

**INFLUENCE OF DEVOLUTION ON PUBLIC SERVICE DELIVERY:
A CASE OF SAMBURU COUNTY, KENYA**

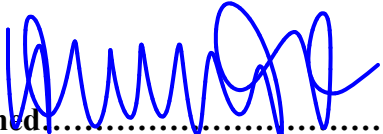
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**A Research Project Report Submitted in Partial Fulfillment of the
Requirements for the Award of the Degree of Master of Public
Administration of the University of Nairobi**

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DECLARATION AND APPROVAL

This Research Project is my original work and has not been presented for examination in any University or any other institution of higher learning.


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This Research Project has been submitted for examination with my approval as the University supervisor.



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DEDICATION

This work is dedicated to my wife, Nakae Lelegwe. To my children, Lerionka, Saning'o, and Serianie-Naitiku, who have continually filled my life with joy.

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This work could not have been a success without the contribution of many people whom I turned to for advice. I thank them all for sparing their time to make this journey a success. I am deeply indebted to my supervisor Prof. Fred Jonyo, for excellent guidance, invaluable patience and constructive support throughout the period of my research.

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To all my lecturers and classmates, who have contributed greatly to my knowledge in the paradigm of this study, I am forever grateful. Lastly, to all my friends who have made numerous contributions in terms of ideas, time and other resources. Notwithstanding, the views are solely mine.

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ABBREVIATIONS AND ACRONYMS

CDF:	Constituency Development Fund
ECD:	Early Childhood Development
GoK:	Government of Kenya
IMF:	International Monetary Fund
KNBS:	Kenya National Bureau of Statistics
LASDAP:	Local Authorities Service Delivery Action Plan
MCA:	Member of County Assembly
MDGs:	Millennium Development Goals
MoLG:	Ministry of Local Government
NACOSTI:	National Commission for Science, Technology and Innovation
RAs:	Research Assistants
RTI:	Respiratory tract infection
TA:	Transition Authority

ABSTRACT

The purpose of this study was to examine the influence of devolution on public service delivery in Samburu County. The study was guided by three research questions namely: what is the influence of devolution on effective service delivery in Samburu County? What is the influence of devolved public services on effective service delivery in Samburu County? what is the influence of citizen participation on effective service delivery in Samburu County? and finally, what is the influence of self-governance on effective service delivery in Samburu County? This study used quantitative research methods, while the population constituted county executive, county assembly and village units. Two-step sampling technique was applied starting with stratified sampling followed by simple random sampling to identify the sample units. Primary data was collected using questionnaires. Data collected was analyzed to obtain both descriptive and inferential statistics. To test the significance of the influence the independent variables on the dependent variable, hypotheses were tested at 0.05 level of significance. The study show that devolution has significantly impacted effectiveness on service delivery in Samburu County ($F(1, 102) = 81.384, p <.000$), and that citizen participation significantly predicts effective public service delivery in Samburu County ($F(1, 102) = 52.25, p <.000$). Further, that a unit increase in citizen participation leads to an increase in effective self-governance as enshrined in the constitution has had positive influence on service delivery. It is inferred that devolution has continued to effectiveness in service delivery through self-governance by involving locals in service needs albert some deficiency in skills set and knowledge. The study recommends that devolution should be sustained and that the government of Samburu County should continue to involve the locals, while enhancing their skills in project management, planning and budgeting. In doing this, the county government should embrace decentralized planning approaches, while embracing public private partnership wherein all stakeholders that provide services to the county government are involved. This way all stakeholders will be obligated to be effective partners in the service delivery to the benefit all residents which will not only enhance effectiveness in service delivery but all efficiency in the delivery.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Worldwide, public service delivery is viewed as an important facet in governments. This is because the goal of enhancing service delivery remains a critical factor that has continued to be debated across stakeholders including governments, consumers of government products, scholars, among others. Public Service delivery, however, remains a concern in many governments that offers services to the populace. In response governments have continued to embrace devolution as a form of decentralization (Robinson, 2007). This involves the shift in power and responsibilities from national government to subsidiary or quasi-independent state institution and/or the private sector (Crook & Manor, 1998; Agrawal & Ribot, 1999).

Three kind of decentralization are identified as, fiscal, political and administrative decentralization (Falleti, 2004). Fiscal decentralization is allocation of funds and borrowing power from to county governments (Pretorius & Pretorius, 2008). This is aimed at enhancing public services delivery efficiency by preferencing matching and allocative efficiency. This is because, devolved government have improved access to localcommunity preferences and so have an informational lead over national government when it comes to decision on goods and service provisions that best fit local requirements (Sow & Razafimahefa, 2015).

Political decentralization defines the power shift for making socio-politico-economic decisions to the local government from the national government (Kauzya, 2007). The aim is to offer local and/or local elected leaders more authority in public decision making (Hossain, 2004). Finally, administrative decentralization, broadly defines the shift of management and public services delivery, to local governments (Falleti, 2004). Three forms of administrative decentralization exist namely,deconcentration, delegation and devolution. This study is the subject of devolution, which refers to the relocation of a significant authority, which include law formulation and raising public revenue by law to the locally elected institutions (Hossain, 2004).

Devolution is the most preferred form of decentralization according to Kesale (2016), because shifts specific powers, roles and resources from central government to the local governments that make decision on behalf of the locals to which they are accountable and

consumers of the services. This is supported for devolving power to the local level which is able to create formidable incentives by placing the decision making in hands of the locals who were in good position to understand issues affecting them than the bureaucrats (Kesale, 2016). This way, public services can be designed and delivered according of the needs and setup of the local communities, a move that enhance the effectiveness and efficiency in service delivery. Further, devolution enhances service delivery by bringing intergovernmental competition among the devolved government units which in the end is expected to improve service delivery (Kesale, 2016).

The motivation to implement devolution according to Curristineet *al*(2007) is partly to achieve a structural revolution which not only aims at revamping structures and institutions, but also retune public service delivery, while realigning them with needs of the locals for greater effectiveness, responsiveness and performance. This according to Crawford and Hartmann (2008) would ensure that devolved initiatives achieve both developmental and democratic advantages, while being responsive to the needs of the populace. These views support the general aims of public sector reforms currently being implemented worldwide to improve the people's quality of life and create new government machineries and management systems that are both efficient and effective. Wunsch and Olowu (1990) opines that devolution has not only become a means of dealing with an ever-increasing desire for efficiency and effectiveness in service delivery, but is also central to many national and international development agenda due to many previously problematic centralized state activities.

Many African countries including Kenya, after gaining independence, concentrated on creating a nation-state which eventually brought a centralized impact and finally undesired influence on the efficient service delivery and local governance. In Kenya, a critical factor of devolution that the government initiated in *toto* from the late 1990s was to enhance public service delivery to locals through, institutionalizing civilian's opinion in decision making process. This was born out of failure in service delivery with high debt and poor resource management (GOK, 2010). As part of devolution, Local Authorities Service Delivery Action Plan (LASDAP), was set up in 2001 to enable locals' involvement in making decisions, execution and monitoring public service delivery (MoLG, 2001). Before then, however, there were traces of devolution in the Ministry of Health in late 1980s as well as the implementation of CDF in the early 2000s.

In 2010, a new constitution was promulgated, overhauling the old local governance system by introducing devolved governments. Article 196 of Kenyan constitution mandates the established devolved governments to incorporate public involvement in their decisions aimed at enhancing governance of the devolved government and service delivery (Constitution of Kenya, 2010). The constitution also offers the framework for enhanced service delivery and governance efficiently and improvements in the management capability and the output of the public sector (Kempe, 2014).

In shifting to county governments, the legal standing and way of decentralization activities and policies of the African states are set in one of two approaches. One, by passing lower-level laws and/or use of administrative rules and, two, stipulating in the constitution. Kenya opted for the second approach with the decentralization in the country provided in the 2010 constitution (Kempe, 2014). Devolution in Kenya is provided in Chapter 11 of the 2010 constitution and validates the creation of 47 counties that are managed by county government as stated in the County Government Act of 2012. The Act also provides structures aimed at facilitating the implementation of devolution by the county government with executive power and legislative power, and the necessary mandates to raise revenue, formulate policies, plans, budget and governance.

Kenyans anticipated that devolution would enable them gain equitable share of resources across the country, more so in marginalized areas; governance and service to the least units of the country, efficiency in the provision of public goods provision; allow citizens to take desired development initiatives through prioritization of their need; avoid political tension at the national level (GoK, 2010). Overtime devolution has been publicized as enhancing efficiency public service delivery by enabling for a much closer tie between policies and the preference and requirements of the communities. This is in acknowledging that local governments are in a good position to provide public goods compared to the national government given their proximity to the locals. Apart from the enhancement in service provision, individuals have the chance to voice their needs instead of having to agree to the directions given by a national government. Having a constitution that ensures total transfers from the center, county governments will get the means and independences to address local needs, while the locals will have an opportunity to hold them responsible for their work and consequently enhance service provision to the public.

The constitution further provides for equal distribution of national income through all the county governments. Resource sharing among the counties is stipulated by a number of conditions which consists of state interest, the necessity to make sure the counties are in a position to carry out their responsibilities, and the financial capability and efficiency of the counties. Others include the county developmental needs plus other needs; counties economic inequalities and the necessity to bolster them; the interest of steady and liable expectable allocations and the necessity for the optimization of the economy of every county and offer enticement to every county to maximize its ability to get revenue.

Again, the constitution offers equitable distribution of revenue of the country by stipulating that the allocation should not be less than 15% of the national government revenue. Further, 0.5% of the revenue earned in the country every year, is to be reserved in an equalization fund for basic service delivery such as health infrastructure, road, water and power to the side-lined regions including Samburu County. According to the Constitution, this should be done to the level needed to uplift the quality of these services in the side-line regions to the acceptable level in the country (GoK, 2010).

With the emergence of globalization and good governance as major paradigms driving government policy and development agenda since the early 1980s, it has been speculated that through the process of devolution, marginalized communities including the Samburu could partner with county government authorities to achieve the goals of rural community transformation and poverty reduction (Inkoom 2011; Conyers, 2007; Robinson 2007; Robinson 2004). This agenda becomes even more prominent when poverty reduction and growth, became mandatory requirement by the International Monetary Fund (IMF) of its poorest member countries after the September 1999 annual meetings. Therefore, this study examined how devolution has influenced effective public service delivery in Samburu County.

1.2 Problem Statement

Kenya transformed from a central government system to a devolved system for the purpose of enhancing efficiency and effective in the provision of public services to the populace. Before devolution as indicated in the background. Before devolution, as noted by Shah (2005), most of the developing counties including Kenya were suffering from insufficient and frequent dysfunctional governance systems including the weak delivery of critical public services. This resulted into undesirable access to public service by the

underprivileged and marginalized in the society such as children, women and minority groups. Odaro (2012) also notes many African suffered from poor service delivery caused by lack of proper funding and accountability. Similarly, cases of poor management of resources coupled with centralized planning and budgeting affected service delivery to the public by the centralized government. This in the process limited access to necessary public services thereby contributing to undesired socio-economic outcomes.

Many countries in the process embraced devolution give its potentiality of enhancing public service delivery by offering a chance to streamline the public service delivery framework for improved efficiency and accountability (Miriti & Keiyoro, 2017). This is expected to stir economic growth and eventually economic development at the local level. Following the implementation of devolution in 2013, Samburu County has received an estimated Ksh. 33.6 billion (including equitable share and conditional grants) towards service delivery. This money excludes own source revenue including property rates, entertainment taxes, charges for service provided, licensing fees authorized by an Act of parliament. Given the resources expanded, arguably one would expect improved service delivery by the County government.

Studies show however, that despite the potential of devolution in enhancing service delivery, Samburu County is yet to reach this milestone (GoK, 2015; Lelegwe & Okech, 2016; Lelegweet *al.*, 2018). For instance, residents of the county continue to experience poor service delivery partly due to ineffective devolved government (CRA, 2012; LRA, 2013; SCHS&IP, 2016). Some of the key areas that could be linked to poor state of public service include, the county health status where less than 50% access healthcare services, maternal mortality rate is projected at 56 deaths per 1000 births, while neonatal mortality rate approximated at 31/1000 births (Lelegweet *al.*, 2018). Nutrition challenges with the prevalence of stunting being 20.8%, wasting 8.2%, while underweight is at 17.2 % (GoK, 2015; SCHS&IP, 2016). In the education sector, statistics shows that very few access education with the literate population estimated at 28.9%, only 6.5% and 63.6% have attained secondary and primary education respectively. School dropout rate stands at 45% for boys, 50% for girls and 25% in pre-school with low transition rate from early childhood development (ECD) to primary to secondary (CRA, 2011; Lelegwe, Kidombo & Gakuu, 2018).

