

**INFLUENCE OF DEVOLUTION POLICY ON WATER SERVICE DELIVERY IN
SAMBURU COUNTY, KENYA: A CASE STUDY OF SAMBURU WATER AND
SANITATION COMPANY (SAWASCO)**

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DECLARATION

This research project is my original work and has not been presented for a degree in any other University

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Supervisor Declaration

This research project has been submitted for examination with approval by me as University Supervisor

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Date: 8th November, 2022

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LIST OF ABBREVIATIONS/ ACRONYMS

COK	: Constitution of Kenya
SAWASCO	: Samburu Water and Sanitation Company
NWWDA	: Northern Water Works Development Agency
WSD	: Water Service Delivery
WHO	: World Health Organization
DHSS	: Divisional Headquarters Service
SPSS	: Statistical Package for Social Sciences
NACOSTI	: National Commission for Science, Technology and Innovation
CGA	:County Government Act

ABSTRACT

The service delivery sector has been characterized by the fact that most of the services provided in the country are government controlled. For example basic education is provided only by the government, so most factors that lead to service delivery improvements are either institutional or policy interventions that can be applied within public sector. The public sector has influence on service consumption and delivery due to its monopoly over resources that enables it to deliver goods, services and various facilities according to requirements within a limited scope. Devolution policy in Kenya is intended to create more local autonomy and economic opportunity for the people of Kenya. The devolution policy was created to expand and strengthen governance through enhanced fiscal authority, improved local service delivery and increased budgeting flexibility at the Kenyan Government level. This study evaluates impact of devolution policy on water service delivery at Samburu Water and Sanitation Company. The research objectives examined influence of public participation, devolved units and accountability on water service delivery at Samburu Water and Sanitation Company. The study was anchored on Institutional theory. Descriptive research was used. The study sample size was senior managers, middle managers, supervisors, and support personnel were included among respondents. Both descriptive and inferential analysis were done. The study used census technique. The analyzed data was presented in the form of figures and tables to facilitate explanation and understanding of the research findings. The study results revealed a positive and significant relationship between devolved units and water service delivery at SAWASCO, implying that increasing. The inferential findings demonstrated that public participation positively and significantly affects water service delivery at Samburu Water and Sanitation Company. The results show that an increase in accountability practices leads to improved water service delivery at Samburu Water and Sanitation Company. The study also recommends that the management of at SAWASCO and county government should focus more on devolved units practices such as releasing funds for water projects on schedule, curb financial fraud, allocate enough funds to water projects and recruit competent staffs as this will enable the company to achieve its set water service delivery targets and results. Another suggestion made by the study is that in order for SAWASCO to improve the quality of their water service delivery, more attention needs to be paid to strengthening accountability practices, such as ensuring that county project managers are open to public scrutiny and accountability questions and that county finance manager are willing to participate in fiscal audits and accountability.

CHAPTER ONE

INTRODUCTION

Devolution is an important part of Kenyan Democracy therefore it is necessary to understand how devolution has impacted on water service delivery in Samburu county Kenya. It discusses the product and process innovations which can be introduced to ensure the delivery of water services are sufficient as desired by government through appropriate institutional reforms, technology transfer and adoption. These factors may also lead to upgrade of human capital readiness which in turn influences current knowledge base and capacity to deliver these services efficiently. The service delivery sector has been characterized by the fact that most of the services provided in the country are government controlled. For example basic education is provided only by the government, so most factors that lead to service delivery improvements are either institutional or policy interventions that can be applied within public sector. The public sector has influence on service consumption and delivery due to its monopoly over resources which enables it to deliver goods, services and various facilities according to requirements within a limited scope.

1.1 Background of the study

The new Kenyan Constitution (Constitution of Kenya 2010, which came into effect in 2013) made access to water supply and sanitation services a fundamental right and devolved major water and sanitation responsibilities to the county level. The County Government Act of 2012 and the Urban Areas and Cities Act of 2011 are two noteworthy laws that have laid the groundwork for significant improvements. WSP's TA programs provided specialized help at the national level to align the sector's legal and institutional frameworks with it while these changes were taking shape both before and after the new constitution went into force. Since the middle of 2013, there has been a significant increase in participation and support for counties looking to embrace the new standards. This is demonstrated by how well the transition process is going.

Brief overview of devolution policy in Kenya

Devolution is a major component of constitutional reform and reform of national governance. It entails transfer of powers, statutory resources and responsibilities from the central to regional and local stages of government. Kenya has not undergone any devolution processes in the last five decades; nevertheless attempts have been made by previous regimes to decentralize political power

through devolution but these failed to achieve satisfactory results except in certain cases like oil parastatals where their main role was to serve as a vehicle for patronage.

A regional or local government receives powers from the federal government through a process known as devolution (Ormerod, 2003). This transfer may vary as it pertains to administrative and economic policy. In Samburu County in Kenya devolution policy has been described by several scholars as the decentralization of decision making powers to local governments within county boundaries. The role devolution has played in improving water service delivery has been discussed on a number of occasions in literature on Co-operative federalism such as by (Muriu, 2013). These studies have offered qualitative and quantitative explorations into what developments have taken place since devolution was implemented in 1999.

Devolution policy in Kenya is intended to create more local autonomy and economic opportunity for the people of Kenya. The devolution policy was created to expand and strengthen governance through enhanced fiscal authority, improved local service delivery and increased budgeting flexibility at the Kenyan Government level (Chiweza, 2016). Devolution policy is a set of policies designed to give greater autonomy to the local communities and less control over resources, such as cash and natural resources, to be transferred from national through state policy (Ekpo, 2007). Kenyans are becoming increasingly aware of the need to maintain their own identity and set of values at a time when the country is trying to implement devolution. This is why it has become imperative for Kenyans to be aware of how we can better manage our government through this devolution process.

As a result of the growing importance of service quality to the management and delivery of services, counties have started to increase their focus on understanding service problems before they occur. One way to do this is through monitoring and measuring service performance (Cary & Shoemaker, 2002). Specifically, it is important for counties to monitor citizen's perceptions and satisfaction levels within the county in order to create an environment where citizens can provide feedback about their experiences (Gibson, & Lehoucq, 2003). However, as emphasized by Cutler, Haufler, & Porter, 1999), while citizen satisfaction has greatly helped address organizations' quality concerns over the past two decades, there are still several unresolved issues surrounding measurement of citizen satisfaction across various counties (Conyers, 2007). In summary, good service delivery is defined as the ability of public service providers to meet the day-to-day needs of citizens. Service delivery varies significantly among countries. Good service delivery depends

on a number of factors including political stability and institutional capacity, economic prosperity and well-being, a skilled workforce and strong governance.

According to De Oliveira, (2002), the government has been implementing a large number of policies to encourage development, such as devolution policy, water policy; one of the most important policies that are currently being implemented by the Kenyan Government is “Water Services Delivery.” This policy aims at improving and improving flow stations in rural areas so that there would be no difficulty in access to safe water for all Kenyans. The water service delivery in Kenya is an issue that has been addressed by the central government. The role of the regulators is not only to provide access to water, but also crucial in ensuring sustainable service delivery through a multi-dimensional approach with emphasis on sustainability and effectiveness

As a part of the Kenyan government’s efforts to promote economic development, the country has been promoting Water Service Delivered (WSD) in its national water development plan. The main aim of WSD is to reduce water wastage and increase access to clean drinking water for all Kenyans in rural communities through the installation of efficient and reliable water systems at the household level, thereby resulting in an improved lifestyle and increased health especially among women and children. The objectives will be met if all people, especially vulnerable groups are provided with adequate access both quality and safe water supply services to enable them become self-sufficient in their lives. The provision of water service delivery to citizens in Samburu county Kenya is influenced by two factors: Public investment and the DLSS (Divisional Headquarters Service). There is a need to monitor both public sector investments and the services they guarantee. These factors are important at critical junctures in decision making, when investing on infrastructure creation and sharing them with the national government.

1.2 Samburu Water and Sanitation Company

Samburu Water and Sanitation Company is one of the fast growing companies in Samburu county Kenya. Since its inception it has grown from a single borehole to 27 and production is expected to reach 50 million litres daily by 2030. The company has been focusing on rural development around access to safe water for persons with limited options such as pregnant women, children between 6 months and two years old, indigenous peoples, farmers and herders who have poor means of transport. SAWASCO Limited has been operating a Water Distribution Facility in Samburu County Kenya. The company was established to meet the growing demand for potable water and flush toilet services. The company is currently providing water to over 3,150 customers making

up 60% of all population covered by the District and 3 major towns in Samburu County, Kenya. The SAWASCO water company seeks to develop a viable business model in the provision of drinking water and sanitation based on the household's ability to pay for water. The aim is to provide basic services that are needed by the majority of rural households, yet which cannot be afforded by them

It is a grassroots based organization that works to improve the lives of pastoral communities in rural Kenya, who have been marginalized and exploited by their traditional institutions and government. SAWASCO seeks to empower local indigenous leadership to navigate the challenges of transition and change through sustainable livelihood management. Samburu Water and Sanitation Company (SAWASCO) is the main supplier of fresh water in the region. It was established in 1994 and started to serve customers through a PVC pipe network. Since then, the company has expanded its network and improved its sanitation services thus significantly improving the quality of life of its customers.

1.3 Problem Statement

Devolution is a process of transferring powers from the central government to lower levels of administration, such as regions, provinces or semi-autonomous units. In Kenya the devolution policy was introduced in 1992 through negotiation between the national and provincial governments. The objective was to share more power and responsibilities with local communities, giving them a greater say in their own development. In a bid to promote service delivery, the government of Kenya under the 2010 constitution provided for the devolved Governments across Counties (GoK, 2010).

Devolution in Kenya has been an important policy in the governance of the country. It has contributed a lot in improving the service delivery among others. But due to various reasons devolution policies are not able to be widely implemented which causes problems to people who depended on government service and some other communities as they cannot get access due to low financing. Water service delivery system in Kenya is still characterized by rampant corruption and inefficiency. This has been attributed to the fact that government agencies are predominantly paperless, bureaucratic and unable to deliver services effectively because of inefficient procurement, hiring and distribution systems, poor training and lack of accountability.

