3 | 2 | 1 |
|---|----------|----------|----------|----------|----------|
| 1. There are dispensaries in each estate in Nakuru County. | | | | | |
| 2. The government has managed to tarmac all roads in Nakuru town | | | | | |
| 3. I am unable to access medical care because of my financial limitation. | | | | | |
| 4. The government is not able to put up health facilities in each sub county of Nakuru town. | | | | | |
| 5. There is accessibility to educational bursaries within Nakuru | | | | | |
| 6. I am not able to install running water in my house due to financial limitations | | | | | |
| 7. There are financial institutions assisting small and medium enterprises in Nakuru town | | | | | |
| 8. It is possible to access startup capital for a business venture in Nakuru town | | | | | |
| 9. There are numerous sources of financing for most small and medium enterprises in Nakuru town | | | | | |
| 10. I am not in a position to start a business due to financial in capabilities. | | | | | |

SECTION C: To what extent does technical know-how affect service delivery in Nakuru town?

5 = Great extent, 4= Moderate extent, 3= Non committal, 2 = Small extent, 1 = No extent

Please tick the appropriate box.

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| 1. Status of facilities in Nakuru county depends on transparency and accountability | | | | | |
| 2. Quality of service delivery depends on skills employed during implementation | | | | | |
| 3. Quality service delivery is dependent to participatory approach in planning and development | | | | | |
| 4. Procurement process has improved transparency and accountability during implementation process of projects in Nakuru town | | | | | |
| 5. Community participation in health, education, and economic empowerment is involving in Nakuru town | | | | | |
| 6. There is monitoring and evaluation of community projects in Nakuru town. | | | | | |
| 7. Monitoring and evaluation of community projects leads to improved service delivery. | | | | | |
| 8. Expertise in projects leads to projects sustainability. | | | | | |
| 9. Designing sustainable projects improves quality in service delivery. | | | | | |
| 10. There is scarce technical knowhow in Nakuru town. | | | | | |

SECTION D: To what extent does political leadership affect service delivery in Nakuru town?

5 = Strongly Agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

Please tick the appropriate box.

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| 1. Political leaders are involved in community projects | | | | | |
| 2. The role of political leaders in community sensitization is significant in Nakuru town | | | | | |
| 3. Political leaders have played a significant role in information dissemination on development issues to Nakuru town communities. | | | | | |
| 4. Political leaders have played a significant role in decision making on development issues to Nakuru town communities. | | | | | |
| 5. Political leaders endorse financial support for capacity building/ training of community members to enhance service delivery. | | | | | |
| 6. Political leaders approve resources for improved service delivery in Nakuru town | | | | | |
| 7. Political leaders are involved on matters of development for Nakuru town community | | | | | |
| 8. Politicians are involved in fundraising for community projects | | | | | |
| 9. Local politicians evenly distribute resources to enhance service delivery | | | | | |
| 10. Political leaders take time to assess downfall of community projects improving on service delivery within Nakuru town | | | | | |

SECTION E: To what extent does community participation affect service delivery in Nakuru town?

5 = Great extent, 4= Moderate extent, 3= Non committal, 2 = Small extent, 1 = No extent

Please tick the appropriate box.

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| 1. Community members are consulted during project identification process | | | | | |
| 2. Community members are involved in planning and development process of community projects | | | | | |
| 3. Community members are involved in project development committees | | | | | |
| 4. Community members offer physical support in most communal projects | | | | | |
| 5. Gender differences influences service delivery in Nakuru town | | | | | |
| 6. Community members own and manage most development projects in Nakuru town | | | | | |
| 7. Culture is a challenge in accepting some community services offered | | | | | |
| 8. Culture is a challenge in accessing funding for improved service delivery. | | | | | |
| 9. More women than men take part physically in communal projects | | | | | |
| 10. Community members are willing to cooperate with government agencies in service delivery. | | | | | |

THANK YOU

Appendix ii: Interview Schedule Guide

1. Gender of the respondent (tick the correct box)

a. Male

b. Female

2. Respondents age (tick the correct box)

a. Below 25

b. 25 -35

c. 36 – 45

d. Over 45

3. Marital status

a. Married

b. Single

4. Key informant level of education

a. Diploma

b. Degree

c. Masters

d. Phd

To what extent does the availability of funds affect service delivery in Nakuru town?