In terms of water, the main sources in Samburu County are boreholes, water pans, springs and small dams which are seasonal in nature (SRA, 2013). Trekking distance to water sources is estimated at between 0.5 – 8 kilometers this is higher in pastoral zones at between 10 - 20 kilometers. Water fetching waiting time in the county is less than five minutes in agro-pastoral zones and around thirty minutes to three hours in pastoral zones. It is also estimated that only 33.6% of county residents have access to safe water in comparison to 54.1% of the total population in the country, while only 26.5% have managed access to quality sanitation (KNBS, 2009; CRA, 2011). In the Consolidated County Level Annual Work Plan of 2018-2019 of the County, marginal improvements have been reported albeit lower than the target (Samburu County Consolidated Report of 2018-2019).

The situational analysis provided shows that residents in the county are still disadvantaged economically, socially and environmentally and therefore devolution is yet to bring about positive gains. Devolution, however, remains the hope of the people of Samburu for effective public service delivery. The local government of Samburu with support of different stakeholders including the government has initiated various support aimed at improved service delivery and hence welfare of the people of Samburu. In the current County Integrated Strategic Plan, a number of initiatives aimed at enhancing services delivery and in line with the “Big Four Agenda” have been mooted (Samburu County Government, 2018). As indicated, the County has received huge sums of money from the National earmarked towards services delivery to the populace, unfortunately, there minimal scientific evidence on how this has impacted on service delivery. This is critical to inform policy debate and dialogue. To this end, the current study sought to examine how this has influenced service delivery in Samburu County.

1.3 Research Questions

This research was directed by a number of questions namely:

- i. What is the influence of devolution on service delivery in Samburu County?
- ii. What is the influence of devolved public services on service delivery in Samburu County?
- iii. What is the influence of citizen participation on service delivery in Samburu County?
- iv. What is the influence of self-governance on service delivery in Samburu County?

1.4 Study Objectives

The purpose of the study was to examine the influence of devolution on service delivery in Samburu County. In order to realize this, the following specific objectives were addressed:

- i. To examine the effect of devolution on service delivery in Samburu County.
- ii. To analyze the influence of devolved public services on service delivery in Samburu County.
- iii. To examine the influence of citizen participation on service delivery in Samburu County.
- iv. To examine the influence of self-governance on service delivery in Samburu County.

1.5 Research Hypotheses

The following hypothesis explains the possible relationships of the variables as perceived in this study.

- i. H_0 : Devolution does not influence service delivery in Samburu County.
- ii. H_0 : Devolved public services does not influence service delivery in Samburu County.
- iii. H_0 : Citizen participation does not influence service delivery in Samburu County.
- iv. H_0 : Self-governance does not influence service delivery in Samburu County.

1.6 Justification of the Study

This study results are relevant to various entities namely, the National Government, County Governments of Kenya, Samburu County Government, Samburu rural communities, donor funding agencies, and local leaders, academicians, among others. The government and other key stakeholders may access current literature and hence, facilitate in the review of policies and regulations on service delivery in relation to devolution. Donor funding agencies that support community-based projects would benefit from the study through the documented lessons on the influence of decentralization on services delivery and how to engage effectively.

Similarly, the findings may be referred to by development actors and guide them in the enactment of socio-economic developmental projects that may lead towards the adoption of best practices that impact on service delivery in a devolved unit. It is also hoped that County staff and other stakeholders would use the results as a tool to influence

community participation in ensuring service delivery under devolved system. Equally likely to benefit are researchers, scholars and academicians in that this will not only add to existing knowledge but also provide literature relating to devolution and service delivery in general and Samburu in particular. This will equally continue to inform policy, debate and dialogue since this study provides insights on to the linkage between devolution and service delivery especially among the vulnerable in Arid and semi-Arid Lands (ASALs).

1.7 Scope and Limitations of the Study

This study concentrated on devolution and how it has affected service delivery. It focused on various constructs devolved public services, citizen participation and self-governance and how they influenced service delivery at the County level. The research was carried out in Samburu County, targeting all the administrative units of the county considered a marginalized county in Kenya and has over the years continued to receive funding from equalization fund aimed enhanced public service delivery for purposes of mitigating against poverty. Whereas there are various counties that equally face the same constraints, Samburu was identified primarily due to a number of limitations ranging from finances, time, geographical coverage areas, among others. In terms of methodology, study used quantitative research methods, while the population constituted county executive, county assembly and village units identified using a two-step sampling technique. Primary data was collected using questionnaires and analyzed to obtain both descriptive and inferential statistics.

1.8 Definition of Concepts

1.8.1 Decentralization: Decentralization refers to the restructuring of the state government by transferring authority and responsibilities for public functions to intermediary and local government from the national government (Crook & Manor, 1998; Agrawal & Ribot 1999; Finch & Omolo, 2015). Three kinds of decentralization are identified as, fiscal decentralization, political decentralization and administrative decentralization (Falleti, 2004).

1.8.2 Public Service Delivery: Public service delivery defines the distribution of basic resources the community depend on such as sanitation infrastructure, water, power and housing (Chen *et al.*, 2014). This study is the subject of effective public service delivery

which was examined here as how well government services delivered to the public are able to support citizen welfare and economic growth.

1.8.3 Devolution: Devolution entails shifting specific authority, functions and enough resources from the national government to the local elected governments that make decision on behalf of the locals to which they are the first and foremost accountable (Kesale, 2016).

1.8.4 Devolution of Public Services: Decentralization of public service involves the transmission of the management responsibilities of public services to the devolved governments (Ghuman & Singh, 2013). This study examined the different public services that have been moved to the county government management and how they have been able to be aligned according to the needs, preferences and conditions of the community.

1.8.5 Citizen Participation: Citizen participation refers to citizen action, which influence or aim at influencing policy decisions (Zimmerman, 1986; Nagel, 1987). It involves such activities as voting and involvement in political proceeding and administrative participation that involves keeping an eye on administrative operations and demanding for administrative operations. This study examined how citizen participation in such activities has resulted in effective service delivered to the public.

1.8.6 Self-governance: Local governance involves the creation of a protective community, which is non-sovereign and has the legal rights and critical establishment to present its internal relations (Robson, 1937). This study examined self-governance as demonstrated in the county government legal personality, definite powers to carry out their mandate, the budget allocated to the county from the national government and recruitment autonomy of county staff and localness.

1.8.7 Deconcentration: a situation whereby central government undertakes some of its responsibilities through regional or local offices without transferring power or responsibilities to any other organization with the aim of retaining full control of service planning, expenditure and delivery while achieving greater efficiency and effectiveness. This was however not considered in the study.

1.8.8 Delegation: This is where the responsibility for decision-making and service delivery is transferred by central governments to semi-autonomous organizations not wholly controlled by it but remained directly answerable to it for functions delegated to

them. These organizations may include local government and parastatals, the private sector and non-governmental organizations (NGOs). This kind of transfer as a fourth form of decentralization was however not considered in the study.

1.8.9 Service Delivery: This is the functions transfer framework performed by national government towards devolved county regime. The Kenya's new framework is to help citizens acquire government services while enhancing their lives. Besides, it's a measure of improving life's quality of residents by its government via policies development and its measures. The service delivery seems to be a vital function within the connection amongst citizens and government bodies (World Bank, 2013).

1.8.9 Devolution. It is when central government transfers authority to semi-autonomous local government bodies for decision-making, resourcing, administration and delivery. This according to Richard Scott-Heridge (2002). These units are not directly accountable to central government although they have to work within statutes and rules set by it. In the study, this definition was considered.

CHAPTER TWO

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 Introduction

This chapter examines literature on the study subject that include devolution and effective service delivery. Literature is arranged in relation to three factors of devolution that include: decentralization of public services, citizen participation and self-governance. Further this chapter presents a conceptual framework, a theoretical framework and research hypothesis. Literature is reviewed from academic publication such as journal articles, books and research reports, organizational reports, government publications and technical reports. This is in an effort to provide varying ideas about the variables under consideration.

2.2 Empirical Literature Review

2.2.1 Public Service Delivery

Public service delivery is the government function concerned with the provision of various basic services to the community. Chen *et al.*, (2014) describes public service delivery as the supply of fundamental resources the community depend on such as sanitation infrastructure, water, power and housing. This study is the subject of effective public service delivery which is perceived here as government services that are able to support citizen welfare and economic growth. Effective service delivery was examined in this study from two perspectives. One is effective service delivery as perceived by the county government officials. Secondly effective service delivery was examined as perceived by county residents. According to the government official effective service delivery is underlined by efficiency, transparency, equity or social justice or inclusion, cost effectiveness, simplicity and responsiveness (Assadi, 2016). On the other hand, the community perspective on effective service delivery is underlined by speedy service, fair trial or auditability, accessibility or spread or regional language, affordability, value proposition, user friendly, self-service and interactivity (Assadi, 2016).

In Latin America, Bijotat (2013) opine that decentralization purposed to enhance best governance and offer more weight to the audience voices and in the Eastern Europe this aimed to develop the financial performance. Besides, in the East Asia, the devolved units have been characterized by an increasing independence degree which has enhanced their capacity towards offering more useful developments and changes for their citizens. The

devolution in South Asia was launched to enhance equity and inclusion in promoting peaceful coexistence and reconciliation among diverse residents' classes. In early 1970s, in the UK, devolution emerged due to the growing agitation of Welsh and Scottish for over autonomy to manage their affairs mainly in governance and politics. The uprisings culmination emerged in 1977's general election when the roles and powers decentralization became the main topic in campaign promises and pledges.

In Wales, Cole (2012) notes that public servants actively engaged in the program of devolution due to the major function acted in improving devolution through provision of consistent and quality services. Elsewhere in India, World Bank (2013) points out that devolution came about out of the need to protect the rights of the weakest members of their society particularly because of the social dynamics promoted by the caste system. In this regard, devolution aimed at changing the status quo and enhances the government's participation in the direct protection of the rights of all its citizens by improving the capacity of local government units to offer their publics better services and faster attention and response. These according to Karama (2021) were preserved in the act of Kerala Panchayat 1994 that aspired to operate towards transparency and accountability increasing in managing governance functions and practices plus public projects and funds management. Karama notes that they accomplished it through the expansion of the case while necessitating public inclusion in issues regarding development and governance by publishing data about planning and budgeting on billboards in entire state.

In Africa, Kenya inclusive has been faced with inefficient service delivery due to poor management and corruption in the civic services. Chen *et al.*, (2014) while looking at the South Africa's public service delivery case, noted that the regime service delivery in South Africa and maintenance of the basic resource to the public was unreliable and very much inconvenience and/or endangering to the whole public. Similarly, Shah (2005) observed that most of the developing states, are suffering from insufficient and frequent dysfunctional governance systems including the weak delivery of critical public services. The results of this dysfunctional governance system are undesirable access to public service by the underprivileged in the society such as children, women and minority groups (Shah, 2005). These studies however did not consider the role of devolution in ensuring an effective public service delivery system.

Public service delivery in African states is developing at very slow pace compared to the developed countries (Odaro, 2012). According to Banerjee et al., (2008) Africa countries are 50 years away from attaining effective service provision such as water, sanitation and other household services. Some of the issues that have derailed the development of the public service in the African continent include corruption and other unethical practices that continue to flood the public service. Odaro (2012) noted that poor service delivery in the African states is caused by lack of proper funding and accountability. It is argued that so as to ensure that Africans attain their economic potential, intensify growth and advance from just exporting raw materials to producing finished product, public service delivery need to be enhanced (Odaro, 2012). However, while Odaro (2012) acknowledge that enhanced public services are critical for economic growth in African countries, he does not state how an effective public service delivery will be attained. This study sought to find out how devolution could be a means of ensuring effective service delivery in a country.

In research done in Nigeria Gafar (2017) studied service delivery and development failure. According to Gafar (2017) in a perfect democracy, the validation of any government is reliant on the ability of this government to attain the essential needs of the public in swift, effective and affordable ways. His findings showed that poor service delivery is still an issue in Nigeria and it continues to impede development and good governance. The results of poor service delivery as identified by Gafar (2017) include negative attitude towards an effective public service, poor quality of human resource in the public service and rampant corruption among others unethical behaviors. While Gafar (2017) identified causes of poor service delivery he failed to provide alternative for what can lead to effective service delivery which is what this study considers as devolution.

Water and sanitation services are identified as one the leading public service that are failing in Sub-Saharan Africa (Odaro, 2012). Odaro (2012) carried out a study in sub-Saharan Africa to establish the causes of poor services delivery in sub-Saharan Africa countries. Odaro (2012) noted that failure in the provision of water and sanitation is down to capacity constrain in relation to planning, management and implementation more so at the grassroots level. With one central government that is expected to serve the whole country, public service delivery is bound to fail. According to Wangari (2014) central government systems have over time hampered efficient public service delivery. Odaro (2012) study showed that failure at the grassroots level in planning, management and

implementation of government programs was among the causes of poor service delivery. This study sought to find out how devolution has empowered people at the grassroots to influence an effective service delivery.