The regulatory frameworks for effective management of water Service delivery are in devolved governments in Kenya. However, water service delivery has remained a major challenge in

Samburu County as recorded by (Waweru, Nyikuri, Tsofa, Kedenge, Goodman, & Molyneux, 2013). Different scholars highlight continued poor water supply in Samburu County as stated by Juma, Rotich, & Mulongo, (2014). Nevertheless, different actors in a bid to strengthen devolution in County Governments undertook appropriate measures for effective management of water service delivery. This includes training the County officials and reviewing the content and context of the devolution policy. But, service delivery has continued to be of poor quality as evidenced by auditor reports, food insecurity, and lack of clean water and health services. This significantly undermines efforts for improvement of water Service delivery. Whereas, devolution policy was envisaged to improve the quality of service delivery, it's not clear the extent to which devolution policy improved water service delivery in Samburu County. The situation has worsened the quality of life of the residents of Samburu County. Samburu County Government has continued receiving petitions and suits from the residents in relation to water Service delivery (Ngigi & Busolo, 2019). Several studies have been carried out on devolution in Samburu County. Nevertheless, no research study appears to be enthusiastic and devoted to an evaluation and assessment of the influence of decentralization policy on water service distribution in Samburu County (Nyong'o, 2021). It's imperative therefore for the study to be undertaken to evaluate the effect of devolution policy on water service distribution in Samburu County

Samburu County is known to be one of the most remote regions in Kenya. The region is endowed with natural resources that can sustain its development as an educational hub, but these are not being utilized to the full extent because of underdevelopment (Onyango, 2021).. It is argued that devolution policy cannot work unless key factors are identified and addressed through devolution policies such as ownership of the benefits derived from local resources, equal access to water services and health care among other policies. This study mainly evaluated impact of devolution policy on water service delivery at Samburu Water and Sanitation Company.

1.4 Research Questions

1. How does citizen participation influence water service delivery at Samburu Water and Sanitation Company?
2. What is the influence of devolved units on water service delivery at Samburu Water and Sanitation Company?
3. To what extent does accountability influence water service delivery at Samburu Water and Sanitation Company?

1.5 Research Objectives

1. To examine the influence of public participation on water service delivery at Samburu Water and Sanitation Company
2. To investigate the influence of devolved units on water service delivery at Samburu Water and Sanitation Company.
3. To determine the influence of accountability on water service delivery at Samburu Water and Sanitation Company

1.6 Justification of the Study

1.6.1 Policy Justification of the Study

Investigation of the influence of decentralization policy on water service provision in the region of Samburu is critical to policy actors, scholars in public and private sector actors in ASAL areas. The findings in the study are expected to assist the policy practitioners in enacting effective policies for effective management of water Service delivery in devolved units in Kenya and Sub-Saharan Africa. The findings are also expected to guide the managers and policy practitioners on the most appropriate measures for effective devolution in Kenya. Administrators in the Samburu County to promote provision of clean water supply and delivery could also use this study. The research outcomes of the research study are expected also act as a source for academicians and scholars' recommendations. The result and impact of the study was envisioned to produce fresh thoughts and set suitable devolution strategies for rational thinking and rethinking on new regulation and guidelines in devolved governments in Kenya and other less developed counties

1.6.2 Academic justification

The assessment of the involvement of the devolution policy on water service delivery in the shilling county, Kenya was argued in this research. The study is expected to provide a good understanding of how and why this devolution policy was implemented, it could also answers some questions that are not yet answered by other research done on just theoretical exclusion like whether or not an attempt has been made to solicit feedback from stakeholders and communities during the process to ensure that cultural beliefs and traditions are respected. The goal of this research was to evaluate the impact that the adoption of a devolution policy in Samburu County has had on water service delivery to residents. Service delivery is an area where citizens who are

living under devolutions are seeking effective solutions. The research is expected to contribute greatly to knowledge of governance and public sector management, as could lead to a better understanding of problems faced by clients, and provide solutions to them by analyzing issues in the political process and its effects on service delivery.

1.7 Scope of the study

The research concentrated on the influence of devolution policy on the provision of water services in Samburu County. Delivery of water services was the dependent variable, whereas devolution policy were the independent variable. The research study primarily concentrated on the research goals, which were to investigate the impact of devolved units on service delivery at Samburu Water and Sanitation Company, to assess the impact of accountability on service at Samburu Water and Sanitation Company, and finally to examine the impact of public participation on service delivery at Samburu Water and Sanitation Company. The study looked at the period of 5 years from 2015-2020 since it was this period that Samburu County has been shaping and seen the growth in its three sub counties.

1.8 Definition of Concepts

Accountability: Accountability is a process in which individuals or organizations assign the need to perform well and conform to expected behaviors

Devolution: Devolution is the handover of authority from a national government to local, state, or regional governments.

Devolved units: refers to a form of administrative decentralization

Public participation: refers to any process that directly involves the public in decision-making and fully considers the public's input when making that decision.

Devolution policy: it can be defined as administration or other institution's policy can be a legislation, rule, procedure, administrative action, incentive, or voluntary practice.

Service delivery: It refers to a business framework that connects a client and a provider of services.

CHAPTER TWO: LITERATURE REVIEW

This chapter discusses summary of reviewed literature, theoretical framework, conceptual framework, research gaps and study hypothesis.

2.1 Public participation and water service delivery

Public participation, as defined by the World Health Organization in 2002, is a procedure that enables people to energetically and sincerely participate in crucial matters that are important to them, specifically involving making decisions about issues that have an impact on their lives, and developing and implementing policies. Public engagement occurs through public forums that are organized at the county government's level of devolved authority and to which the public is invited via broadcast or print media (Kaseya, & Kihonge, 2016). If the general public or citizens are not aware of this right's existence or way participation is carried out (Darusi, & Makokha, 2018). Masango (2002) asserts that in devolved administrations, raising public awareness is crucial for fostering public participation. Therefore, citizens must be politically aware of their public participation. To educate them, you must assume responsibility and possess this knowledge. According to Omolo (2010), knowing that citizens have a right and obligation to participate in public affairs is not enough; they also need to know how to do so and through what channels. Access to information about where, when, and how citizens can engage helps with more information hence creating more awareness of community contribution in decision making process.

The absence of information normally prevents the public from taking decisive action in their governance, which exposes decentralized supremacy to dishonesty, incompetence, and ineffective provision of services (Transparency International, 2014). According to Schwarte (2008), having access to useful knowledge gives citizens more power. Because they can exert control over a government and its resources, this becomes crucial to them. The ability to question, hold governments responsible, and engage in discourse with them to reach decisions that improve public services gives the public a voice (Duteweert, 2021).

According to the World Bank (2015), public teaching and engagement creating a response system, capacity building skills and the propagation of user-friendly information can all help to increase public engagement awareness within devolved governments. The World Bank (2015) notes that some regions in the country have implemented creative strategies to raise public awareness of events involving public participation, such as receiving and sharing information via public

television, broadcasting user-friendly finances and hosting formal scheduling and planning forums. Even though region administrations in the country struggle to involve marginalized people, particularly those who are disadvantaged 2015 World Bank.

According to Siala, (2015) lists several instruments that county governments can use, including stakeholder consultations, committees for government contracts, watchdog organizations, citizen advisory boards, and public hearings. She does, however, issue a warning that these public involvement sessions won't produce anything unless the county administration pledges to share information with the public. In order to involve the public in county policies, laws, initiatives, and service delivery, the majority of counties, according to a research by Finch, have adopted the use of social media platforms like Facebook and Twitter (2015). Another resource used to encourage public participation was the county website. Town hall gatherings, stakeholder forums, validation forms, and public hearings are listed as some of the tactics being adopted by some in the ICPAK (2014) study.

In decentralized administrations, the public can take part in governance and decision-making at many different levels. This enables residents to participate in community activities and work with county governments to manage and complete projects and services. Perhaps the most popular strategy is to use public forums as reported by GRADIF-K (2014),

Public engagement in local governance is generally accepted in terms of accountability and the provision of water services. Governments have incorporated citizen participation in governance and the delivery of public services in order to perform better. According to Mutisya, (2018), the key to community involvement is not whether everyone participates, but rather if all of their perspectives are taken into account. According to Stumbraite-Vilkisiene (2012), the public should be involved in the creation of public services through their contributions, evaluations, and satisfaction. Moseti, (2016) claim that devolved governments have begun to see the advantages of incorporating the people in governance because it holds them accountable for the services provided. This is because county governments benefit when they are honest with the citizens they serve because their involvement is seen as beneficial (Manowong & Ogunlana, 2006). A close connection is shown to show how devolved governments are delivering services as a result of embracing public participation.

The confidence of the public that their requirements are being satisfied and, consequently, the services are for their advantage has grown, claim. Better public services can be ascribed to citizens'

involvement, according to Bovaird & Down's, (2008) poll. The residents obtain services through this involvement that are in line with their requirements since the services are a result of information gathered from the citizens and are, thus, of greater quality, less expensive, and more effective. According to Azfar, Kahkonen, Meagher, and Rutherford, (2018), decentralized governments are better at providing services because they are more accountable, allocate resources effectively, have fewer incidents of corruption, and distribute resources and services fairly. Robinson (2007) asserts that consumer preferences can be allocated effectively thanks to public engagement. Due to the information made available through public engagement, accountability is raised and corruption is decreased.

2.2 Devolved Units and Water Service Delivery

In international law, devolved units are bodies of people that exercise local authority governance within their territories. They exercise some measure of self-rule and control over policy and resources. Devolved units have the power to make laws that apply to all or part of the territory they govern; they may also delegate or share such power with other institutions (Onyango, 2015). In many countries aspiring to devolution, such as Spain, Scotland and Wales, a referendum is held to approve or reject the creation or amendment of a new devolved legislature.