5. There is planning for fundraising of development projects in Nakuru town

5 = Strongly Agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

To what extent does technical knowhow affect service delivery in Nakuru town?

6. Expertise is available for monitoring and evaluating community projects

5 = Strongly Agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

7. Sustainability of projects influences service delivery in Nakuru town

5 = Strongly Agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

To what extent does political leadership affect service delivery in Nakuru town?

8. Political leaders rally community development projects

5 = Strongly Agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

To what extent does community participation affect service delivery in Nakuru town?

9. Cultural beliefs influence service delivery in Nakuru town

5= Strongly Agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

10. There is community participation in identifying, designing and implementing communal projects

5= Strongly Agree, 4 = Agree, 3 =Not sure, 2 = Disagree, 1 = Strongly disagree

THANK YOU

Appendix iii: Letter of Transmittal

Valerie Agutu Opiyo,

University of Nairobi.

P.O Box 12045,

NAKURU.

17th March 2014.

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

RE: RESEARCH PROJECT

I am an M.A. Project Planning and Management student at the University of Nairobi undertaking research on “Factors influencing effective service delivery to communities. A case of Nakuru town,” as part of my course requirements.

I have identified your office/department as a key source of data to facilitate this study and kindly request you to assist me in this regard. I assure you of my commitment on ensuring anonymity and confidentiality of your organization as well as community groups and individuals, information obtained will be used only for the purpose of this study.

Thanking you most sincerely in advance.

Yours Faithfully

V.A.O

Valerie Agutu Opiyo

Appendix iv: Introduction Letter



UNIVERSITY OF NAIROBI
COLLEGE OF EDUCATION AND EXTERNAL STUDIES
SCHOOL OF CONTINUING AND DISTANCE EDUCATION
DEPARTMENT OF EXTRA - MURAL STUDIES

Tel 051 - 2210863

P. O Box 1120, Nakuru
6th March 2014

Our Ref: UoN/CEES/NKUEMC/1/12

To whom it may concern:

RE: VALERIE AGUTU OPIYO – L50/63043/2013

The above named is a student of the University of Nairobi at Nakuru Extra-Mural Centre Pursuing a Masters degree in Project Planning and Management.

Part of the course requirement is that students must undertake a research project during their course of study. She has now been released to undertake the same and has identified your institution for the purpose of data collection on "An Evaluation of Factors Influencing Service Delivery to the Nakuru Communities" A Case of Nakuru Town".

The information obtained will strictly be used for the purpose of the study.

I am for that reason writing to request that you please assist her.

Yours faithfully



Appendix v: Research Authorization Letter



NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY AND INNOVATION

Telephone: +254-20-2213471,
2241349, 310571, 2219420
Fax: +254-20-318245, 318249
Email: secretary@nacosti.go.ke
Website: www.nacosti.go.ke
When replying please quote

9th Floor, Utalii House
Uhuru Highway
P.O. Box 30623-00100
NAIROBI-KENYA

Ref: No.

Date:

27th June, 2014

NACOSTI/P/14/1425/2063

Valerie Agutu Opiyo
University of Nairobi
P.O. Box 30197-00100
NAIROBI.

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on "*An evaluation of factors influencing service delivery to the Nakuru communities, A case of Nakuru town,*" I am pleased to inform you that you have been authorized to undertake research in **Nakuru County** for a period ending **31st July, 2014**.

You are advised to report to **the County Commissioner and the County Director of Education, Nakuru County** before embarking on the research project.

On completion of the research, you are expected to submit **two hard copies and one soft copy in pdf** of the research report/thesis to our office.


SAID HUSSEIN
FOR: SECRETARY/CEO

Copy to:

The County Commissioner
The County Director of Education
Nakuru County.