Wagana (2017) did research in Kenya to assess the impact of service delivery decentralization in the county government. Wagana (2017) argues that decentralization impacts service delivery. According to Wagana (2017) the county governments in Kenya were established in order to enhance efficiency in public service delivery. However, he notes that the transition to devolved system of government has been faced with a lot of challenges that threatens decentralization in the country. According to statistics 53% of the public are not satisfied with the service being delivered by the established county governments in Kenya (Transparency International, 2014). Wagana (2017) findings showed that decentralization had a significant impact on public service delivery in county governments. However, statistics held with Transparency International, (2014) shows a majority of the country indicating that they are not satisfied with the service being delivered by the established county governments. There was thus a mix results here and therefore this study sought to find the true influence of devolution in Kenya on service delivery.

2.2.2 Effect of Devolution on Public Service Delivery in Samburu County

Devolution is a form of administrative decentralization that entails transferring power from the central government to sub-units of government. According to Kesale (2016), devolution entails shifting specific authorities, responsibilities and enough resources from the central government to the local elected governments that make decision on behalf of the locals to which they are the first and foremost accountable. This study considers devolution as transmission of administrative authority from the national government to the locally elected government. The local elected government are referred to as county government.

Many world economies nations have, over the last three decades, adopted and implemented decentralization aimed at enhancing service delivery by addressing social, political and economic national development challenges, while assuring general economic and national stability (Sakyi, 2008). The motivation to implement decentralization programs according to Curristine *et al.*, (2007) is partly to achieve a structural revolution which not only helps to revamp structures and institutions, but also to retune public

service delivery, while realigning them with demands for greater effectiveness, responsiveness and performance. This according to Crawford and Hartmann (2008) would ensure that decentralized initiatives achieve both developmental and democratic advantages and remain responsive to the populace needs. Wunsch and Olowu (1990) opines that decentralization has not only become a means of dealing with an ever-increasing desire for efficiency and effectiveness in service delivery, but that it is also central to many national and international development agenda due to many previously problematic centralized state activities.

Decentralization has many aspects and researchers have taken different approach to the study of decentralization and its impact in a country. Some of the areas that decentralization has been studied is in promotion of national unity, democratization and more efficiency and equality in utilization of public resources and service delivery (Ribot, 2002:b). Few research known to this study have specifically looked at the influence of devolution as a form of decentralization on the effective service delivery. Again, devolution is quite new in Kenya, being the second term, the devolved government are in power. Thus, few authors have had time to look at how the Kenyan devolution system has influenced service delivery in the country. There is also no known study to the author that has been carried out to examine the influence of devolution on service delivery in Samburu County which is the study area of this research. This research thus sought to fill the gap shown in literature by examining the influence of devolution as a form of decentralization on effective service delivery in Samburu County. The next sub-section discusses the aspects of devolution that was evaluated in this study.

2.2.3 Devolved Public Services and Service Delivery

Devolution of public service is one of the factors that underlie devolution, in the Kenyan context devolution of public services has been identified as one of the goals of devolution. According to Robinson, (2007) devolved mechanism is one of the appropriate solutions to enhancing the challenges faced in centralized service delivery in a country. According to Reddy and Lakshmi (2008) the move to more devolved setup of public service delivery, with a stress on local-level initiatives, is one of the most significant developments in the management of public service delivery in the recent times. Olsen (2007) notes that devolution can offer chances for institutionalization of gender worries at local level and create spaces at the local level for females as political actors.

Devolution of public service involves the transmission of the administrative responsibilities of public services to the devolved governments (Ghuman & Singh, 2013). In devolution of public service, different local governments provide different good and services to their communities (Moroney, 2008). This provides an opportunity to public services to be aligned according to the needs, preferences and conditions of the community. The environmental factors, social factors and economic factors can be considered in creating tailor made services for the local communities. According to Ghuman and Singh, (2013) devolution of public service delivery promotes effectiveness in service delivery. It also promotes equity, efficiency and innovation in the public service delivery. On the other hand, Reddy and Lakshmi (2008) noted that devolution can significantly improve service delivery, they noted that this is due to the ability of the devolution to offer high priority to the local needs, enhance participation and contribution of user groups and more accountability and responsiveness on the part of service providers. It is however critical that devolution meets certain condition to ensure these outcomes. Condition such as ensuring enough funds at the grassroots level, benefits failed to be taken by local elites and significant bargaining power (Reddy & Lakshmi, 2008).

In Italy, Lobao, Martin, and Rodriguez-Pose (2009) reiterate that devolution entails a responsibility rescaling or powers from nationwide towards regional political firm. The real politics form of rescaling varies substantially among states, though, due to radical resources and powers transfer in some instances and a modest and metaphorical move of service delivery and responsibility in others (Cox, 2009). It shows the urge for researchers to precisely be specific on what is devolved or rescaled especially contests. In Germany, this devolution offers the devolved regimes the ability of developing policies better fashioned towards social and economic states of their fields upholding policy deviation through local solutions introduction towards local issues. Besides, Mackinnon (2015) stated that devolution forms inter-territorial comparison logic and competition, strongly leading to policy learning with transfer as diverse administrations check developments elsewhere, implementing popular or successful policies from another jurisdictions.

Yusoff, Sarjoon, Awang, and Efendi (2016) admits that in devolution, the powers were transferred to sovereign units managed independently and disjointedly without direct central government control, the units benefit from corporate status plus powers in securing their resources to execute their roles, the units uphold control over the renown

geographical region, devolution means the urge of developing local institutions of the government is an organization of mutually beneficial, reciprocal and coordinate connection between local and central government.

Through devolution of public services, Ghuman and Singh (2013) note that there is more accountability and transparency in the public services provision, this is because there is involvement of the community in monitoring of the decision and service provision. Again, this move brings on board the marginalized and backward section of the country into different activities which ensure that their opinions and priorities are considered in service delivery and there is equality (. According to Olsen (2007) more efficient and inexpensive service delivery will come out of a mix of local demand and supply, because the local governments understand better actual needs and production costs. Reddy and Lakshmi (2008) observed that India was able to enhance its service delivery with more public participation and accountability of service providers at the grassroot level through devolution of administrative power to sub-national governments.

Some authors have argued that decentralization in Uganda generally resulted in improvements in service delivery (Kator, 1997). While others indicate otherwise. Ssito (2000) notes that one crucial issue of decentralization is that there have not yet been much real improvements of service delivery. He attributes the problem a perception gap as service workers sees some improvements while service users do not. Obwona et al (2000) concludes that financial and institutional constraints have adversely affected the ability of the sub-national governments to adequately deliver services of sufficient quality. The results in implementing a programme of decentralization and its effects on service delivery have been mixed; achievements in improving services such as education, water supply and health have been due to central government direction rather than the initiative of local governments.

2.2.4 Citizen Participation and Public Service Delivery

Devolution facilitates citizen participation which is a significant factor in making sure an effective service delivery to community. Citizen participation refers to citizen action, which influence or aim at influencing policy decisions and public administration services (Zimmerman, 1986; Nagel, 1987). Citizen participation encompass political participation that involves such activities as voting and involvement in political proceeding and

administrative participation that involves keeping an eye on administrative operations and demanding for administrative operations.

On the other hand, Saparniene and Valukonyte (2012) defined citizen participation as the right of everyone to partake in making decision affecting their life, informing locals on what is going on, development of participation culture, chance for public to control of what is happening in their surroundings and opportunity for social marginalized groups to express their opinion. According to Suh (n.d) citizen participation is a citizen activity that aims at receiving government administrative services through administrative participation.

According to Nyanjom (2011) devolution was expected to usher in competence since devolved roles will improve the efficacy and strategy sustainability and policy processes formulation. It intends to attain this by increasing structures and systems to control the substantial amounts of data plus physical flows entailed and intrinsic in the moving power process and functions from the centralized government towards devolved infants. Shifting some responsibilities and functions from the state administrative and governance arms of regime down towards the counties, offers more time plus resources upwards for increasing more high-level strategies and policies while enhancing service delivery through services adjustment to attain the unique requirements of each nation (World Bank, 2013).

Citizen participation should include the idea of contribution, influencing, power sharing and also the idea of control, resources, benefits, information and abilities to be attained through beneficiary engagement in decision making (Saxena, 2013). According to Saparniene and Valukonyte (2012) citizen participation is a critical aspect in the conception of a democratic country that is needed to pursue other forms of civil participation that involve citizens in the management of public administration institution. Through this the government is capable of effectively fulfilling the demands of the public and also the public gets a chance to express their needs.

It is noted that citizen initiatives have increased in popularity which shows how significant citizen participation is to the solution of specific problems in public services delivery through engaging constructively with government actors. Elinor (2016) notes that citizen participation may be significantly employed to elicit information, ideas and several other inputs straight from the people, support public sector innovations and

entrepreneurship, protect the interest of the public interest from political clientelism, reinforce government legitimacy in the public eyes and strengthen public sector accountability and governance. If well employed citizen participation has a great potential to enable pro-reform government officers enhance the quality and accessibility of public services (Elinor, 2016).

Decentralization advance decisions making near the community, in doing so it helps to improve governance and public service delivery. It is considered a tool for enhancing public service delivery. This is because devolved are close to their electorates and thus may be much responsive to the public demands accordingly deliver services to the public in a more efficient manner (Wagana 2017). According to Shen, Xiaojun and Zou, (2014) to attain efficient public services delivery countries must establish effective distribution of tasks between multi-levels of government and allocate suitable financing tools to match fiscal responsibilities.

2.2.5 Self-Governance on Public Service Delivery

Self-governance is a process that extents and joins representation and management at grassroots within devolved government structures (Stoker, 1994). According to Robson (1937) local governance involves the creation of a protective, community that is non-sovereign and has the legal rights and critical institution to articulate its internal relations. Further Robson (1937) argues that local governance defines the dominance of authorities at the grassroot with power to act without outside interference and control along with the local public participation in the management of its own affairs. In the Kenyan scenario local governance is demonstrated with the established county government that are mandated with governing of county regions and delivering services to the county residents. According to Stoker (1994) local governance is an outcome of devolution as a dimension of decentralization. Local governance is underlined by legal personality, definite powers to carry out a series of functions, considerable budgetary and recruitment autonomy subject to limited national government control and localness (Olowu, 1988).

Self-governance in relation to the Kenyan scenario of devolution relates to the independence of the established county government as part of the decentralization system in Kenya. In the election held in 2013 in Kenya, launched a devolved governance system in the country that established county governments (Chitere & Ngundo, 2015). The established county government were expected to among other things to independently

govern themselves with little or no interference from the central government. This was a move that was set to improve on the democracy in the country and to bring close to the people public services that were not being delivered effectively.

Self-governance offers a good opportunity for communities to have better services that are effective. This is because self-governance addresses the issues affecting the rural societies at the grass-root level. It ensures that the typical needs of a particular village are rightly addressed by the devolved government. While the national government is always busy attending to different issues affecting the whole country it gets little time or totally fails to address the fundamental issues affecting the rural areas such as Samburu in the context of this study (Goel, 2015). Self-governance system is in a good position to take care of rural communities needs such as road construction and maintenance, availing water to the community, putting up education and training facilities and improving agriculture among other important needs of the community (Goel, 2015).

Local governance should be given enhance roles in the process of governance and service provision. This will make them more effective in delivery public services. In Kenya, the 4th schedule of the Kenyan Constitution (Constitution of Kenya, 2010) sets out the duties of the local governments as:

“Agriculture; health services; control of air and noise pollution; cultural activities; transport services; animal control and welfare; trade development and regulation; pre-primary education; natural resources, conservation and forestry; county public works and services; firefighting and disaster management; control of drug abuse and pornography and making sure community involvement in governance”.

It is anticipated that with local governance of these functions there will be greater community participation in problem review, project identification, design and execution and also in oversight duties that will enhance ownership and sustainability of these services among communities (Chhetri, 2013).

Decentralization of local powers to voted local politicians is advocated for since the designing and execution of services are best done by the people concerned with the service delivery (Olsen, 2007). It is also argued that an enhanced quality will be attained when the producers and consumers of services are near other. Further, decision making process will become more participatory if the elected leaders and their electorate remain

in close contact. Chhetri (2013) carried out a study on democratic decentralization in India and social inclusion, he concluded that democratic decentralization if well-structured it will offer institutional framework, representation and substantial power for sustained inclusion. Accordingly, decentralization improved participation in decision making, facilitated locals to determine their local governance in democratic elections. It also offered institutionalized structural provisions for participatory development planning, and for including marginalized groups in decision-making. With the introduction of decentralization that set up devolved government, there is hope in attained efficient service delivery that will get to the grassroots level (Smoke, 2015). Kenya through the 2010 constitution implemented decentralization with county government responsible for delivering some of the basic service to the public.

2.3 Theoretical Framework

2.4.1 A Sequential Theory of Decentralization

This theory presents that decentralization has three key features with one describing decentralization as a process. Second decentralization is viewed as considering the territorial interests of bargaining actors and lastly decentralization is perceived to offer an active account of institutional evolution by incorporating policy feedback effects (Falleti, 2004). According to Falleti, (2004) decentralization as a process is a sequence of policy reforms focused at shifting responsibilities, resources or authority from higher levels of government to lower levels of government. Similarly, the study conceptualized the implementation of devolution in Kenya as a process that seek to create independent local governments. These governments formed are referred to as county government, the have been given responsibilities and supported with resources to enable govern and implement policies at grass root levels.