Devolved units are units that have been given much of their own legislative powers by the parliament and to which the executive, the civil service and public sector organizations such as schools and hospitals report (Robinson, 2007). The powers are devolved in the sense that they are delegated to elected politicians, who democratically decide policy on a national level. However, councils have to follow other rules set out by parliament or government ministers. Most devolved policies will affect people in Scotland, Wales and Northern Ireland but not England

Ngetich (2017) studied how devolution implementation affected the success of road development projects in Kenya's Kericho County. The goal of the study was to assess how effectively devolved resources impacted Kericho's road development projects. Institutional theory and systems theory were used in the study to explain project behaviors and achievement in the county. The study found that improved allocation has resulted from devolution of finances. Local contractors are now more prevalent and have access to appropriate resources for road construction projects. More interested than before in the road construction and maintenance tenders.

In terms of availability, pricing, accessibility, and acceptability, access to healthcare services has increased, according to a survey done by Miriti (2017). Additionally, it was determined that health

ministries and future plans have been publicly discussed, creating a setting where managers may establish clear expectations for their team when it comes to providing services.

Nzinga (2016) the study identified a number of characteristics that impede the adoption process, including inadequate leadership and constrained usual environments. Lack of effective leadership is to blame for this setback. The same pattern was seen in water service delivery, hospital sectoral leadership, with many of them suggesting strong governance in the implementation of new strategies in their particular units when given the task.

Fiscal decentralization is the main component that determines whether devolution succeeds or fails in terms of the economic aspect of decentralization. A fundamental component of every federal government is how money is raised and spent (Rao and Singh, 2006).

Because people's tastes and preferences for public services vary, subnational governments are given the responsibility of allocating resources. The advantages of specific services should be mostly confined to local authorities as a result of fiscal decentralization, and welfare improvements may be obtained by allowing mix and equal service station to vary correspondingly. The allocation of expenditure and funding duties across multiple tiers of government can directly affect service delivery, just as in America when devolution of water and sanitation services to local governments led to a loss of economies of scale in service delivery.

2.3 Accountability and water Service Delivery

The demand side of effective governance is the focus of accountability. It strives to amplify the voice of the people in order to pressure public servants and service providers to be more accountable and responsive. Being held accountable for our acts or accepting responsibility for them are two definitions of accountability. A new era of responsibility for government organizations has begun thanks to the idea of New Public Management. In accordance with due process, government officials have historically been expected "to do the right thing." Under the guises of public choice and managerialism, they are currently held responsible for performance and citizen happiness (Aucoin, 1995), Annual reports,

The tendency toward decentralization in developing nations has a strong implicit incentive related to improving service delivery through improved accountability. The common justification for delegating authority to lower levels of government is that doing so will improve communication between local decision-makers and the public, enabling them to be held answerable for their activities, and promote the flow of knowledge. However, in response to this increased citizen

scrutiny, elected municipal policymakers concentrate on enhancing service delivery in order to win re-election. Accountability can take two different forms: political accountability, where elected officials answer to their constituents, and administrative accountability, which measures how well managers and executives accomplish their objectives. The degree to which goals are met within the constraints of the budget is typically the main focus.

Manor (1997) asserts that a decentralized system needs trustworthy accountability systems. Such systems ought to guarantee both the elected representative's accountability to the people and the bureaucrats' accountability to the elected representatives. Democratic decentralization speeds up as well as increases the quantity and quality of answers from governmental institutions because it involves the allocation of funds and authority to the elected authorities at the county. The County Assembly's elected members can respond rapidly to issues without needing approval from the Central Government since they have the authority and resources necessary to do so. Similar to how it boosts the quantity of deliverables from smaller initiatives because these elected officials are more motivated in doing so.

People at the grassroots now have a chance to influence decisions thanks to devolution. On a local level. The standard of responses is raised by taking into consideration regional preferences (Manor, 1997). Reasons such as the fact that the elected officials Representatives typically reside close to, in, or within their counties or districts. Common people most frequently feel individuals have the ability to influence governmental decisions and employ this a channel through which citizens can inform the government about their issues and desires.

Accountability is essential for democratic administration to succeed at both the county and the national levels. Federal level. Mechanisms for holding elected officials and later the general public accountable for public employees must be included in this. Several approaches, such as giving elected officials full authority to supervise government servants by delegating this authority to them, can help assure accountability. Similarly, through free, fair, and timed elections, effective elected representatives' accountability to the people can be attained.

Manor (1997) contends that since voters put elected officials in positions of authority, they must be effective and responsive. If they don't, voters might remove them whenever they have the chance. If only a small number of people experience this, others will try in the future to comprehend the meaning of accountability and try to behave better. Decentralization may fail

to accomplish its claimed goals if authority is transferred to elected organizations that are not answerable to the people, or who are solely answerable to themselves or to authorities at higher levels of government, according to Agrawal and Ribot (2000). They both argue that this downward accountability is the key aspect of decentralization and that it is crucial for increasing the participation of all stakeholders.

The several actors (citizens, providers, and policy makers) in the service delivery chain need to have strong accountability relationships for services to be delivered effectively. There are two accountability connections in public services. Accountability has many benefits, one of which is which is increasing public-government interaction and enabling locals to watch their leaders and be informed of county operations.

Access to water is essential for human life, and a basic human right. Currently, the majority of the world does not have access to safe potable water but in some cases it is available. Water for all begins with sustainable service delivery (Aucoin, 2015). As a result, public participation in service delivery is key to ensuring that all people have access to clean drinking water. This project will provide global literature on Public participation and water service delivery.

Water services are delivered via a diverse range of programs and services, which include domestic water supply, water quality management, sewerage services, wastewater treatment and water resources planning. The provision of water services to the population has been revolutionized over the last few decades by increased diversification of service delivery methodologies and more effective technology. This can be attributed to government legislation and policy interventions that have enabled growth in the private sector as an integral part of delivering on-site municipal services

2.4 Theoretical Framework

Devolution policy implementation on service delivery policy in Samburu County will be underpinned by the institutional theory. Institutional theory (MacCormick, 1973) is a theory legal positivism of institutional thought. However, Weinberger (1969) had come up with the perspective of thought and reality. Different scholars have critically examined the application of institutional theory in policy formulation and implementation. In most instances, it is difficult to provide water service directly to urban and peri-urban communities. However, there have been several examples of success in providing access to filtered and improved drinking water, safe sanitation facilities

and other basic needs. There is growing evidence that such programs have had a significant impact on the lives of many people

Institutional theory offers understanding on how informal and formal organizations enable the formation and establishment of behaviour (Kraft, Furlong and Scott, 2007). The theory provides insight on how rules, regulations and establishment regarded as formal institution guide phenomena. While informal institutions socio-cultural beliefs guide Service delivery.

Theory provides insight on institutional formation and establishment of acceptable behaviour. There is also a discourse that institutional theory guides actors on appropriate execution using formal and informal institutions in devolution policy implementation. The rational action neo-institutionalism articulates the mechanisms which the regulations, policy objectives, structures and institutions established by policy facilitate execution of a policy. The concept reflects on the approaches and methods which permit rules, structures, standards, systems and routines, to develop reputable certified strategies for collective conduct and behavior (Scott, 2004). In view of policy content, the institutional theory provides understanding how the regulative elements of a policy are critical in implementation of a policy. Implementation of policy also entails translation of government purpose. This is critical on assessment of the extent of achievement of policy objectives on the basis of formal aspects of policy.

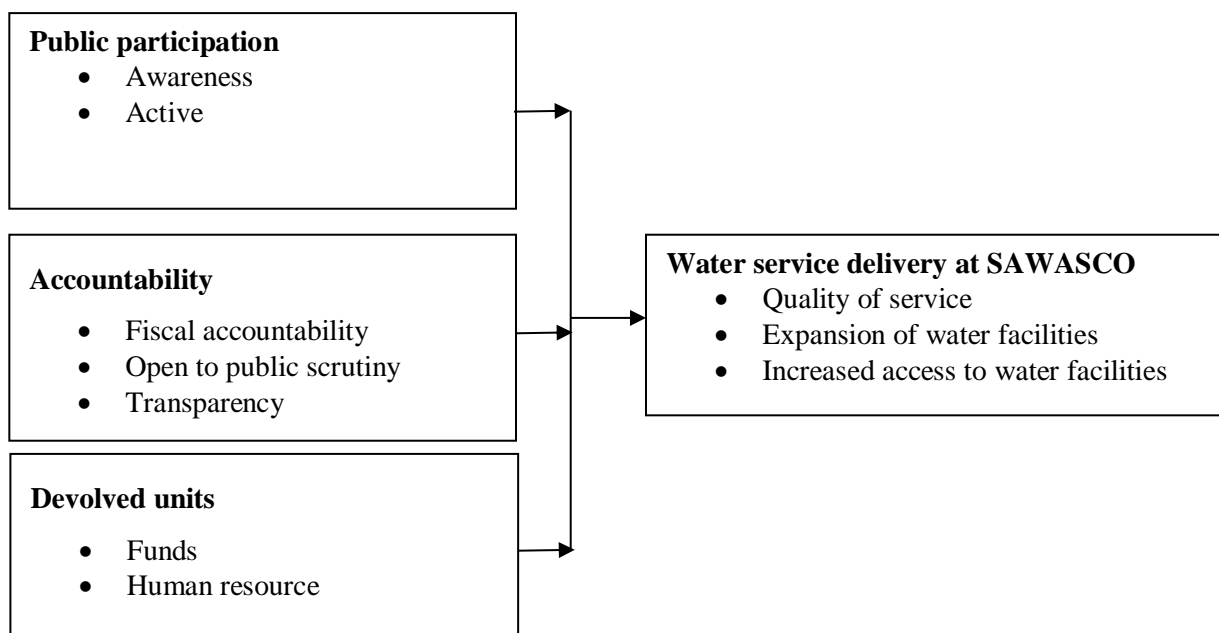
Daniels, Johnson, and De Chernatony, (2002) elucidate intellectual, ethnic and communal alignments of communal and managerial sensations by critically examining the possessions of unchanging individual units. This approach considers well organized strategies and processes by which organizational structures, comprising systems, rubrics, standards, and procedures, develop and become firmly founded as certified procedures and guidelines for common conduct. The model clearly elucidates strategies and mechanisms on how fundamentals of euthentic appearance are established, dispersed, derivative, espoused and embraced in an organizational situation and setting. The hypothetical spat similarly offers understanding into the failure and abandonment The model is perilous in enlightenment of the reworking of a suitable approach and strategies applied by center of operations and firms to achieve effectiveness. The procedures and processes implemented by the transnational to develop a plan and appropriate guidelines for effectiveness normally go through the ordinary process of similarity as clearly elucidated by the theory.

