

## **The perception of Kenyan citizens on improvement of public service delivery since the implementation of performance contracts in Kenya**

### **Abstract:**

The main objective of the study was to establish the perception of Kenyan citizen's on improvement of public service delivery since the implementation of performance contracts in Kenya. The accessible target population comprised of Kenyan citizens residing in Nairobi County. The researcher targeted respondents from the state corporations, government ministries and local government. Results confirm that there is a significant improvement of service delivery interns of: Accountability and transparency in service delivery and the utilization of resources and deliver quality and timely services to the citizens since the implementation of performance contract in Kenya. On the other hand other measures of service delivery were rated poorly, that is, there is no significant improvement of service delivery in terms of Productivity in order to maximize shareholders, Reduce or Eliminate reliance on the Exchequer and Autonomy to Government Agencies since the implementation of performance contract in public sector.