Mniwasa and Shauri (2001) acknowledge that even though decentralization is viewed as in many facets but the common perception of decentralization is the shift of legal and political power from the central government and its institution to the filed organizations and institutions. According to Mniwasa and Shauri (2001) the process of decentralization must involve the authority to plan, make decision and manage public affairs by institution other than the central government. This view seems to support the sequential theory of decentralization perception of decentralization as a process that involves transfer of authority from the central government.

The sequential theory classifies decentralization into three categories: administrative, which entails the transfer of management and provision of public services including health and education. Administrative decentralization may also involve the devolution of the decision-making powers on policies relating to the public service delivery (Falleti, 2004). The second category of decentralization, fiscal decentralization, entails enhancing the revenues or fiscal autonomy of subnational governments. It involves establishing policies that are meant to enhance the revenues or financial independence of the devolved governments. The third category, political decentralization, involves constitutional changes and electoral reforms aimed at opening new or triggering existing but inactive or ineffectual spaces for the representation of subnational polities (Falleti, 2004). This study incorporates the provisions of a Sequential Theory of decentralization by examining administrative decentralization through devolution, disregarding the other types of decentralization since decentralization in Kenya fits the profile of devolution as an administrative decentralization described in the sequential theory.

Specifically, the three categories of decentralization as argued by the sequential theory of decentralization were considered critical determinants of the development of intergovernmental equilibrium of power (Falleti, 2004). As argued by Awortwi (2011), the sequence in the execution of decentralization policies is critical in determining the extent of empowerment in local government autonomy in comparison with the central government in relation to, one, economic resources that improve the ability of local government to follow their desired course of action; second, the legal power that sets an institutional threshold on what local government can carry out or not; third, organizational ability that enables coordination at every level of government. Awortwi (2011) carried out a comparative study of decentralization and local government development paths in Ghana and Uganda. According to the findings, the sequence taken in decentralization in a country will determine the success of decentralization. For instance, Awortwi (2011) showed that since Uganda followed a path of political, administrative and fiscal decentralization and Ghana took the path of administrative, political and fiscal, Uganda was able to make more progress than Ghana in empowering local government.

In Kenya, the adoption of the new constitution implemented decentralization through devolution that transferred governance and service delivery to the local government referred to as county governments (Wagana 2017). Bagaka (2008) carried out a study on fiscal decentralization in Kenya in the case of the constituency development fund (CDF) that

was established in 2003. This instance of fiscal decentralization in Kenya was created to implement development projects as the grassroots level specifically those that offer the basic public services such as healthcare, education, water and electricity, security and agricultural services. The CDF program is implemented by allocating a certain percentage of the national revenue to the constituency and it's shared in consideration to the poverty level of the constituencies. Bagaka (2008) study findings showed that the fiscal decentralization in Kenya through the CDF program supported allocative efficiency and equity. This study however examined a different form of decentralization from fiscal decentralization, which is devolution, and how it influences public service delivery in Samburu County.

2.4 Conceptual Framework

A conceptual framework is representation of the real thoughts and beliefs of the research about the phenomena under study (Maxwell, 2005). This study conceptual framework is represented in Figure 2.1, illustrates the relationship between the study variable. The study dependent variable is public service delivery, it is affected by the independent variable, which is devolution. Figure 2.1 illustrates the conceptual framework.

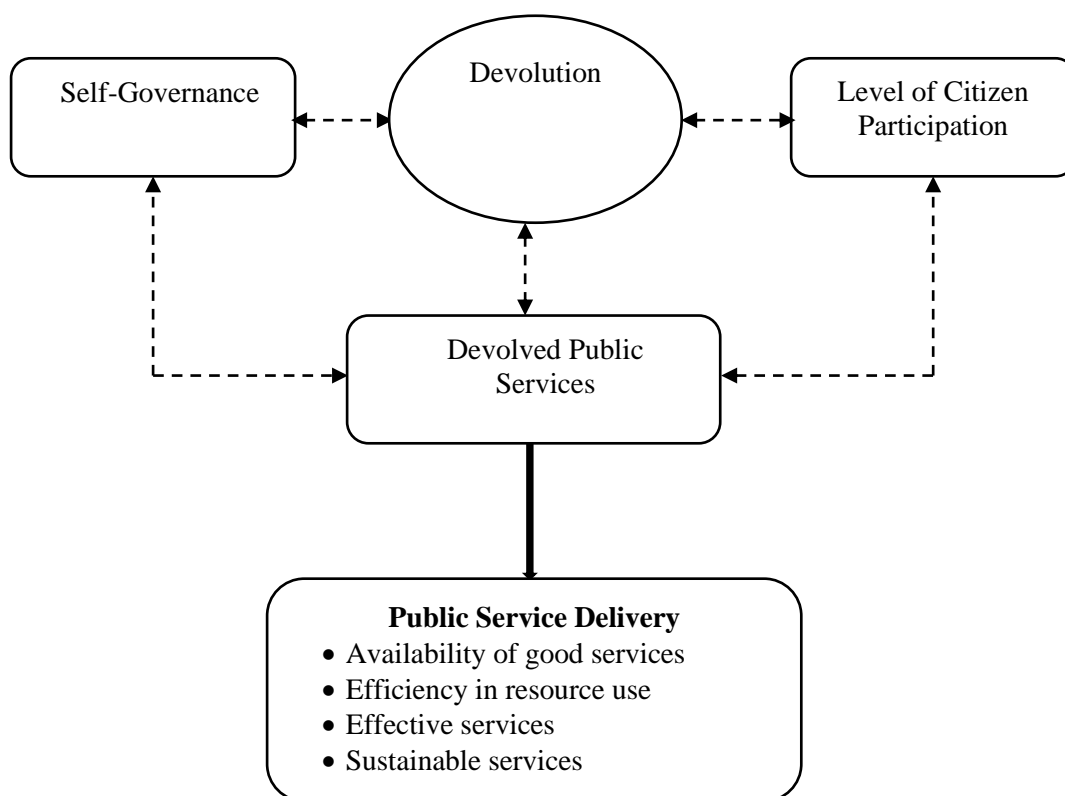


Figure 2.1: Conceptual Framework

2.5 Chapter Summary

In the chapter literature review has been provided followed by conceptual framework. Specifically, the chapter has provided literature in terms of devolution and services delivery followed by devolved services and its influence on service delivery. The chapter also provides literature on citizen participation and service delivery as well as self-governance and service delivery. The next chapter provides the research methodology that was adopted for purposes of realizing the research objectives and testing of the hypotheses.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter details the methodology, which was utilized to address research questions. The chapter presents the general research design, methodology and specific methods and techniques of data collection utilized to gather relevant data. It further provides data management process utilized to adequately respond to the research questions and overall objectives.

3.2 Research Design

A research design is a plan of how a researcher intent to answer their research questions (Saunders, Lewis, & Thornhill, 2016). It acts as a roadmap that describes the data collection and analysis methods that enable the researcher to answer the research questions (Zikmund, Babin, Carr, & Griffin, 2010b). The research design gives clarity on the objectives of study, data to be collected, source of data, the data analysis and interpretation of the findings (Sreejesh, Mohapatra, & Anusree, 2014). A good research design is one that provides adequate information, minimal bias, maximum data accuracy and adequate information for analysis of the research problem (Sreejesh *et al.*, 2014).

This study used a cross-sectional survey research design, which collects data to make conclusions on a population of interest at a point in time (Lavrakas, 2008). This follows Lowndes *et al* (2001) who used survey and in-depth qualitative methods to gauge the experiences and aspirations of county government members and officers regarding public participation as well as the locals. This facilitated in capturing a diversity of experiences of a broader range of participants. It also accorded the researcher the opportunity to triangulate the views of county government officials with perspectives from communities. Further, the survey design allowed for a statistical underpinning with regard to field observations, albeit descriptive. Moreover, the survey design provided a chance to examine the opinion of community members on their involvement in the development processes, which is frequently neglected in academic studies directed at county government.

3.3 Target Population

In the research, the target population were the county executive, county assembly and village units. The county executive was represented in the study by the office of the governor, deputy governor, county executive committee members, county secretary and the county chief officers. The county assembly was represented by the speaker, elected MCA and the specially elected MCA. The village units were represented by members of the community.

3.4 Sampling Design

3.4.1 Sampling Frame

Sampling frame refers to the list of items or persons that make up a population upon which the sample for study is drawn. Hair et al., (2008) define a sample frame as a broad inventory of all entities from where the sample is obtained. This study had three categories of respondents, it thus had three sample frames. One of the sample frames was a list of all village units in Samburu County, the second was the list of the county executive officer and the third was the list of county assembly officer. These sample frames were obtained from the county government records office.

3.4.2 Sample Size

In research, the sample size is significant in determining the study results. This study sample size for the village units was calculated using the formula suggested by Krejcie and Morgan (1970). This method gives a sample size that was sufficient to offer dependable and valid data, which can be generalized so as to draw valid conclusions. This formula is specified as:

$$S = \frac{X^2 NP (1 - P)}{d^2 (N - 1) + (X^2 P (1 - P))}$$

S = sample size; $X^2=3.84$; N = **108**; P = population proportion (.50); d = degree of accuracy(.05).

$$S = 3.84 * 108 * .50 * 0.5 = 103.68 / ((0.05 * 0.05) * 107) + (3.84 * 0.5 * 0.5)$$

$$S = 103.68 / 1.2275$$

$$S = 84.$$

The sample size for county leaders and community residents are summarized in Table 3.1 and 3.2 respectively.

Table 3.1: County Governance

County Governance	Category	Sample
County Executive	Governor	1
	Deputy Governor	1
	County Executive Committee Members	9
	County Secretary	1
	County Chief Officer	14
	Sub-total	26
County Assembly	Speaker	1
	Elected Members of County Assembly	15
	Specially Elected Members	12
	Sub-total	28
Total		54

Source: Samburu County Government, 2017

Table 3.2: Village Units

Sub-County	No. of Village Units	Sample Size	Percentage
Samburu West	46	36	43%
Samburu East	29	22	26%
Samburu North	33	26	31%
Total	108	84	100%

Source: Samburu County Government, 2017

From the foregoing, the study selected a total sample size of 138 respondents that included, 54 county executive and county assembly members, purposively sampled and 84 randomly selected village units.

3.4.3 Sampling Procedures

The county executive and the county assembly were purposively samples. In selecting village units for the study, two-step sampling technique was applied starting with stratified sampling followed by simple random sampling. Stratified random sampling categorized the target population into strata. In the study, the target population was divided into three strata according to the sub-county, which include Samburu West, Samburu East and Samburu North. Thereafter village units from these strata were selected using proportional allocation. This was to ensure that the target population was appropriately represented in the sample and to increase the efficiency of the study (Kothari, 2004).

The county executive and county assembly were purposively sample because they are involved in the formulation of policies and management of public services in the county. This makes them the most appropriate people to provide information on how devolution has impacted on effectiveness of public service delivery system. On the other hand, village units were sampled through, two-step sampling technique due to the large number of the population. In the process, this enabled the researcher to obtain a manageable population for study. Again, random sampling was used in village units sampling in order to provide an equal chance for every village to participate in the study for purposes of making necessary inferences.

3.5 Data Collection Instruments

In the study questionnaires were used to collect quantitative data from the study respondents. Questionnaires offers a rational means of obtaining both quantitative and qualitative data(Boynton &Greenhalgh, 2004). In addition, questionnaires are thought to be easier to collect data, analyze and they economic in terms of cost and time saving (Kothari, 2004; Miller &Salkind, 2002). The questionnaire was a structured one containing both closed ended and open ended. Closed ended questionnaires were in Likert Scale nature with a point scale. Questionnaire was issued to respondents who were required to respondent to the questions by picking answers from a multiple choice provided or narrating their answers in short sentences.

3.5.1 Pilot Testing

A pilot study was done to test the validity of the questionnaire and assess any challenges in administering and responding to the questions. The pilot test also enabled the researcher to find out whether participants understood the questions and instructions, and if all the respondents got the same meaning from each question. A total of twenty respondents with similar characteristics exhibited by the target population were targeted to respond to the questionnaire. Comprehensive notes on participants' reaction to the format of the instruments, how long the respondents were taken in responding to the questions, with questions that perceived not clear clarified. Responses to the questions were examined to find out if they solicited the appropriate data. The researcher identified and modified the tools based on the results of the pilot. Thereafter, further retest and discussions with the support of the supervisor was done to further refine the tools before embarking on data collection from the identified sample elements.

3.5.2 Reliability of Instruments

In ascertaining the consistency of questionnaire instrument, the co-efficient of Cronbach alpha was premeditated to check internal reliability. The alpha value of over 0.7 is sufficient proof that this instrument is dependable (Taber, 2018; Cooper & Schindler 2003). The general reliability of the study, with 35 items, had a Cronbach Alpha of 0.959, which was is considered excellent. These results are summarized in Table 3.3.