This approach accentuates the legal and formal phases of structural arrangements. Due to this, devolution policy implementation faces different pressures at action. Institutional theory supports

devolution policy implementation as the policy intentions face dynamics of re-joining to the formal and informal elements in the devolution policy implementation environment.

2.5 Conceptual Framework

The Figure 2.1 shows the conceptualization of the study based on the relationship between devolution policy and service delivery. Devolution policy is the independent variable while service delivery is the dependent variable. In this conceptual framework, devolution policy is broken down into citizen participation, devolved units, and county accountability.



Independent Variables

Dependent variable

Figure 2.2: Conceptual Framework

2.6 Research Gaps

This study aimed to bridge knowledge gaps. For instance, a study by Kaseya and Kihonge (2016) in Nairobi County, Kenya looked at characteristics that determine the efficiency of citizen engagement in county governance. The current study examined the impact of devolution policy, specifically citizen participation, accountability, and devolved units on water service delivery at Samburu Water and Sanitation Company. This study only looked at the efficiency of citizen involvement in regional supremacy in Nairobi County, Kenya. The current work aimed to close this conceptual research gap. The current study was undertaken in Samburu County, a semi-arid and dry part of Kenya, filling a geographic information gap because the prior study was also conducted in a different geographical distribution of Nairobi County in Kenya.

2.7 Hypotheses

- i. Public participation significantly influences water service delivery at Samburu Water and Sanitation Company?
- ii. County accountability significantly influences water service delivery at Samburu Water and Sanitation Company.
- iii. Devolved units significantly influence service water delivery at Samburu Water and Sanitation Company?

CHAPTER THREE

RESEARCH METHODOLOGY

The chapter provided a description of the study method. Population and sample, data collection and analysis, and research design are included in this.

3.1 Research Design

Research design of the study refers to techniques and procedures used to gather and evaluate data on many areas (Kumar, 2011). According to Law and Lodge (2005), a research problem's research design describes type of pattern the study aims to follow. It also helps to characterize the plan or strategy for carrying out the study or simply research design serves as a road map for how the research study was conducted. Descriptive design was used in this investigation. The decision to use a descriptive survey research methodology was based on the fact that no variables was to be changed since the research is focused on the contemporary issues in the research area of providing water services. From side to side, gathering of information and presentation of the rates and frequencies on investigative variables or their association, a descriptive study makes an effort to characterize or describe a topic frequently by developing an outline of a set of issues, events or individuals (Cooper & Schindler 2003). The study's goal was to ascertain how SAWASCO's water service delivery is impacted by devolution policy.

3.2 Target Population

The complete list from which the sample for a particular study is drawn is known as the target population of the research study. Mugenda and Mugenda, (2008) opined that target population is a list of every item from which a representative sample has been chosen for investigation The term population refers to the total group of people who make up the study's subject region. The study target population included SAWASCO licensed by Northern Water Works Development Agency (NWWDA). The company staffs including senior middle level managers, senior managers, supervisors, and support workers were used as the study observational unit. Therefore, the entire 30 employees at SAWASCO constituted the study's target group (SAWASCO Human resource department 2021).

3.3 Sample Size and Sampling technique

This subsection discusses the study sampling technique and sample size.

3.4.1 Sampling technique

Study seeks to collect data from a sample that accurately represents the population in order to minimize biased parameter assessments. All of the participants were included as study responders due to the limited size of the target group. Senior managers, middle managers, supervisors, and support personnel were included among respondents. The study used census technique.

3.4.2 Sample size

A small group of people chosen to represent the entire population is referred to as a sample. Sampling is crucial in research because it allows the researcher to do the study at a lesser cost by just including a portion of the population that can be studied effectively. All of the 30 participants were included as study respondents due to the limited size of the target group. Senior managers, middle managers, supervisors, and support personnel were among respondents. A census provides an accurate representation of the target population by allowing the study of the complete population, which reduces sampling error (Lammer & Badia, 2013). The study sample size was 30 respondent.

3.4 Data Collection Instruments

A questionnaire with both closed-ended and open-ended questions was used to collect the study's data. With the aid of questionnaires, the researcher was able to get precise data quickly. A survey is a crucial investigative tool that enables an investigator to gather information right from participants (Ogula 2009). With the aid of this research tool, the researcher was able to speak with Samburu Water and Sanitation Company that provide water services directly and gather useful information. The closed-ended questions was graded on a Likert scale of 1 to 5. The degree of agreement or disagreement was gauged using the Likert scale. It is crucial to use Likert scales when assessing someone's perception, attitude, values, and actions (Upagade & Shende, 2012).

3.5 Data Collection Procedures

Data collection procedure is the process of acquiring raw, unprocessed data that can be converted into useful data using a scientific method of data analysis. The Samburu Water and Sanitation Company employees' responses to questionnaires was used as the major source of data for the

study, meaning the study will use primary data. Before starting the research, university approval was requested. The drop and pick approach was used to collect the research data. It was appropriate for this study to utilize the drop and pick methodology because it improves the study's response rate.

3.6 Pilot Testing

A pilot study, according to Pilot and Beck (2012), is a pre-test that an academic conducts ahead of a bigger study with an aim of determining whether the methodology of choice is workable, the sample size is sufficient, and the items in the research instrument of choice are clear. About two respondents representing 6.7% of the sample population who did not participate in the final study. Both a validity test and a reliability test will be part of the pilot project.

3.6.1 Validity of the Instrument

Internal and external validity tests was performed to guarantee the instrument's validity. The ease with which respondents respond to the research questions was used to evaluate face validity. Any unclear questions should be clarified so that study participants may comprehend and react to them. According to Cooper and Schindler (2003), content validity provides a sufficient investigation of the research issues. Additionally, the questionnaire was given to the supervisor for review. The supervisor feedback on the study constructs was used to improve the questionnaire.

3.6.2 Reliability Test

Reliability is the fundamental ability of a research tool to consistently deliver comparable test results for things of equal value. Internal consistency and test-retest reliability are the two most frequently utilized criteria for scale reliability. The internal consistency of the survey was evaluated using the Cronbach's Alpha coefficient. To assess how reliable the results are, this method only gives one test. The instrument's dependability was assessed using a 0.7 criterion.

3.7 Data Analysis

Data analysis lead to produce meaningful information; it entails orderly manipulation, treatment, arrangement and organization of data. The project analyzed data using approaches that use both quantitative and qualitative data. The evaluation of the study's data involved both descriptive and inferential statistical analysis; the former focused on percentages, means, and standard deviations,

while the latter focus on correlation and regression. Version 22 of the SPSS was used to analyze the study data.

Inferential analysis was performed to determine how closely the independent variables are related to the dependent variable. In general, a positive value for the beta coefficient denotes a positive the independent and the dependent variables are correlated, whereas a negative value denotes a negative relationship. When the p value is less than 0.05, it is considered that the association between both the dependent and independent variables is significant, and it is thought to be inconsequential when the p value is more than 0.05. If the beta coefficient is 0, there is no correlation between the dependent and independent variables.

The following study multiple linear regression model was be tested

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon$$

Where:

Y = Water service delivery at Samburu Water and Sanitation Company.

X₁ = Citizen Participation

X₂ = Accountability

X₃ = Devolved Units

ε stands for the error term, β_0 for the constant, and 1, 2, and 3 for the regression coefficients. To make the comprehension and understanding of the research findings easier, the examined data was presented using figures and tables.

3.8 Ethical Consideration

The major goal of this research study is to pursue knowledge and the truth, and ethics prevent data manipulation in doing so. Ethical conduct is also necessary for collaborative research because it creates an atmosphere of trust, accountability, and respect among researchers.

Before beginning this research study, researcher first secured a study license from NACOSTI. Through informed consent, participation will voluntarily participate. To ensure autonomy, permission was sought from both the Samburu Water and Sanitation Company administration and the study participants before the questionnaires are distributed. The researcher made sure that participating in the study did not cause either physically or psychologically to the research participant. The participants' emotional pain was also included. Therefore, it was the obligation of the researcher to organize and conduct study in a way that avoids any kind of injury. Each

respondent was treated respectfully and given the option to forego taking part in the study if they so want.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSIONS

4.1 Introduction

Research response rate, demographic data, descriptive results, and inferential results, including correlation and regression analysis, were all covered in this part along with explanations of the findings. Tables and charts were used to present the findings.

4.2 Response Rate

The goal of the study was to determine the response rate. There were 30 surveys in all that were distributed. The 100% of the 30 questionnaires were fully completed and returned. Babbie (2004) claims that response rates of over 50% are suitable for analysis and publication, over 60% are good, over 70% are very good, and over 80% are excellent. Thus, a response rate of 100% was brilliant for the study; this was achieved since the targeted sample size was small and could easily be accessed.

4.3 Pilot Test Results

The pretesting of the research instrument was done two respondents of the study sample size. The outcomes are listed in table 4.1

Table 4.1: Pilot Test Results

Scale	Cronbach's Alpha	Number of Items
Public participation	0.838	5
Accountability	0.828	5
Devolved units	0.791	5
Water service delivery	0.822	6

According to the findings of the scale reliability analysis in table 4.1, which demonstrated that the scale used to evaluate the study variables was reliable, hence all of the study variables had Cronbach's Alpha values over 0.70. As a result, all of the questionnaire items were kept. On the

other hand, the validity was achieved by incorporating the supervisor's and the research specialists' opinions.

4.4 Demographic Characteristics

This section covers the information describing the respondents' basic characteristics, including their gender, age, highest education level, and duration at Samburu Water and Sanitation Company.

4.4.1 Respondents' Gender

The study result in figure 4.1 reflects the gender of the participants at SAWASCO.

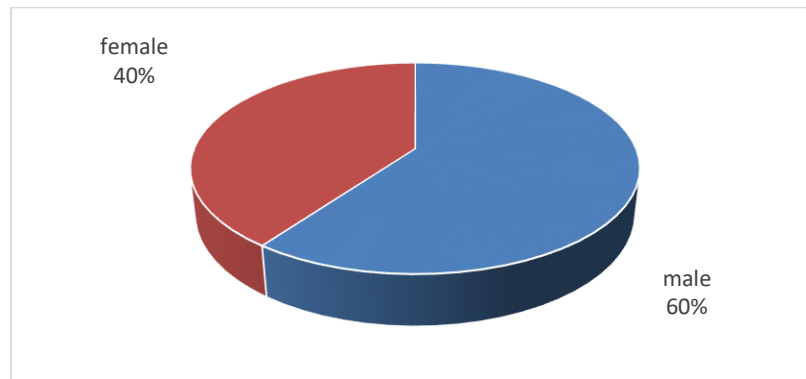


Figure 4.1: Respondents' Gender

The study results revealed that majority of the respondents that is 60% were male while 40% were female. This finding shows that the majority of the staffs at SAWASCO are male but that gap is small, this suggests that a considerable number of Kenyan women have entered the labor field, and that this number has grown over the last 20 years as a result of increasing access to education for girls. This also implies that most parastatals in Kenya are closing in on gender parity.

4.4.2 Respondents' Age

The result in figure 4.1 presents age of the respondents at SAWASCO.

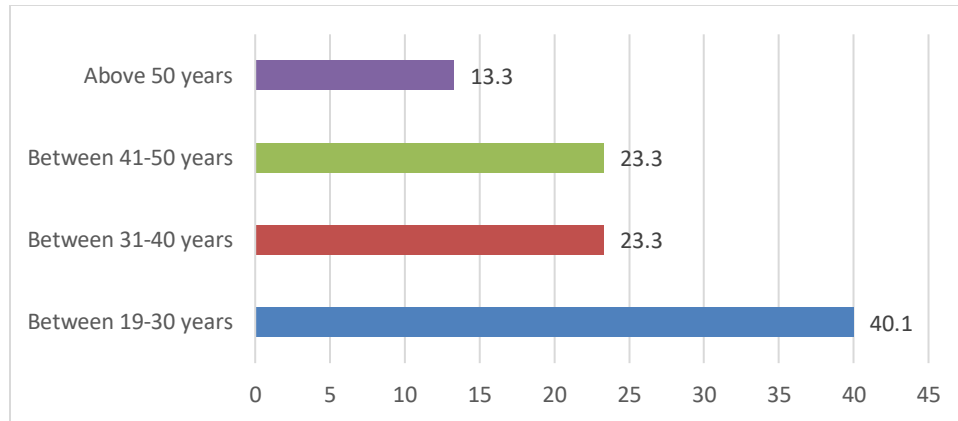


Figure 4.2: Respondents' Age

According to the study's findings in figure 4.2, the majority of respondents (40.1%) fell into the 19 to 30 years age range, followed by those between 41 and 50 years (23.3%), those between 31 and 40 years (23.3%), and those above 50 years (13.3%). According to the study's findings, the majority of SAWASCO employees are under the age of 40, as indicated by 60.4% of the participants.

4.4.3 Respondents' Level of Education

When asked to specify their highest level of education, the respondent provided the results shown in figure 4.3.

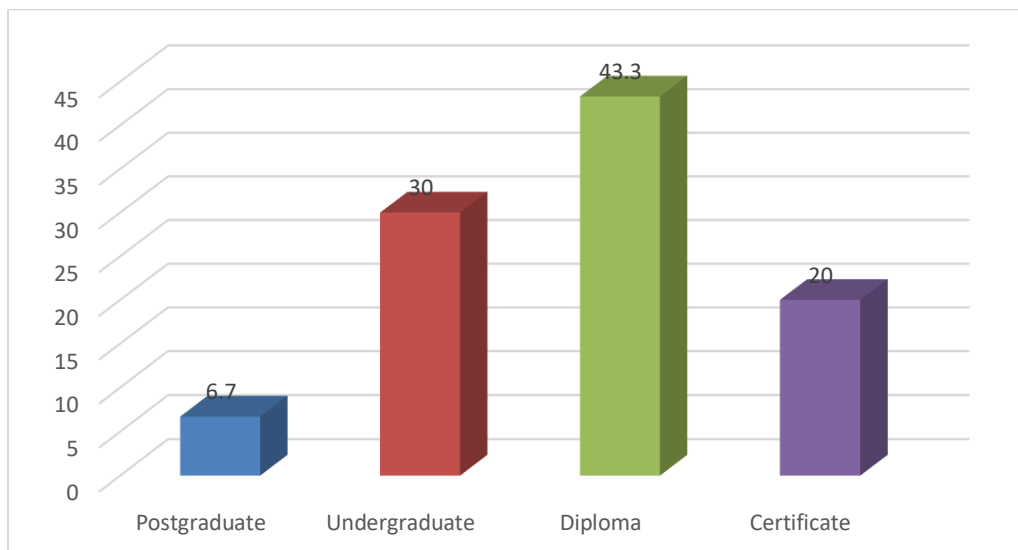


Figure 4.3: Respondents' Level of Education

The study results revealed that majority of staffs at SAWASCO were diploma holders (43.3%), followed by undergraduate (30%), 20% certificate level of education and lastly the postgraduate holders (6.7%). The findings showed that most respondents were educated thus high intellectual capacity to respond and interpret the questions accordingly. Employees that have high intellectual capacity formulate good policies in an organisation. In this study, this argument is true since the staffs who are part of the team that formulate most devolution policies at SAWASCO are highly educated as shown.

4.4.4 Respondents' Duration at Samburu Water and Sanitation Company

The participants were also asked to indicate how long they had been employees for SAWASCO as part of the study. The results are depicted in figure 4.4.

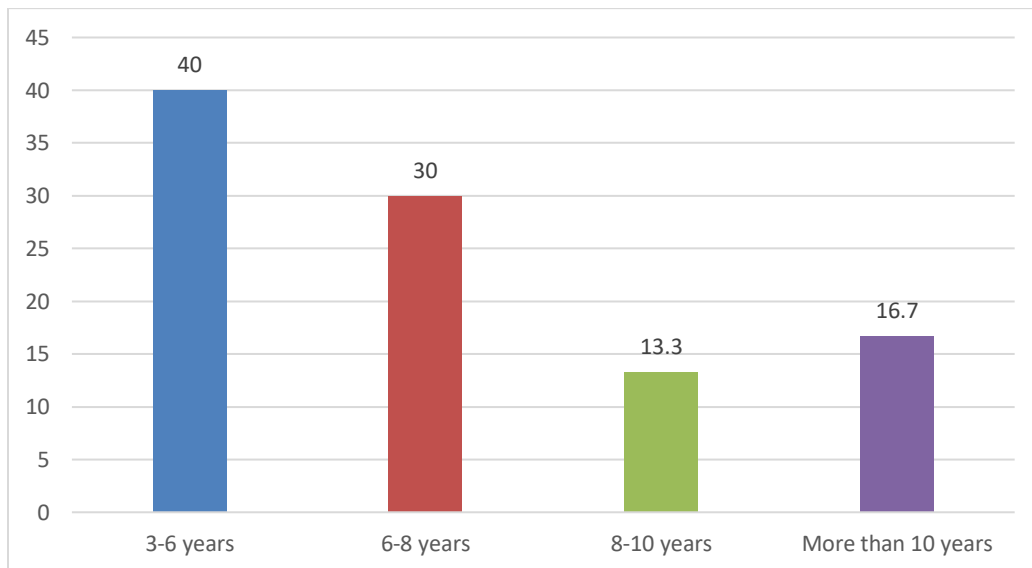


Figure 4.4: Respondents' Duration at Samburu Water and Sanitation Company

According to the findings summary in Figure 4.4, about 40% of respondents had been employed at SAWASCO for more than three to six years, while another 30% said they had been there for six to eight years. Only 16.7% of those polled claimed to have worked at SAWASCO for more than ten years, as opposed to 13.3% who claimed to have done so for eight to ten. These results show that 60% of the respondents had worked at SAWASCO for six years or longer, which indicates that they were in well positioned with experience to answer the questions.

4.5 Descriptive Statistics

The descriptive statistics was presented using percentage, mean and standard deviation of each response. The study used a Likert scale with five (5) points, that ranges from 1 to 5, where 1 is strongly disagreed with, 2 is agree, 3 is neutral, 4 is agree and 5 is strongly agree. The section has been presented per objective.

4.5.1 Public participation and water service delivery

The study's initial goal was to determine how public participation affected SAWASCO's provision of water services. The study used the indicators in Table 4.2 as a measurement of public participation.