Table 3.3: General Reliability Test

Cronbach's Alpha	Number of Items
.959	40

This Cronbach Alpha for every study inconsistent and constructs number for each is shown in Table 3.4. In summary, all the variables had Cronbach's Alpha value ranked as excellent (>.7). Citizen participation had the highest value followed by devolution, devolved public service and finally effective public service delivery had the least (0.810). These results are summarized in Table 3.4.

Table 3.4: Reliability Test of each Variable

Research Variable	No. of items	Cronbach's Alpha	Verdict
Effective public service delivery	7	.810	adequate
Devolution	7	.911	adequate
Devolved public service	6	.889	adequate
Citizen participation	7	.925	adequate
Self-governance	8	.864	adequate

3.5.3 Correlational Test for Construct Validity

This study assessed the convergent construct validity that examines the correlation between the construct and similar measure. This study employed correlation analysis to observe the research instrument validity. Findings presented that the dependent variable, effective public service delivery, significantly correlated with all the independent variables. Devolution and effective public service deliver had the highest correlations, $r = .666$, $p < .01$. Citizen participation had the second-highest correlations with effective public service delivery, $r = .582$, $p < .01$. These results are contained in Table 3.5.

Table 3.5: Correlational Matrix

		Public service delivery	Devolution	Devolved public service	Citizen Participation	Self-Governance
Public service delivery	Pearson Correlation	1	.666**	.534**	.582**	.568**
	Sig. (2-tailed)		.000	.000	.000	.000
Devolution	Pearson Correlation	.666**	1	.609**	.599**	.619**
	Sig. (2-tailed)	.000		.000	.000	.000
Devolved Public Service	Pearson Correlation	.534**	.609**	1	.693**	.712**
	Sig. (2-tailed)	.000	.000		.000	.000
Citizen Participation	Pearson Correlation	.582**	.599**	.693**	1	.801**
	Sig. (2-tailed)	.000	.000	.000		.000
Self-governance	Pearson Correlation	.568**	.619**	.712**	.801**	1
	Sig. (2-tailed)	.000	.000	.000	.000	

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

3.6 Data Collection Procedures

Various data collection procedures were utilized. First letters of support were obtained from the university starting with the supervisors, followed by department, and the School of Extra Mural and Graduate school. Secondly, a research permit was obtained from NACOSTI and the County Commissioner of Samburu. Thereafter, research assistants (RAs) were enlisted and instructed on the way to administer the research instruments.

3.7 Data Analysis Technique

Data was collected, cleaned and examined to find out any significant errors and omissions. An SPSS file was then prepared and data entered in the file to facilitate data analysis. Data was analyzed through descriptive and inferential statistics. Descriptive statistics entailed frequency percentage that illustrated the percentage distribution of responses in each response in a question. Inferential statistics involved correlational analysis and regression analysis. Correlational analysis demonstrated the relationship and among the study variables. Regression analysis revealed the amount of variance of the dependent variable that is accounted for by the independent variable. The next chapter presents results based on the study objectives.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1 Introduction

This chapter present the study findings from the analysis of data obtained from study participants. The results presented here include, respondents background information, which draws an understanding to the demographic characteristics of the respondents and descriptive and inferential statistics that address the research objectives. First the response rate is presented in the following section.

4.2 Response Rate

This study managed to get back 105 questionnaires from the 138 that were distributed. This translated to 76.1% response rate, which was deemed enough to proceed for data analysis.

4.3 Background Information

In the sub-section, various aspects of respondents' background are provided. These range from gender to education, age, marital status and livelihood.

4.3.1 Respondents' Gender

This study sought to find out respondents' gender and results are summarized in Figure 4.1. As shown in the figure, 92.3% of the respondents were male, while the remaining 7.7% were female. Whereas both genders were represented in the study, majority were male.

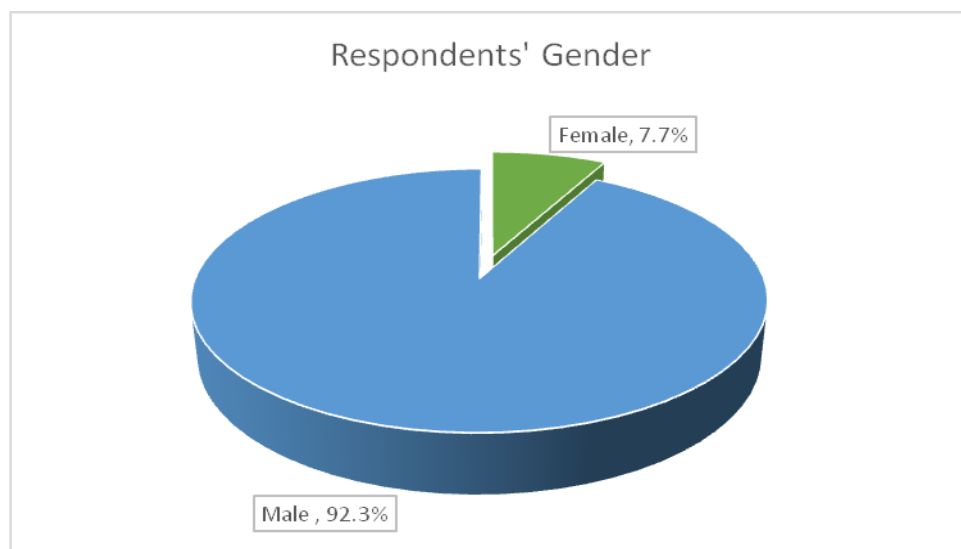


Figure 4.1: Respondents' Gender

4.3.2 Respondents' Age

In terms of age, Figure 4.2 shows that 41.3% of the respondents were aged between 24 and 29 years, with 36.5% aged between 30 and 35 years, 13.5% were aged between 36 – 41 years old and 4.8% were over 40 years. Lastly, 3.8% were aged between 18 and 23 years old. The results are an indication of age representation across the age groups, although majority of the respondents appear to have been youthful.

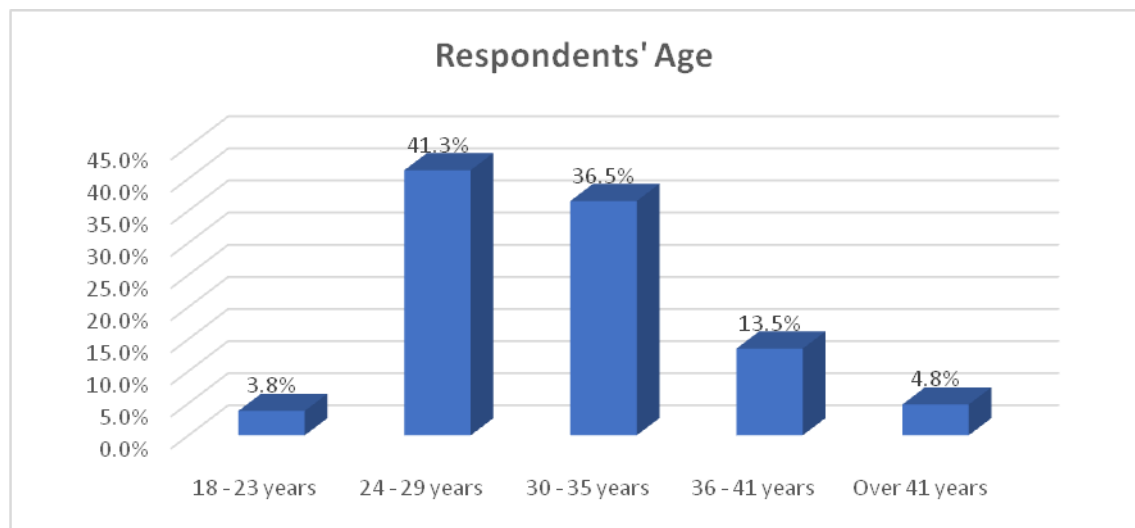


Figure 4.2: Respondents' Age

4.3.3 Respondents' Marital Status

. As shown in Figure 4.3, majority of the respondents were married while minority were single. Specifically, 75.0% of the respondents were married, while the remaining 25.0% were single. It thus shows that most of the respondents were married.

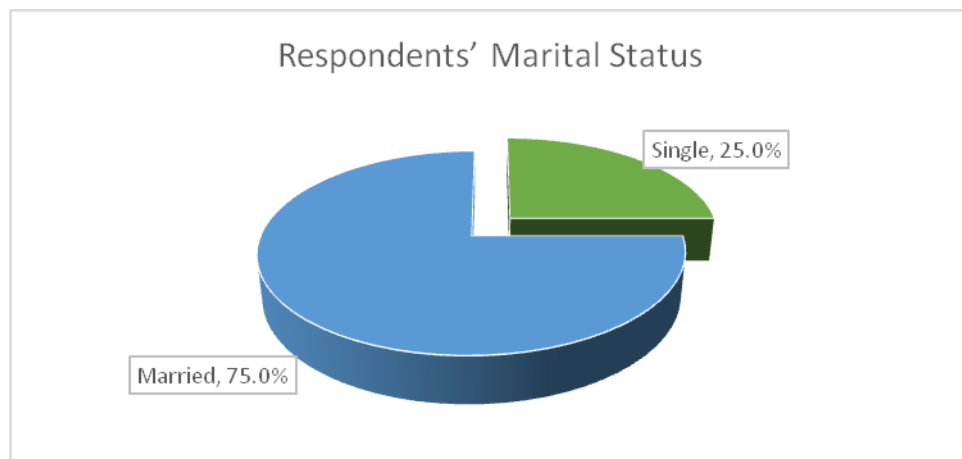


Figure 4.3: Respondents' Marital Status

4.3.4 Respondents' Level of Education

Figure 4.4 illustrates that 83.7% had tertiary education, followed by technical and vocational education at 11.5%. The figure also shows that 3.8% had secondary education, while only one percent of the respondents had primary education. These results are an indication that most of the participants had formal education hence able to understand the questions and provide informed responses.

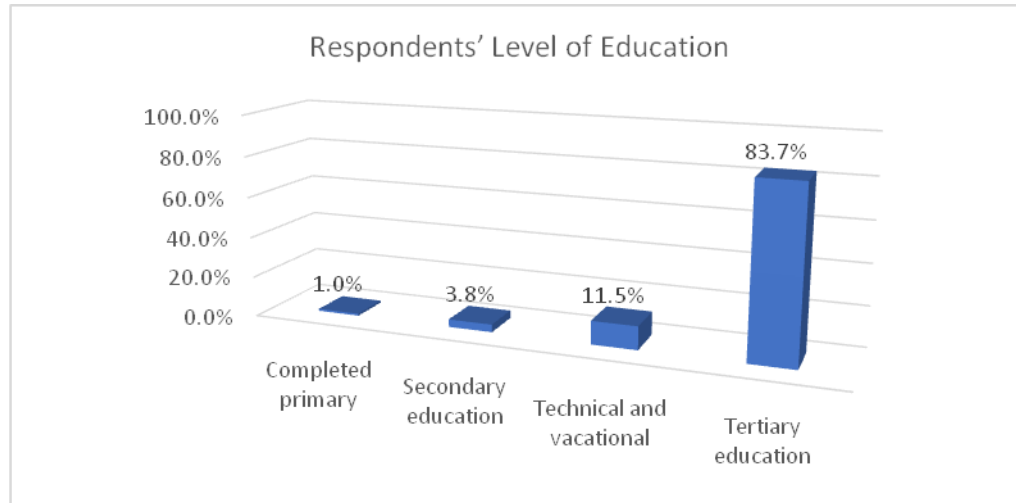


Figure 4.4: Respondents' Level of Education

4.3.5 Respondents' Livelihood

This study assessed the respondents' livelihood and results summarized in Figure 4.5. The figure shows that 63.9% of the respondents were employed, 20.6% were doing business and 11.3% were engaged in farming. Lastly, 4.1% were students. The results proved that most of the participants earned their livelihood from employment.

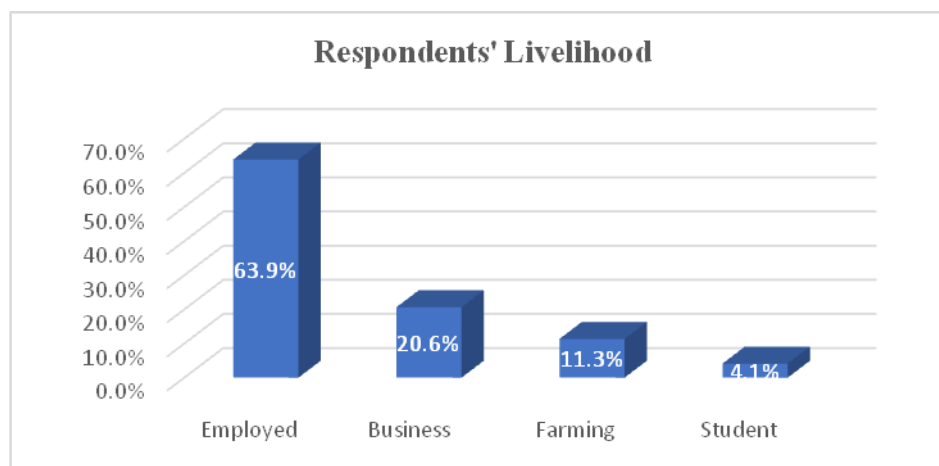


Figure 4. 5: Respondents' Livelihood

4.4 Public Service Delivery in Samburu County

This study sought to establish how effective public service delivery was perceived in the county. In this case, participants were required to indicate the level agreement to a set of questions relating to the subject matter on a Likert scale of 1 to 5, where 1 denoted a strong agreement, and 5 denoted strong disagreement. Data was calculated on frequency and percentage distribution and interpreted as, strongly agreed and agreed = agreed; neutral = neutral; and disagreed and strongly disagreed = disagreed.