Table 4.2: Public participation and water service delivery

	strongly disagree	disagree	neutral	agree	strongly agrees	Mean	Std Dev
Citizen are politically aware of the public participation rights	6.7%	26.6%	10.0%	50.0%	6.7%	3.23	1.14
Samburu citizens are actively involved in developing strategic plan for the water facilities	13.3%	10.0%	23.3%	36.7%	16.7%	3.33	1.27
Samburu citizens are involved in developing water projects policies	20.0%	30.0%	26.7%	16.7%	6.7%	2.60	1.19
The public participate in developing vision, mission and objectives of Samburu Water and Sanitation Company Projects	6.7%	20.0%	23.3%	40.0%	10.0%	3.27	1.11
Public participation is a pointer of Social capital critical for Governance and Development	6.7%	13.3%	20.0%	36.7%	23.3%	3.57	1.19
Average						3.20	1.18

The observation from of table 4.1 shows that majority 50% of the participants agreed that citizen are politically aware of the public participation rights, 6.7% strongly agreed and only a total of 33.3% disagreed with the statement. Those who were neutral were 10%. The study results also showed that majority 36.7% of the respondents agreed that Samburu citizens are actively involved in developing strategic plan for the water facilities, 16.7 strongly agreed, while 23.3% neither agreed nor disagreed. Those respondents that strongly disagreed and disagreed with the statement were 13.3% and 10% respectively.

Further results show that a total of 50% of the respondents disagreed that Samburu citizens are involved in developing water projects policies, a total of 23.3% of respondents agreed, with 26.7%

of respondents neutral. The study results also revealed that 10% and 40% of the respondents strongly agreed and agreed that the public participate in developing vision, mission and objectives of SAWASCO Projects, a total of 26.7% disagreed while only 23.3% were neutral. Finally, on public participation, 36.7% agreed with the statement that public participation is a pointer of Social capital critical for Governance and Development, 20% were neutral while 23.3% strongly agreed. About 20% of respondents in total agreed with the statement.

The overall mean of respondents' opinions concerning the influence of public participation on water service delivery at SAWASCO was 3.20. According to these findings, the majority of respondents had neutral opinion of the influence that public participation would have on SAWASCO's ability to offer water services. The absence of information normally prevents the public from taking decisive action in their governance, which exposes decentralized supremacy to dishonesty, incompetence, and ineffective provision of services (Transparency International, 2014). Access to information about where, when, and how citizens can engage helps with more information hence creating more awareness of community contribution in decision-making process. According to Omolo (2010), knowing that citizens have a right and obligation to participate in public affairs is not enough; they also need to know how to do so and through what channels. Therefore, citizens must be politically aware of their public participation. To educate them, you must assume responsibility and possess this knowledge.

The study also sought the respondents to indicate how they would rate level of citizen participation in Samburu County Water Projects delivery process. The study results are as indicated in table 4.3

Table 4.3: Level of citizen participation in water service delivery at SAWASCO

	Frequency	Percent
High	14	46.7
Moderate	10	33.3
Low	6	20
Total	30	100

The results are as presented in table 4.3 show that majority 46.7% respondents indicated that the level of citizen participation in Samburu County Water Projects delivery process was high, 33.3% indicate moderate level while 20% of the respondents agreed that the level of citizen participation in Samburu County Water Projects delivery process was low. This study finding implies that citizen participation in Samburu County Water Projects delivery process is slightly high as

indicated by majority 46.7% of the respondents. Individuals can express their opinions on public policies and water and sanitation projects through citizen mobilization, according to those who specified moderate and high public participation. The respondents who indicated low public participation suggested that participation of the public is difficult and Samburu County Water Projects delivery process lacks sufficient human and financial resources. The organization of forums, workshops, or open gatherings demands sufficient funding and extensive planning. Another obstacle to public engagement is that some SAWASCO administrators lack engagement expertise and have limited experience with public participation.

4.5.2 Devolved Units and Water Service Delivery

The second study objective examined how devolved units influences SAWASCO's water service delivery. First, the respondents were asked to rate how much they agreed with the statements' on devolved units. The questionnaire's results are displayed in table 4.4.

Table 4.4: Devolved Units and Water Service Delivery

	strongly disagree	disagree	neutral	agree	strongly agrees	Mean	Std Dev
Funds for water projects are released on schedule	20.0%	40.0%	10.0%	23.3%	6.7%	2.57	1.25
There is financial fraud	20.0%	30.0%	13.4%	23.3%	13.3%	2.80	1.37
There is competent human resources	3.3%	23.3%	10.0%	46.7%	16.7%	3.50	1.14
There is depletion of water project -related finances	10.0%	16.7%	6.7%	43.3%	23.3%	3.53	1.31
Amounts allocated to projects are adequate	20.0%	33.3%	10.0%	20.0%	16.7%	2.80	1.42
Average						3.04	1.30

The questionnaire data analysis results in table 4.4 shows that a total of 60% of respondents disagreed that funds for water projects is released on schedule whilst 30% agreed. Those that were neutral whether funds for water projects are released were 10%. The results also revealed that a sum of 50% of the respondents disagreed with the statement that there is financial fraud, those that agreed with the statement were 36.6% in total while 13.4% were neutral.

Moreover, the study findings revealed that 46.7% of the respondents agreed that the organisation human resources is competent, 16.7% strongly agreed and also those that disagreed total to 26.6% while 10% were neutral. The findings also showed that the majority of respondents, 43.3%, agreed with the assertion that funds for water projects are running out, followed by 23.3% who strongly

agreed, 6.7% who were neutral, 16.7% who disagreed, and 10.0% who severely disagreed. Lastly, on devolved units, 16.7% respondents strongly agreed that amounts allocated to projects are adequate, 20% agreed and a total of 53.3% disagreed. Those that were neutral were 10%.

On average, the implication of the results is that majority of the respondents were neutral with the statements used to measure devolved units as shown by average mean value of 3.04. According to Nzinga (2016), a number of characteristics that impede the devolution adoption process, including inadequate leadership and constrained usual environments. Lack of effective leadership is to blame for this setback. Additionally, it was determined that future plans have been publicly discussed, creating a setting where managers may establish clear expectations for their team when it comes to providing services.

Additionally, respondents were asked to rate the effectiveness of SAWASCO's devolved units in providing water services. Table 4.5 displays the study findings from the survey data.

Table 4.5: Level of devolved units in water service delivery at SAWASCO

	Frequency	Percent
High	8	26.7
Moderate	16	53.3
Low	6	20
Total	30	100

According to table 4.5 findings, the majority of respondents (53.3%) said SAWASCO's devolved units deliver water services at a moderate level, 26.7% said they deliver water services at a high level, and 20% said they deliver water services at a low level. These study findings implies that level of devolved units in water service delivery at SAWASCO is moderate as indicated by majority (53.3%) respondents.

4.5.3 Accountability and water Service Delivery

The third study question aimed to ascertain how much Samburu Water and Sanitation Company's accountability affects the provision of water services. The respondents were asked to indicate their level of agreement on issues used to gauge accountability. The questionnaire's results are displayed in table 4.6.

Table 4.6: Accountability and water Service Delivery

	strongly disagree	disagree	neutral	agree	strongly agrees	Mean	Std Dev
Stakeholder, the public, and the county assembly are involved in identifying, starting and implementing of water project.	3.3%	16.7%	30.0%	36.7%	13.3%	3.4	1.0
The organization finance managers are open to fiscal audits and accountability	10.0%	16.6%	26.7%	40.0%	6.7%	3.2	1.1
The management of county resources is transparent and accountable	16.7%	43.3%	26.7%	10.0%	3.3%	2.4	1.0
Water projects routinely undergo internal and external audits to guarantee accountability and transparency	26.7%	33.3%	16.7%	16.7%	6.6%	2.4	1.3
County project managers are open to public scrutiny and accountability questioning	13.3%	33.3%	26.7%	20.0%	6.7%	2.7	1.1
Average						2.8	1.1

Table 4.6 results demonstrate that majority of participants, 36.7% agreed that county assembly, stakeholders, and the general public are involved in identifying, starting, and implementing water projects. The remaining participants 30% were neutral, 16.7% disagreed the statement, 13.3% agreed and 3.3% strongly disagreed. On whether the organization finance managers are open to fiscal audits and accountability, a total of 46.7% agreed followed by 26.7% that neither agreed nor disagreed with statement. Adding up to 26.6% of the respondents disagreed that the organization finance managers are open to fiscal audits and accountability.

Further, the results show that 43.3% of the participants disagreed that the management of county resources is transparent and accountable, 16.7% strongly disagreed and those that were neutral were 26.7%. Only 13.3% of respondents overall agreed that county resources are managed in a transparent and responsible manner. The study results also show that 33.3% disagreed that water projects routinely undergo internal and external audits to guarantee accountability and transparency, 26.7% strongly agreed while 16.7% of respondents were neutral. Those that agreed with the statement total to 23.4%. Lastly, on accountability, the results shows 33.3% of the participants disagreed that county project managers are open to public scrutiny and accountability questioning, while 20% and 6.7% of respondents agreed and strongly agreed with the statement, 13.3% strongly objected and 26.7% were neutral..

The popular study respondents were neutral on the statement used to gauge accountability according to these descriptive statistics, as indicated by a mean average of 2.8. According to the study's findings, SAWASCO employees have always been expected to do the right thing and follow the law. The demand side of effective governance is the focus of accountability. It seeks to amplify the voice of the public in order to demand from public servants and service providers better responsibility and responsiveness.

Table 4.7: Level of accountability in water service delivery at SAWASCO

	Frequency	Percent
High	8	26.7
moderate	18	60
low	4	13.3
Total	30	100

Table 4.7 observations reveal that 60%, the majority of participants specified that Samburu Water and Sanitation Company's water service delivery accountability was moderate, 26.7% answered that it was high, and only 13.3% indicated that it was low. This suggests, majority of respondents responded that Samburu Water and Sanitation Company has a moderate level of accountability for the provision of water services. In line with due process, county government officials have historically been expected to do the right thing. Under the guise of public choice, they are currently held responsible for performance and citizen satisfaction.

4.5.4 Water Service Delivery

The study sought respondents opinions on how the county government provides services to its residents of Samburu compared to old central government system in terms delivery time, and the study results are as shown in table 4.8.

Table 4.8: Comparison of water service delivery between county government and Central Government system in terms time

	Frequency	Percent
Water services are currently provided promptly.	8	26.7
A small improvement in delivery time has been made	16	53.3
Delivery of water services to citizens has become slower	6	20
Total	30	100

The majority 53.3% indicated that there is slight improvement in water services delivery time, 26.7% respondents indicated that water services are now delivered in good time and 20% indicated

that delivery of water services to citizens had become slower. The study results implies that devolution has slight improved water services delivery as indicated by the majority respondents. These findings were similar with Manor’s (1997) study results, which revealed that the tendency toward decentralization in developing nations has a strong implicit incentive related to improving service delivery through improved accountability.

The water service delivery at SAWASCO was the dependent variable of the study, table 4.9 provides results on respondents’ opinion on items used to measure water service delivery at SAWASCO.

Table 4.9: Water Service Delivery

	strongly disagree	disagree	neutral	agree	strongly agree	Mean	Std Dev
The quality water of services delivered by the company satisfy citizens needs	13.3%	26.7%	6.6%	46.7%	6.7%	3.07	1.26
The company continues to expand water supply and sewer connections to unserved areas within the county	10.0%	16.7%	10.0%	40.0%	23.3%	3.50	1.31
Now, residents have access to clean water for human and animal usage	16.7%	26.7%	3.2%	46.7%	6.7%	3.00	1.31
Improved water supply and sanitation services within the county are of high priority.	6.7%	20.0%	10.0%	43.3%	20.0%	3.50	1.22
Our county residents have access to adequate, affordable, efficient and sustainable water services and sanitation.	20.0%	23.3%	3.3%	40.0%	13.3%	3.03	1.43
Appropriate infrastructure has been put in place since the beginning of devolution	13.3%	30.0%	6.7%	40.0%	10.0%	3.03	1.30
Average						3.19	1.30

Regarding whether the quality water of services provided by the company satisfy the demands of the citizens, 13.3% of respondents strongly disagreed, 26.7% disagreed, 6.7% disagreed, while 46.7% and 6.7% agreed and strongly agreed, respectively. The study findings also showed that 40.0% and 23.3% of respondents, respectively, agreed and strongly agreed that the business should keep increasing water supply and sewer connections to underserved communities in the county, 10% strongly disagreed, 16.7% disagreed, while 10% of the respondents were neutral.

The study's results also showed that, overall, 53.4% of respondents agreed with the assertion that inhabitants now have access to clean water for human and animal consumption. Only 43.4% of respondents disagreed with the statement, while 3.2% were undecided. Improvements to the county's water supply and sanitation services are deemed to be of high priority by 20% of respondents who strongly agreed, 43.3% of respondents who agreed, 10% of respondents who neither agreed nor disagreed, 20% of respondents who disagreed, and 6.7% of respondents who strongly disagreed.

The study's results also showed that, while 40.0% of respondents agreed and 13.3% strongly agreed that county residents should have access to adequate, affordable, effective, and sustainable water services and sanitation, a total of 43.3% of respondents disagreed with the statement, and only 3.4% were neutral. Last but not least, when asked whether the necessary infrastructure had been put in place since the start of devolution, 40.0% of respondents agreed, 10% strongly agreed, 6.7% were neutral, and 43.3% disagreed.

According to the overall average mean response of 3.19, it can be inferred that the majority of respondents had an unfavorable opinion of the assertions made about the provision of water services at SAWASCO. The study's findings are consistent with (Chiweza, 2016) study results that Kenyans are becoming increasingly aware of the need to maintain their own identity and set of values at a time when the country is trying to implement devolution. This is why it has become imperative for Kenyans to be aware of how we can better manage our government through this devolution process.

4.6 Inferential statistics

The correlation and regression analysis was used to establish the influence of devolution policy strategies (public participation, devolved units and accountability) on water service delivery at SAWASCO.

4.6.1 Correlation Analysis

The association between the devolution policy (public participation, devolved units, and accountability) and water service delivery at SAWASCO was investigated using a Pearson correlation analysis with a 5% threshold of significance. Table 4.10 lists the findings of the investigation.

Table 4.10: Correlation Analysis

		Public participation	Accountability	Devolved units
Public participation	Pearson			
	Correlation			
	Sig. (2-tailed)			
	N	30		
Accountability	Pearson			
	Correlation	.975**		
	Sig. (2-tailed)	0		
	N	30	30	
Devolved units	Pearson			
	Correlation	.973**	.990**	
	Sig. (2-tailed)	0	0	
	N	30	30	30
Water service delivery	Pearson			
	Correlation	.988**	.962**	.957**
	Sig. (2-tailed)	0.00	0.00	0.00
	N	30	30	30

** Correlation is significant at the 0.01 level (2-tailed).

According to the study's findings (table 4.10), there is a strong positive and significant correlation between SAWASCO's water service delivery and public engagement ($R = 0.988$, $\text{Sig} < 0.05$). This suggests that improve in numerous facets of public participation such as actively involving samburu citizens in developing strategic plan, involving samburu citizens in developing water projects policies and allowing the residents to participate in developing vision, mission and objectives of water projects results to a significant improvement in water service delivery at SAWASCO. This result are similar to Omolo (2010), study findings who revealed that access to information about where, when, and how citizens can engage helps with more information hence creating more awareness of community contribution in decision-making process. Therefore, citizens must be politically aware of their public participation. To educate them, you must assume responsibility and possess this knowledge.

The correlation results also showed a strong positive and significant connection ($R = 0.962$, $\text{Sig} < 0.05$) between SAWASCO's water service delivery and accountability. This means that enhancing many facets of responsibility will lead to a notable improvement in the provision of water services at SAWASCO. These study's findings concur with Manor (1997) who asserted that a decentralized system needs trustworthy accountability systems. The tendency toward decentralization in developing nations has a strong implicit incentive related to improving service

delivery through improved accountability. In accordance with Kettani et al. (2009), responsibility is associated with honesty and the legal norm. Both the open area and the private division compel its requirement. County governmental organizations are regarded as accountable to the public. Finally, correlation results reveal a strong positive and significant relationship between devolved units and SAWASCO's water service delivery ($R = 0.957$, $\text{Sig} < 0.05$), suggesting that improvements in the various indicators of devolved units will lead to a notable improvement in SAWASCO's water service delivery. The results supported Ngetich's (2017) claim that devolution of finances led to better allocation. According to Miriti (2017) study, devolution has improved access to healthcare services in terms of availability, cost, acceptability, and accessibility.

4.6.2 Regression Analysis

The association between devolution policies namely public participation, devolved units and accountability, and water service delivery at SAWASCO was further established using the standard regression analysis. The model summary, fitness, and coefficient findings are displayed in tables below.

Table 4.11 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.877	0.77	0.743	0.6248
Predictors: (Constant), Devolved units, accountability, public participation				

As illustrated by a combined Pearson correlation (R-value) of 0.877, the model summary results in Table 4.11 demonstrate that the three independent variables devolved units, accountability and citizen participation had a considerable positive influence on the provision of water services at SAWASCO. This shows that improvements in all three independent variables accountability, public participation and devolved units leads to a significant improvement in the provision of water services at SAWASCO.

The R-square value was 0.77; this implies that all three variables (devolved units, accountability and public participation) together accounted for up to 77% of the variation in water service delivery at SAWASCO. It implies that other factors not included in the model, accounted for 23% of the variation in the supply of water services at SAWASCO.

Table 4.12 ANOVA (Fitness)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	35.276	3	11.759	34.619	0.000
	Residual	8.831	26	0.34		
	Total	44.107	29			

Dependent Variable: water service delivery
Predictors: (Constant), Devolved units, public participation, accountability

According to table 4.12's F statistic value, the model's overall significance is significant at 5% (Sig 0.000). The model was significant, as shown by the F computed statistic of 34.619 > F (3, 26) critical value of 2.9752. The model significant results suggest that devolved units, public participation, and accountability adopted in the study are appropriate for predicting variation in the delivery of water services at SAWASCO.

Table 4.13 Regression Coefficients

(Constant)	0.903	0.568		1.588	0.124
Public participation	0.281	0.129	0.192	2.178	0.005
Accountability	0.559	0.171	0.435	3.26	0.003
Devolved units	0.551	0.144	0.509	3.827	0.001

Dependent Variable: water service delivery at SAWASCO

According to the regression results in table 4.13, SAWASCO's water service delivery is positively and significantly influenced by public participation (Beta = 0.281, Sig <0.05). This suggests that improving public engagement translates in a 0.281 unit improvement in SAWASCO's ability to offer water services. The regression results are in agreement with the findings of the study of Omolo (2010), that revealed access to information about where, when and how citizens can engage helps with more information hence creating more awareness of community contribution in decision-making process. Hence, citizens must be politically aware of their public participation. To educate them, you must assume responsibility and possess this knowledge.

The accountability regression findings also demonstrated that the variable has a significant and positive impact on the provision of water services at SAWASCO (Beta = 0.559, Sig < 0.05). According to the data, SAWASCO's water service delivery would increase by 0.559 units for every unit increase in accountability practices. The study findings are consistent with Manor (1997) that revealed decentralized system needs trustworthy accountability systems. The tendency toward decentralization in developing nations has a strong implicit incentive related to improving service

delivery through improved accountability. Responsibility is associated with honesty and the legal norm. County governmental organizations are regarded as accountable to the public.

Regression analysis revealed that devolved units positively and significantly influence water services at SAWASCO (Beta = 0.551, Sig<0.05). This suggests that a unit improvement in the procedures of devolved units translates in 0.113 improvements in the provision of water services at SAWASCO. This result is in line with the claim made by Ngetich (2017) that revealed argued that improved allocation has resulted from devolution of finances. Devolution implementation affected the success of road development projects in Kenya's Kericho County. In terms of availability, pricing, accessibility, and acceptability, access to healthcare services has increased due to devolution, according to a survey done by Miriti (2017).