Results as summarized in Table 4.1, demonstrate that 50.9% respondents agreed, while 18.7% disagreed that devolution had brought about timely service delivery to the community. However, 30.4% were neutral on this matter. As shown, 48.5% of the respondents disagreed and 39.8% agreed that public services in the county were spread throughout and were easily accessible, with 11.7% of the respondents opting to remain neutral. According to results 37.3% of the respondents disagreed and 28.4% agreed that paid for public services are affordable to the county residents. But 34.3% of the respondents remained neutral.

Table 4.1: Public Service Delivery in Samburu County

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Devolution has brought about speedy public service delivery to the community around Samburu County	Frequency	29	23	31	12	7	102
	Percentage	28.4%	22.5%	30.4%	11.8%	6.9%	100.0%
Public services in the county are spread throughout the county and are easily accessible	Frequency	19	22	12	27	23	103
	Percentage	18.4%	21.4%	11.7%	26.2%	22.3%	100.0%
Paid for public services are affordable to the county residents	Frequency	10	19	35	17	21	102
	Percentage	9.8%	18.6%	34.3%	16.7%	20.6%	100.0%
Public services are convincing and attractive to the public	Frequency	11	25	23	23	21	103
	Percentage	10.7%	24.3%	22.3%	22.3%	20.4%	100.0%
The public services delivered in the county are user friendly	Frequency	17	24	22	24	16	103
	Percentage	16.5%	23.3%	21.4%	23.3%	15.5%	100.0%
There is interactivity in the public services in Samburu County	Frequency	13	16	24	25	25	103
	Percentage	12.6%	15.5%	23.3%	24.3%	24.3%	1
There is instance of self-service in the county e.g., rent payment	Frequency	12	20	18	22	32	104
	Percentage	11.5%	19.2%	17.3%	21.2%	30.8%	100.0%

4.5 Effect of Devolution on Public Service Delivery

This examined the effect of devolution on public service delivery in Samburu County. Like in the case of 4.4, respondents were expected to indicate the level of agreement to a set of questions relating to the effect of devolution on effective public service delivery on a Likert scale of 1 to 5, where 1 denoted a strong agreement and 5 denoted a strong disagreement.

Findings in Table 4.2, show that 42.1% of the respondents agreed and 30.3% disagreed that devolution had led to reduction in cost-of-service delivery, however, 27.5% were

neutral. Similarly, 54.4% of the respondents agreed that devolution has improved governance, while 29.1% disagreed with 16.5% choosing to remain neutral. As shown 32.1% respondents agreed that devolution has led to customer satisfaction, however, 43.7% disagreed, 24.3% remaining no committal. Further, 35.9% agreed that devolution has improved resource utilization, while 33.9% disagreed and 30.1% remained neutral.

Table 4.2: Effect of Devolution on Public Service Delivery

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Devolution has led to reduction in cost-of-service delivery	Frequency	18	25	28	18	13	102
	Percentage	17.6%	24.5%	27.5%	17.6%	12.7%	100.0%
Devolution has improved governance	Frequency	24	32	17	11	19	103
	Percentage	23.3%	31.1%	16.5%	10.7%	18.4%	100.0%
Devolution has led to customer satisfaction	Frequency	12	21	25	24	21	103
	Percentage	11.7%	20.4%	24.3%	23.3%	20.4%	100.0%
Devolution has improved resource use in the county	Frequency	16	21	31	19	16	103
	Percentage	15.5%	20.4%	30.1%	18.4%	15.5%	100.0%
Devolution has contributed towards increase in the country's resource envelop	Frequency	23	24	26	21	9	103
	Percentage	22.3%	23.3%	25.2%	20.4%	8.7%	100.0%
Devolution has Improved resource allocation	Frequency	23	29	25	14	12	103
	Percentage	22.3%	28.2%	24.3%	13.6%	11.7%	100.0%
Devolution has improved productivity	Frequency	19	29	27	17	12	104
	Percentage	18.3%	27.9%	26.0%	16.3%	11.5%	100.0%

4.6 Effect of Devolved Public Service on Public Service Delivery

This study also assessed the effect of devolved public service on service delivery in Samburu County. Respondents indicated their extent of agreement to a set of questions relating to the effect of devolved public service on effective public service delivery on a Likert scale of 1 to 5, where 1 denoted a strong agreement and 5 denoted a strong disagreement. Data was calculated on frequency and percentage distribution and interpreted as, strongly agreed and agreed = agreed; neutral = neutral; and disagreed and strongly disagreed = disagreed. Findings in Table 4.3, demonstrate that 30.1% respondents agreed and 47.6% disagreed that the devolved public service are effectively delivered to the community in Samburu, still 23.3% were neutral. Findings showed that

18.6% of the respondents agreed and 58.8% disagreed that the county government is appropriately managing the devolved services, however, 22.5% remained neutral. As indicated in the table, 25.3% of the respondents agreed, with 51.4% disagreed that the devolved public service have highly prioritize the local needs of the community,

Table 4.3: Effect of Devolved Public Service on Public Service Delivery

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
The devolved public service is effectively delivered to the community in Samburu	Frequency	10	21	24	28	20	103
	Percentage	9.7%	20.4%	23.3%	27.2%	19.4%	100.0%
The county government is appropriately managing the devolved services	Frequency	4	15	23	26	34	102
	Percentage	3.9%	14.7%	22.5%	25.5%	33.3%	100.0%
The devolved public service has highly prioritized the local needs of the community in Samburu	Frequency	5	21	24	26	27	103
	Percentage	4.9%	20.4%	23.3%	25.2%	26.2%	100.0%
The opinions and priorities of the marginalized society in the county are considered in devolved service	Frequency	9	16	26	25	27	103
	Percentage	8.7%	15.5%	25.2%	24.3%	26.2%	100.0%
The devolved public service is more efficient and are inexpensive	Frequency	10	19	25	25	23	102
	Percentage	9.8%	18.6%	24.5%	24.5%	22.5%	100.0%
The county government workforce is technically qualified and is able to deliver services effectively	Frequency	7	17	26	19	35	104
	Percentage	6.7%	16.3%	25.0%	18.3%	33.7%	100.0%

4.7 Influence of Citizen Participation on Public Service Delivery

The study examined the influence of citizen participation on public service delivery in Samburu County. Data was calculated on frequency and percentage distribution and interpreted as, strongly agreed and agreed = agreed; neutral = neutral; and disagreed and strongly disagreed = disagreed. Findings in Table 4.4 show that 20.2% respondents agreed and 42.3% disagreed that county government activities are carried out in collaboration with the community, still 37.5% were neutral. According to results in the table, 27% of the respondents agreed and 55.8% disagreed that county government

developments decisions are reached in consultation with communities through community meetings and other public forums, however, 17.3% neither agreed nor disagreed. Further, 23.3% of the respondents agreed and 60.2% disagreed while 16.5% remained neutral that the county government considers the community as an equal partner in the service planning.

Table 4.4: Influence of Citizen Participation on Public Service Delivery

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
County government activities are carried out in collaboration with the community	Frequency	8	13	39	18	26	104
	Percentage	7.7%	12.5%	37.5%	17.3%	25.0%	100.0%
County government developments decisions are reached in consultation with communities through community meetings and other public forums	Frequency	6	22	18	27	31	104
	Percentage	5.8%	21.2%	17.3%	26.0%	29.8%	100.0%
The county government considers the community as an equal partner in the service planning	Frequency	6	18	17	30	32	103
	Percentage	5.8%	17.5%	16.5%	29.1%	31.1%	100.0%
Before county Government meetings, our county assembly member visits the community to seek public opinions about community needs, priorities and preferences	Frequency	8	14	16	25	41	104
	Percentage	7.7%	13.5%	15.4%	24.0%	39.4%	100.0%
The county government officials are readily available to the community whenever they are needed	Frequency	5	13	19	25	40	102
	Percentage	4.9%	12.7%	18.6%	24.5%	39.2%	100.0%
The county government plans its activities in consultation with the community	Frequency	3	10	24	32	34	103
	Percentage	2.9%	9.7%	23.3%	31.1%	33.0%	100.0%
The county government is aware of the pressing needs of the community and these are given priority	Frequency	7	15	18	28	36	104
	Percentage	6.7%	14.4%	17.3%	26.9%	34.6%	100.0%

4.8 Impact of Self-Governance on Public Service Delivery

This study considered the impact of self-governance on public service delivery in Samburu County. Respondents indicated their extent of agreement to a set of questions relating to the effect of self-governance on effective public service delivery on a Likert scale of 1 to 5, where 1 denoted a strong agreement and 5 denoted a strong disagreement. Findings in Table 4.5, show that 58.5% respondents agreed that there is representation at local levels within local government structures, this was however disagreed among 27.7% of the respondents while 19.8% remained neutral. As indicated in the table, 30.4% of the respondents agreed that self-governance system has been able to take care of rural communities needs but 40.2% disagreed, while 29.4% stayed neutral. It was also agreed among 31.4% of the respondents that there is a shift from centralized planning approaches in the county government to a more practical approach, although 38.2% disagreed and 30.4% remained neutral. Additionally, 27.4% of the respondents agreed that county government projects are implemented jointly with the community, however 51% disagreed and 21.6% remained neutral.

Table 4.5: Impact of Self-Governance on Public Service Delivery

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
There is representation at local levels within local government structures.	Frequency	15	38	20	18	10	101
	Percentage	14.9%	37.6%	19.8%	17.8%	9.9%	100.0%
Self-governance system has been able to take care of rural communities needs	Frequency	4	27	30	26	15	102
	Percentage	3.9%	26.5%	29.4%	25.5%	14.7%	100.0%
There is a shift from centralized planning approaches in the county government to a more practical approach	Frequency	7	25	31	25	14	102
	Percentage	6.9%	24.5%	30.4%	24.5%	13.7%	100.0%
County government projects are implemented jointly with the community	Frequency	5	23	22	26	26	102
	Percentage	4.9%	22.5%	21.6%	25.5%	25.5%	100.0%
There is an established complaint handling mechanism that helps to highlight failing services	Frequency	2	10	18	35	37	102
	Percentage	2.0%	9.8%	17.6%	34.3%	36.3%	100.0%
The county government has clearly established and distributed roles and responsibilities among county ministries	Frequency	18	30	27	18	10	103
	Percentage	17.5%	29.1%	26.2%	17.5%	9.7%	100.0%
The county government allows voluntary citizen and civil society participation in the preparation of service plans and execution	Frequency	5	18	25	24	31	103
	Percentage	4.9%	17.5%	24.3%	23.3%	30.1%	100.0%
Outsourcing of public services on a competitive basis to private sector and non-governmental agencies	Frequency	5	16	35	25	19	100
	Percentage	5.0%	16.0%	35.0%	25.0%	19.0%	100.0%

4.9 Correlational Analysis

This study carried out a correlational analysis to examine the association between effective public service delivery and devolution, devolved public service, and citizen participation self-governance. Results in Table 4.6, show that public service delivery had

a significant association with devolution ($r=666$, $p<.000$), devolved public service ($r=543$, $p<.000$), self-governance ($r=582$, $p<.000$), and citizen participation ($r=568$, $p<.000$). There was also a significant correlation between the study independent variables, self-governance demonstrated the strongest correlation with citizen participation ($r=568$, $p<.000$).

Table 4.6: Correlational Analysis

		Public Service Delivery	Devolution	Devolved Public Service	Citizen Participation	Self-Governance
Public Service Delivery	Pearson Correlation	1				
	Sig. (2-tailed)					
Devolution	Pearson Correlation	.666**	1			
	Sig. (2-tailed)	.000				
Devolved Public Service	Pearson Correlation	.534**	.609**	1		
	Sig. (2-tailed)	.000	.000			
Citizen Participation	Pearson Correlation	.582**	.599**	.693**	1	
	Sig. (2-tailed)	.000	.000	.000		
Self-Governance	Pearson Correlation	.568**	.619**	.712**	.801**	1
	Sig. (2-tailed)	.000	.000	.000	.000	

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

4.10 Hypothesis Testing

4.10.1 Devolution and Public Service Delivery

Regression analysis used in determining the devolution influence on service delivery. The F-test was applied to test study hypothesis stated as: H_0 : Devolution does not influence public service delivery in Samburu County.

As summarized in Table 4.7, $R^2 = .444$ implying that devolution predicts 44.4% of public service delivery in the county. The remaining 45.6% of public service delivery in Samburu County is accounted for by other factors outside this study model. It could be ascribed to the reality in county, given the levels of marginalization, there are a number of other service providers including local NGOs, international NGOs, community-based organizations that support county government directly and indirectly in offering services to the locals.

Table 4.7: Model Summary on Devolution and Public Service Delivery

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.666a	0.444	0.438	0.69951

a Predictors: (Constant), Devolution

The ANOVA results, in Table 4.8, illustrate the F-test that enables hypothesis testing. The F-test has the null hypothesis that there is no linear association between the dependent and independent variables in the model. In this case the null hypothesis is stated as:

H_0 : Devolution does not influence public service delivery in Samburu County.

According to the ANOVA, $F(1, 102) = 81.384, p < .000$. This shows that the F-statistics was significant at 95% level of significance. In this regard, the null hypothesis is rejected and infer that devolution has a significant effect on public service delivery in Samburu County.

Table 4.8: ANOVA on Devolution and Public Service Delivery

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	39.823	1	39.823	81.384	.000b
	Residual	49.91	102	0.489		
	Total	89.733	103			

a Dependent Variable: Public Service Delivery

b Predictors: (Constant), Devolution

Regression results shown in Table 4.9 show a statistically significant regression coefficient for devolution ($\beta = .598, t = 9.021, p < .000$) indicating that there was a linear relationship between dependence of public service delivery and devolution. In terms of of-squared, the results show that 1 unit growth in devolution results in up surge in public service delivery by 0.598 units.

Table 4.9: Coefficients on Devolution and Public Service Delivery

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.411	0.2		7.064	0
	Devolution	0.598	0.066	0.666	9.021	0

a Dependent Variable: Public Service Delivery

The results have demonstrated devolution has a vital impact on public service provision. This upholds supports provision of the 2010 Constitution wherein devolution was meant to improve service delivery. As observed by Kesale (2016) devolution enhances service delivery by bringing intergovernmental competition among the devolved government established in the country, through this competition local government improve their services trying to outdo each other. Similarly, Miriti and Keiyoro (2017) presents that devolution has a potential of enhancing public service delivery through offering a chance to streamline the public service delivery framework for increased efficiency and accountability.

Results also support findings by Wagana (2017) who demonstrated that devolution has an important impact on delivery of public service in Kenyan devolved regimes. In connection with results by Wunsch and Olowu (1990), decentralization has become a means of dealing with an ever-increasing desire for efficiency and effective in-service delivery. Kempe (2014) also supports the results whereby the subsequent movement towards devolved government is an effort, to enhance service delivery and governance in a cost-efficient way and also improve on the management capability and the output of the public sector. Notwithstanding this, studies show different findings where it was reported that despite the potential of devolution in enhancing service delivery, Samburu County has yet to improve its public services (GoK, 2015; Lelegwe & Okech, 2016; Lelegwe *et al.*, 2018).

4.10.2 Devolved Public Service's and Public Service Delivery

The F-test was utilized to test study hypothesis, stated as: H_0 : Devolved public services do not affect delivery of public service in Samburu County. As summarized in Table 4.10 $R^2 = .285$ indicating that devolved public services, predicts 28.5% of public service delivery in Samburu County. The remaining 45.6% of public service delivery in Samburu County, is accounted for by other factors outside this study model.

Table 4.10: Model Summary on Devolved Public Services and Service Delivery

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.534a	0.285	0.278	0.79305

a Predictors: (Constant), Devolved Public Service

ANOVA results presented in Table 4.11, indicates null hypothesis implying no linear association amongst the dependent and independent variables within the model. According to ANOVA {F (1, 102) = 40.675, p <.000} shows that the F-statistics was significant at 95% level of significance. Thus, hypothesis of null was rejected meaning that devolved public services have a significant effect on public service delivery in Samburu County. The significance could be attributed that all decentralized government units are constitutionally mandated to offer services to the local community within their respective jurisdictions.

Table 4.11: ANOVA on Devolved Public Services and Public Service Delivery

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25.582	1	25.582	40.675	.000b
	Residual	64.151	102	0.629		
	Total	89.733	103			

a Dependent Variable: Public Service Delivery

b Predictors: (Constant), Devolved Public Services

The regression coefficients in Table 4.12, show a statistically significant regression coefficient for devolved public services ($\beta=.534, t= 6.378, p<.000$) indicating that there was a linear dependence of public service delivery on devolved public services. The value of R-square show that an increase in devolved public services leads to an increase in public service delivery by 0.534 units.

Table 4.12: Coefficients on Devolved Public Services and Service Delivery

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.414	0.276		5.12	0
	Devolved Public Service	0.49	0.077	0.534	6.378	0

a Dependent Variable: Public Service Delivery

Evidenced from the results is the fact that devolving public services significantly influence public services delivery. As noted by Robinson, (2007) devolved mechanism is one of the appropriate solutions to enhancing the challenges faced in centralized service delivery in a country. As put by Reddy and Lakshmi (2008), the move to more devolved setup of public service delivery, with a stress on local-level initiatives, is the most vital development in management of public service provision in the recent times.

Further, devolution of public service, ensures that various local governments provide various services and goods to their communities (Moroney, 2008). This is because devolution provides an opportunity to public services to be aligned according to the needs, preferences and conditions of the community. The environmental factors, social factors and economic factors can be considered in creating tailor made services for the local communities. Devolution of public service delivery promotes effectiveness in service delivery. It also promotes equity, efficacy and innovation within the delivery of public service (Ghuman & Singh, 2013).

4.10.3 Citizen Participation and Effective Public Service Delivery

A regression analysis used to establish influence of citizen participation on public service delivery. The F-test used to test hypothesis stated as:

H₀: Citizen Participation does not influence public service delivery in Samburu County.

The results in Table 4.13 show an R² of 0.339 implying that citizen participation, explains 33.9% of public service delivery in Samburu County. The remaining 76.1% of public service delivery in is accounted for by other factors outside this study model. Community participation as noted by Lelegwe et al (2018) is necessary for purposes of ownership and support to the ongoing service delivery. The effectiveness of this, however, depends on the ability of the locals to participate based on the skills set and knowledge in the services under consideration.

Table 4.13: Model Summary on Citizen Participation and Public Service Delivery

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.582a	0.339	0.332	0.76272

a Predictors: (Constant), Citizen Participation

The ANOVA results in Table 4.14, illustrates the F-test that enables hypothesis testing. The F-test has the null hypothesis that there is no linear association between the dependent and independent variables in the model. In this case the null hypothesis is stated as:

H₀: Citizen participation does not influence public service delivery in Samburu County.

the results show that the F-statistics was significant at 95% level of significance. In this regard, the null hypothesis is rejected and conclude that citizen participation has a significant effect on public service delivery in Samburu County.

Table 4.14: ANOVA on Citizen Participation and Public Service Delivery

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	30.396	1	30.396	52.25	.000b
	Residual	59.337	102	0.582		
	Total	89.733	103			

a Dependent Variable: Public Service Delivery

b Predictors: (Constant), Citizen Participation

The results in Table 4.12, show statistically significant regression coefficients for citizen participation ($\beta=.534, t= 6.378, p<.000$) indicating that there was a linear dependence of public service delivery on citizen participation. Arguably, a unit growth in citizen participation results in an increase in public service delivery by 0.534 units.

Table 4.15: coefficients on Citizen Participation and Public Service Delivery

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
		1	(Constant)	1.206		
	Citizen Participation	0.52	0.072	0.582	7.228	0

a Dependent Variable: Public Service Delivery

The research determined citizen participation as a vital influence on public service provision. As noted by Elinor (2016), citizen participation has a great potential to enable pro-reform government officers enhance the quality and accessibility of public services if well used. Elsewhere in India, Reddy and Lakshmi (2008) observed that the country was able to enhance its service delivery with more citizen contribution plus accountability of service providers at a local rank through administrative power devolution to sub-national governments. Through devolution of public services, there is more accountability and transparency in the public services provision as the locals are likely to grasp county government accountable for resources and also, they are directly and indirectly involved in the core functions of budgeting and planning.

4.10.4 Self-Governance and Public Service Delivery

A regression analysis was used to determine self-governance influence on public service provision. The F-test used to test research hypothesis, stated as:

H₀: Self-governance does not influence public service delivery in Samburu County.

The results in Table 4.16 show an R square of 0.332 which shows that self-governance, predicts 33.2% of public service delivery in the County. The remaining 76.8% of public service delivery is accounted for by other factors outside this study model. The results could be attributed to the fact that whereas locals through devolution are able to provide necessary governance related functions, there are certain skills that are critical which have to be provided for by the National government as well other stakeholders including international NGOs, donors, among others.

Table 4.16: Model Summary on Self-Governance and Public Service Delivery

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.568a	0.322	0.315	0.75649

a Predictors: (Constant), Self-Governance

The ANOVA in Table 4.17 illustrates the F-test that facilitated the testing of the null hypothesis which stated that there is no linear association between the dependent and independent variables in the model. The ANOVA results {F (1, 102) = 47.995, p <.000} shows that the F-statistics was significant at 95% level of significance. In this regard, null hypothesis failed, and a deduction made on self-governance significant impact on public service delivery in Samburu County.

Table 4.17: ANOVA on Self-Governance and Effective Public Service Delivery

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	27.467	1	27.467	47.995	.000b
	Residual	57.801	101	0.572		
	Total	85.267	102			

a Dependent Variable: Public Service Delivery

b Predictors: (Constant), Self-Governance

The results of regression in Table 4.18 shows a statistically significant regression coefficient for self-governance ($\beta=0.621, t= 6.928, p<.000$) This indicates that there was a linear dependence of public service delivery on self-governance. Specifically, a unit growth in self-governance results in a growth in public service delivery through 0.621 units.

Table 4.18: Coefficients on Self-Governance and Public Service Delivery

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.099	0.302		3.645	.000
	Self-Governance	0.621	0.09	0.568	6.928	.000

a Dependent Variable: Public Service Delivery

The results demonstrate that self-governance has an important effect on delivery of public service. This is supported through observations of Goel (2015) wherein it was reported that self-governance system is in a good position to take care of rural communities needs such as road construction and maintenance, availing water to the community, putting up education and training facilities and improving agriculture among other important needs of the community. As observed by Olsen (2007) decentralization of local powers to voted local politicians is advocated for since the designing and execution of services are best done by the people concerned with the service delivery. In a way, this is likely to enhance quality given the interactions between the provider and the consumers. With decentralization there is hope in improved services delivery in terms of effectiveness and efficient at the grassroots level.

4.11 Summary

This chapter has present results following the analysis of data collected from respondents. Results showed that devolution accounts for 44.4% of public service delivery while devolved public services accounts for 28.5%, citizen participation, 33.9%, and self-governance, 33.2% of public service delivery in Samburu County. Chapter five present summary, conclusion and recommendation drawn from the study results.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter entails a findings summary based on research objectives. It further draws conclusion on research objectives. This chapter also provides recommendation drawn from the results. Recommendation for further research is also provided.

5.2 Summary of the Findings

The part offers the findings summary that is highlighted according to objectives of research starting with effect of devolved public services on efficiency service provision.

5.2.1 Effect of Devolution on Public Service Delivery

Devolution is a form of administrative decentralization that entails transferring power from national government to governmental sub-units. This study sought to find out how devolution influenced effective public service delivery. The study reveals that devolution significantly affects service delivery and that it public service delivery in Samburu County ($F(1, 102) = 81.384, p < .000$). According to results, a unit change in devolution results in a growth of public service provision of 0.598 units ($\beta = .598, t = 9.021, p < .000$). Results indicate that many respondents responded that devolution had improved governance, resource allocation. Notwithstanding this, there were gaps on whether devolution led to reduction in cost-of-service delivery, customer satisfaction, improved resource use, increase in the country's resource development, and/or improved productivity.

5.2.2 Effect of Devolved Public Service on Effective Public Service Delivery

Devolved public service entails transformation of the management responsibilities of public services to the devolved governments. This study examined how the devolved public services influence the public service delivery. It has been shown that devolved public services significantly affect public service delivery in Samburu County ($F(1, 102) = 40.675, p < .000$). Based on descriptive statistics, it was not certain whether devolved public service was effectively delivered to the community in Samburu or if they were more efficient and inexpensive. Respondents, however, indicated that the county government was not appropriately managing the devolved services. They also disagreed that the devolved public service highly prioritizes the local needs of the community in

Samburu. Half of the respondents also indicated that the opinions and priorities of the marginalized society in the county were not considered in devolved service. Lastly, most of the participants indicated that the local government workforce was not technically qualified and able to deliver services effectively.

5.2.3 Influence of Citizen Participation on Effective Public Service Delivery

Citizen participation entails citizen involvement in policy decisions on public administration services. Results demonstrate that citizen participation significantly predicts public service delivery in Samburu County ($F(1, 102) = 52.25, p < .000$). Further, results show unit growth in inhabitant participation leads to growth within public service delivery by 0.534 units ($\beta = .534, t = 6.378, p < .000$). Findings were not conclusive on whether county government activities were carried out in collaboration with the community. On the other hand, it was evident that county government developments decisions were not reached in consultation with communities through community meetings and other public forums. Most of the participants also indicated that the local government did not consider the community as an equal partner in the service planning.