The optimal regression equation is as shown below

$$\text{Water service delivery at SAWASCO} = 0.903 + 0.559 \text{ Accountability} + 0.551 \text{ Devolved units} + 0.281 \text{ Public participation}$$

The regression model reveals that the most significant determinant of water service delivery at SAWASCO was their accountability followed by their devolved units, then public participation.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The chapter includes an overview of the results, study conclusions, study recommendations, and areas for additional research.

5.2 Summary of Findings

The study's main goal was to evaluate the impact of devolution policy on water service delivery at Samburu Water and Sanitation Company. The summary of the results is presented in this section. The summary has been provided in accordance with the study's purpose. The results have been indicated for both the descriptive and inferential aspects. The study's suggestions were guided by the summary of findings.

5.2.1 Public participation and water service delivery

The study's first objective examined public participation and water service delivery at Samburu Water and Sanitation Company. The descriptive results on the respondents' opinions concerning influence of public participation on water service delivery at SAWASCO had overall mean value 3.20, implying that majority respondents were neutral on statements used to measure public participation influence on water service delivery at SAWASCO. The descriptive results further revealed that level of citizen participation in Samburu County Water Projects delivery process is slightly high (46.7%) respondents. The absence of information normally prevents the public from taking decisive action in their governance, which exposes decentralized supremacy to dishonesty, incompetence, and ineffective provision of services. Access to information about where, when, and how citizens can engage helps with more information hence creating more awareness of community contribution in decision-making process. The inferential findings demonstrated that public participation positively and significantly affects water service delivery at Samburu Water and Sanitation Company. This suggests that an improvement in public participation practices results in a favorable and notable change in water service delivery at SAWASCO. This finding concurs with Omolo's (2010), study results that revealed, access to information about where, when and how citizens can engage helps with more information hence creating more awareness of

community contribution in decision-making process. Hence, citizens must be politically aware of their public participation.

5.2.2 Devolved Units and Water Service Delivery

The study investigated devolved units and water service delivery at Samburu Water and Sanitation Company. The descriptive results revealed that on average, the majority of the respondents were neutral with the statements used to measure devolved units as shown by average mean value of 3.04. The descriptive results further revealed that level of devolved units in water service delivery at SAWASCO is moderate as indicated by majority (53.3%) respondents. A number of characteristics that impede the devolution adoption process, including inadequate leadership and constrained usual environments. Lack of effective leadership is to blame for this setback. The inferential results revealed a positive and significant relationship between devolved units and water service delivery at SAWASCO, implying that increasing the frequency of devolved units practices leads to positive improvement in water service delivery at SAWASCO. These findings were similar with Ngetich's (2017) study results, which revealed that improved financial allocation has resulted from devolution of finances. Contrary, according to a survey done by Miriti (2017) devolution implementation affected the success of road development projects in Kenya's Kericho County, in terms of availability, pricing, accessibility and acceptability, access to healthcare services has increased due to devolution.

5.2.3 Accountability and water Service Delivery

Finally, the study examined the impact of accountability on the provision of water services at SAWASCO. According to these descriptive statistics, the mean average of 2.8 suggested that the majority of respondents were undecided about the statement used to measure accountability. Additionally, the results showed that the majority of respondents indicated that SAWASCO had a modest level of accountability for the supply of water services. The inferential findings showed that accountability has a positive and significant influence on water service delivery at SAWASCO. The results show that an increase in accountability practices leads to improved water service delivery at Samburu Water and Sanitation Company. These findings are consistent with Manor's (1997) study findings that noted that decentralized system needs trustworthy accountability systems. The tendency toward decentralization in developing nations has a strong implicit incentive related to improving service delivery through improved accountability. Kettani

et al. (2009), argue that responsibility is associated with honesty and the legal norm. County governmental organizations are regarded as accountable to the public.

5.3 Conclusion of the Study

The study concluded that public participation positively and significantly affects water service delivery at SAWASCO. An improvement in public participation practices such as ensuring citizens to participate in developing vision, mission and objectives of Samburu Water and Sanitation Company Projects, actively involving citizens in developing strategic plan for the water facilities and encouraging citizens to participate in developing water projects policies leads to positive water service delivery at SAWASCO.

Additionally, the study found significant and positive association between SAWASCO's devolved units and water service delivery. An increase in devolved units practices such as releasing funds for water projects on schedule, allocating adequate amounts allocated to water projects, and minimizing financial fraud leads to positive and significant increase in water service delivery at SAWASCO.

Further, the study discovered a favorable and significant correlation between accountability and the provision of water services at SAWASCO. Increasing accountability practices such involving stakeholder, public and county assembly in identifying, starting and implementing of water project, ensuring finance managers are open to fiscal audits, ensuring the management of county resources is transparent and accountable and ensuring that county project managers are open to public scrutiny and accountability questioning results to a positive and significant improvement in water service delivery at SAWASCO.

5.4 Recommendations of the Study

The section makes study recommendations to a variety of beneficiaries, including government policymakers, SAWASCO administration, and other academics and researchers. The results have been presented in line with the goal.

5.4.1 Public participation and water Service Delivery

The study recommends that in order for SAWASCO and other water service providers to ensure that there is improved water supply and cleanness services within the county, quality water of services delivered satisfy citizens need and residents have access to clean water for human and

animal usage, there is a need for SAWASCO and other water service providers to consider improving public participation practices by encouraging citizens to participate in development of vision, mission and objectives of water and sanitation projects, citizens should also be actively involved in development strategic plan for the water facilities and also encourage citizens to participate in development water projects policies.

5.4.2 Devolved units and water service delivery

The study also recommends that the management of at SAWASCO and county government should focus more on devolved units practices such as releasing funds for water projects on schedule, curb financial fraud, allocate enough funds to water projects and recruit competent staffs as this will enable the company to achieve its set water service delivery targets and results.

5.4.3 Accountability and water Service Delivery

Another suggestion made by the study is that in order for SAWASCO to improve the quality of their water service delivery, more attention needs to be paid to strengthening accountability practices, such as ensuring that county project managers are open to public scrutiny and accountability questions and that county finance managers are willing to participate in fiscal audits and accountability.

5.5 An Areas of the Scholar Presentation about the Study

The study revealed that the studied devolution policy namely public participation, devolved units and accountability account for up to 77% of the variation in water service delivery at Samburu Water and Sanitation Company. This indicates that the remaining percentage of 23% of the variation in water service delivery can be attributed to other factors other than studied devolution policy practices. This opens up a debate for future studies to find out the other devolution policy practices that affects water service delivery of water service providers.

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APPENDICES

Appendix A: Letter of Introduction

Dear Respondent,

RE: ACADEMIC RESEARCH

You are being asked to take part in a study to determine how Samburu County's service delivery would be impacted by the implementation of the devolution policy. At the University of Nairobi, You are free to leave the study at any time if you decide you do not want to continue taking part in it. Participation in this study is voluntary. The result of the project will be used specifically for policy interventions and academic reasons.

I have read carefully the above information concerning this research study on the influence of devolution policy implementation of service delivery in Samburu County and I fully decide to participate in this study.

Signature _____ Date _____

I appreciate your effort and willingness to be part of my study.

Yours sincerely,

Doris Ekarani

Appendix B: Questionnaire

PART A: Background Information

1. Please, specify your gender
 - a) Male ()
 - a) Female ()

2. Please, designate you age bracket
 - a) Between 19-30 years
 - b) Between 31-40 years
 - c) Between 41- 50 years
 - d) Above 50 years

3. Please indicate your education level
 - a) Postgraduate
 - b) Undergraduate
 - c) diploma
 - d) certificate

4. For how long have you worked at Samburu Water and Sanitation Company?
 - a) 3-6 years
 - b) 6-8 years
 - c) 8- 10years
 - d) More than 10 years

Section C: Public Participation

1. How much do you agree with the following assertions regarding public participation?

Statements	Rating				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Citizen are politically aware of the public participation rights					
Samburu citizens are actively involved in developing strategic plan for the water facilities					
Samburu citizens are involved in developing water projects policies					
The public participate in developing vision, mission and objectives of Samburu Water and Sanitation Company projects					
Public participation is a pointer of social capital critical for governance and development					

2. How would you rate the level of citizen participation in Samburu county water projects delivery process?

- a) High []
- b) Moderate []
- c) Low []

Please give an explanation for your answer above

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Section D: Accountability

1. How much do you agree with the following assertions regarding accountability?

Attribute	Rating				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Stakeholders, the public, and the county assembly are involved in identifying, starting, and implementing of water project					
The organisation finance managers are open to fiscal audits and accountability					
The management of county resources is transparent and accountable.					
Water projects routinely undergo internal and external audits to guarantee accountability and transparency					
County project managers are open to public scrutiny and accountability questioning					

2. How will you rate the level of accountability in water service delivery at Samburu Water and Sanitation Company?

- a) High []
- b) Moderate []
- c) Low []

Please give an explanation for your answer above

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Section E: devolved units

1. How much do you agree with the following assertions regarding devolved units?

Attribute	Rating				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Funds for water projects are released on schedule.					
There is financial fraud					
There is competent human resources					
There is depletion of water project-related finances					
Amounts allocated to projects are adequate					

2. How will you rate the level of devolved units in water service delivery at Samburu Water and Sanitation Company?

- a) High []
- b) Moderate []
- c) Low []

Please give an explanation for your answer above

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Section F: water service delivery

1. What is your opinion on process of delivering services to citizens by the county government of Samburu compared to old central government system in terms delivery time?

a) Water services are now delivered in good time

b) There is slight improvement in delivery time

c) Delivery of water services to citizen has become slower

2. How much do you agree with the following assertions regarding water services delivery?

Attribute	Rating				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The quality water of services delivered by the company satisfy citizens needs					
The company continues to expand water supply and sewer connections to unserved areas within the county					
Now, residents have access to clean water for human and animal usage					
Improved water supply and sanitation services within the county is of high priority					
Our county residents have access to adequate, affordable, efficient and sustainable water services and sanitation					
Appropriate infrastructure has been put in place since the beginning of devolution					