Findings also demonstrate most of the respondents disagreed that before county Government meetings, their county assembly member visited the community to seek public opinions about community needs, priorities and preferences. It has also shown that most of the respondents disagreed that the county government officials were readily available to the community whenever they were needed. Again, it was also evident that the county government planned its activities without consultation with the community. Lastly, respondents disagreed that the county government was aware of the pressing needs of the community and these were given priority.

5.2.4 Impact of Self-Governance on Effective Public Service Delivery

Self-governance extends and links representation and management at grassroot levels within local government structures. According to results a unit growth in self-governance results in a growth in public service delivery by 0.621 units ($\beta = 0.621, t = 6.928, p < .000$). Additionally, descriptive results were not comprehensive in ascertaining on whether there was representation at local levels within local government structures. Respondents could also not agree whether self-governance system had been able to take care of rural community's needs. Results also failed to ascertain if there was a shift from centralized planning approaches in the county government to a more practical approach. Results

could also not determine whether the county government had clearly established and distributed roles and responsibilities among county ministries. A large majority of the respondents did agree that county government projects were implemented jointly with the community. They also noted that there was not any established complaint handling mechanism that helped to highlight failing services. Further, respondents disagreed that the county government allowed voluntary citizen and civil society participation in the preparation of service plans and execution.

5.3 Conclusion

From the findings, it is inferred that devolution has a significant influence on public services delivery. Improving devolution is expected to enhance effectiveness in public services delivery. From the results, devolution is expected to improve governance, resources allocation. From the results it was, however, not conclusive whether devolution reduces the cost-of-service delivery and improves customer satisfaction, resource use, and productivity. Further, devolving public services significantly influence the public service delivery. In addition, it was evident that devolved public service did not prioritize the local community needs in Samburu.

Again, this study show that devolved public services did not consider opinions and priorities of the marginalized society. It was also clear that the county government workforce in Samburu was not technically qualified and able to deliver services effectively. Citizen participation has a significant influence on effective service delivery such that with sustained citizen participation in service delivery would enhance the effective public services in the county. Similarly, self-governance has a significance influence on effective service delivery. This implies that improving self-governance is expected to enhance the public service delivery. This will, however, require effective involvement of the locals in the service delivery either directly or indirectly through local elected leaders and or opinion leaders within the community including the civil society.

5.4 Recommendations

5.4.1 Effect of Devolution on Public Service Delivery

Given the significance of devolution on service delivery, the study recommends that the devolved government should be properly constituted with adequate resources. National government institutions should work to support devolution in enhancing the capacity to improve service delivery. This could partly be realized through public private partnership

models. The study further recommends that devolved governments should design user friendly services, spread throughout the county and easily accessible. These services should be convincing and attractive, as much as in the private sector. the paid for services should be affordable to the county residents.

5.4.2 Effect of Devolved Public Service on Public Service Delivery

In terms of devolved public service, the study recommends for devolution of more public services as enshrined in the schedule four. This will go hand in hand with continuous effective service delivery to the locals which in the process is likely to improve the various social economic outcomes. For this to be realized, it will be necessary that resources are released on time to the counties including Samburu. This is premised on the fact that inability to pay for the services delivered impacts negatively on the continuity of service delivery.

5.4.3 Influence of Citizen Participation on Public Service Delivery

Participation of the locals in the county government projects is important. This is in recognition of the fact that locals are in a better position to know their needs and therefore provide necessary support. For this to be effective, however, it will be necessary for the county government to enhance the skills and capacity of the locals to participate effectively in planning and budgeting of the various activities aimed at improving their lives as provided for in the Constitution and the County Integrated Strategic Plan. Additionally, members of the county assembly and county executives should arrange for frequent and regular meetings with the community to seek public opinions relating to about community needs, priorities and preferences and represent these in their county assembly engagements.

5.4.4 Impact of Self-Governance on Public Service Delivery

This study recommends for the county government embrace the provisions of the constitution in terms of devolution. In this regard. the county government should ensure that there is local participation in public service delivery and that the projects are implemented jointly with the community. The local community should be well represented in the county government and appropriate communication channels established whereby the community's concerns are communicated and addressed in a timely manner. Where possible, sector wide approach modelled around private public partnership.

5.5 Suggestions for Further Study

This study examined the influence of devolution on effective public service delivery, further research can also be carried out to examine the influence of devolution on effective resource allocation and utilization and county government performance. This study was carried out in Samburu County, the study can be replicated in other Counties to see how they compare with Samburu County. Again, studies can be carried out to examine resource utilization in county government especially with the rampant corruption that has been reported in various counties in Kenya.

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APENDICES

Appendix I: Research Approval



University of Nairobi
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9 May 2019

TO WHOM IT MAY CONCERN

FIELD RESEARCH (STEVE LTUMBESI LELEGWE- (C51/8396/2017)

The above named is a registered student at the Department of Political Science & Public Administration, University of Nairobi Pursuing a Master of Public Administration Degree.

He has successfully completed the first part of his studies (Coursework) and is hereby authorized to undertake field research.

It is against this background that I request you sincerely to enable him collect relevant academic data for his studies.

Mr. Lelegwe is writing on "Influence of Devolution on Public Service Delivery: A case of Samburu County, Kenya".

The information he collects will be purely used for academic purposes. The student is also expected during the course of his research to abide by your regulations and rules.

In case of further clarification, feel free to contact the undersigned.

Thank you for your support


Prof. Fred Jonyo (Ph.D)
Chairman, Department of Political Science and Public Administration



Appendix II: Questionnaire

SECTION A: BACKGROUND INFORMATION

Kindly tick appropriate:

1. Sex
 - i. Male
 - ii. Female
2. Age (in years).....
3. Marital status
 - i. Single
 - ii. Married
 - iii. Divorced
 - iv. Widowed
4. Level of formal education
 - i. Never went to school
 - ii. Completed primary
 - iii. Secondary education
 - iv. Technical and vocational
 - v. Tertiary education
 - vi. Other (please specify).....
5. What do you do for a living?

SECTION B: PUBLIC SERVICE DELIVERY

Indicate the level at which you agree with the following statements relating to public service delivery in Samburu County.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Remarks
1	Devolution has brought about speedy public service delivery to the community around Samburu County						
2	Public services in the county are spread throughout the county and are easily accessible						
3	Paid for public services are affordable to the county residents						
4	Public services are convincing and attractive to the public						
5	The public services delivered in the county are user friendly						

6	There is interactivity in the public services in Samburu County						
7	There are instance of self-service in the county e.g. rent payment						

SECTION C: DEVOLUTION AND PUBLIC SERVICE DELIVERY

Indicate the level at which you agree with the following statements relating to effects of devolution on effective delivery of public service in Samburu County.

	Parameters	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Remarks
1	The devolved public service are effectively delivered to the community in Samburu						
2	The county government is appropriately managing the devolved services						
3	The devolved public service have highly prioritized the local needs of the community in Samburu						
4	The opinions and priorities of the marginalized society in the county are considered in devolved service						
5	The devolved public service are more efficient and are inexpensive						
6	The county government						

workforce is technically qualified and is able to deliver services effectively							
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SECTION C: DEVOLVED PUBLIC SERVICE AND EFFECTIVE PUBLIC SERVICE DELIVERY

Indicate the level at which you agree with the following statements relating to effects of devolved public service on effective delivery of public services in Samburu County.

	Parameters	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Remarks
1	Devolved public service has led to reduction in cost of service delivery						
2	Devolved public service has improved governance						
3	Devolved public service has led to customer satisfaction						
4	Devolved public service has improved resource use in the county						
5	Devolved public service has contributed towards increase in the country's resource envelop						
6	Devolved public service has Improved resource allocation						
7	Devolved public service has improved productivity						

SECTION E: CITIZEN PARTICIPATION AND EFFECTIVE PUBLIC SERVICE DELIVERY

Indicate the level at which you agree with the following statements relating to effects of citizen participation on effective delivery of public services in Samburu County.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Remarks
1	County government activities are carried out in collaboration with the community						
2	County government developments decisions are reached in consultation with communities through community meetings and other public forums						
3	The county government considers the community as an equal partner in the service planning						
4	Before county Government meetings, our county assembly member visit the community to seek public opinions about community needs, priorities and preferences						
5	The county government officials are readily available to the community whenever they are needed						
6	The county government plans its activities in						

	consultation with the community						
7	The county government is aware of the pressing needs of the community and these are given priority						

SECTION F: SELF-GOVERNANCE AND EFFECTIVE PUBLIC SERVICE DELIVERY

Indicate the level at which you agree with the following statements relating to effects of self-governance on effective delivery of public services in Samburu County.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Remarks
1	There is representation at local levels within local government structures.						
2	Self-governance system has been able to take care of rural communities needs						
3	There is a shift from centralized planning approaches in the county government to a more practical approach						
4	County government projects are implemented jointly with the community						
5	There is an established complaint handling mechanism that helps to highlight failing services						

6	The county government has clearly established and distributed roles and responsibilities among county ministries						
7	The county government allows voluntary citizen and civil society participation in the preparation of service plans and execution						
8	Outsourcing of public services on a competitive basis to private sector and non-governmental agencies						

THANK YOU!

Appendix III: Reliability Statistics

a) Reliability Statistics for Sustainability of Public Service Delivery

Reliability Statistics

Cronbach's Alpha	N of Items
.810	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Devolution has brought about speedy public service delivery to the community around Samburu County	19.1980	31.360	.501	.793
Public services in the county are spread throughout the county and are easily accessible	18.5446	28.810	.567	.782
Paid for public services are affordable to the county residents	18.4950	31.152	.505	.793
Public services are convincing and attractive to the public	18.4950	28.792	.668	.764
The public services delivered in the county are user friendly	18.6931	28.775	.650	.767
There is interactivity in the public services in Samburu County	18.3465	28.089	.701	.757

There are instance of self-service in the county e.g. rent payment	18.2673	33.338	.274	.833
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b) Reliability Statistics for Sustainability of Devolution

Reliability Statistics

Cronbach's Alpha	N of Items
.911	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Devolution has led to reduction in cost of service delivery	16.9510	42.562	.591	.912
Devolution has improved governance	17.0784	38.588	.756	.895
Devolution has led to customer satisfaction	16.5980	39.669	.776	.893
Devolution has improved resource use in the county	16.8137	41.005	.690	.902
Devolution has contributed towards increase in the country's resource envelop	17.0784	39.875	.780	.893
Devolution has Improved resource allocation	17.1275	40.132	.751	.896
Devolution has improved productivity	17.0588	40.056	.782	.893

d) Reliability Statistics for Sustainability of Devolved Public Service

Reliability Statistics

Cronbach's Alpha	N of Items
.889	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
The devolved public service are effectively delivered to the community in Samburu	17.3861	26.139	.660	.877
The county government is appropriately managing the devolved services	16.9307	25.645	.751	.863
The devolved public service have highly prioritize the local needs of the community in Samburu	17.1683	24.901	.806	.854
The opinions and priorities of the marginalized society in the county are considered in devolved service	17.2079	26.546	.611	.885
The devolved public service are more efficient and are inexpensive	17.3069	24.995	.736	.865

The county government workforce is technically qualified and is able to deliver services effectively	17.0693	25.605	.682	.874
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e) Reliability Statistics for Sustainability of citizen participation

Reliability Statistics

Cronbach's Alpha	N of Items
.925	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
County government activities are carried out in collaboration with the community	22.2451	37.989	.745	.915
County government developments decisions are reached in consultation with communities through community meetings and other public forums	22.1078	36.592	.799	.910
The county government considers the community as an equal partner in the service planning	22.0000	36.535	.823	.907

Before county Government meetings, our county assembly member visit the community to seek public opinions about community needs, priorities and preferences	21.8922	38.454	.635	.927
The county government officials are readily available to the community whenever they are needed	21.8431	37.658	.740	.916
The county government plans its activities in consultation with the community	21.8431	37.955	.831	.908
The county government is aware of the pressing needs of the community and these are given priority	21.9510	36.800	.789	.911

f) Reliability Statistics for Sustainability of self-governance

Reliability Statistics

Cronbach's Alpha	N of Items
.864	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted

There is representation at local levels within local government structures.	23.3093	36.799	.461	.865
Self-governance system has been able to take care of rural communities needs	22.7938	35.061	.670	.841
There is a shift from centralized planning approaches in the county government to a more practical approaches	22.8763	35.089	.640	.844
County government projects are implemented jointly with the community	22.5361	33.189	.720	.834
There is an established complaint handling mechanisms that helps to highlight failing services	22.0206	36.833	.557	.853
The county government has clearly established and distributed roles and responsibilities among county ministries	23.2784	35.078	.583	.851
The county government allows voluntary citizen and civil society participation in the preparation of service plans and execution	22.4330	33.811	.671	.840

Outsourcing of public services on a competitive basis to private sector and non-governmental agencies	22.6082	35.907	.613	.847
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