

Influence of Political Decentralization on Service Delivery of County Governments in Kenya

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Abstract: Although the devolved system is based on the constitutional mandates and responsibilities, jitters still prevail due to the challenges of managing the tribal diversity in some counties, marginalization of minorities, handling of natural resources as well as discrimination in allocation of resources as results of political dilemma. The general objective of the study was to sought out the influence of political decentralization on the service delivery of the county governments in Kenya. The study was guided by the following Specific objectives; To determine the influence of legislative powers on the service delivery, To find out the influence of Political stability on the service delivery, To establish the influence of statutory reforms on the service delivery and to find out the influence of citizen Participation on the service delivery of the county governments in Kenya. The study adopted descriptive research design. The results showed that there is a statistically significant influence of legislative powers, Political stability, statutory reforms and citizen Participation on quality of service delivery in county governments in Kenya ensure the rights of public participation are observed to promote democratic processes and that guide on flexibility required to ensure change from the public contribution is felt

Keywords: decentralization, statutory reforms, political stability, citizen participation

I. INTRODUCTION

A. Background of the study

The proponents of political decentralization bringing citizens closer to government and allowing them to hold elected officials accountable are an important foundation of achieving a better local government and public services. At large when local or county government is brought closer to those receiving services, beneficiaries of these services would become active in demanding quality. However, since those responsible for quality of services are local governments, citizens will be more motivated to demand improvements if services decrease in quality [1]. All in all, the main reason for political decentralization is to ensure efficient and effective services delivery to the citizens

Decentralization of the provision of social services such as education, health, water, and sanitation leads to improved service delivery. It is now widely regarded as an instrument for improving service delivery to the public. Conceptually, decentralization is depicted in various forms and dimensions. There are three fundamental forms of decentralization. The first form is outlined as de concentration which refers to the

shifting of responsibilities to local administrators who are closely supervised by the federal government. It is the weakest form of decentralization. The second form is delegation which involves the transfer of decision-making and administration to semi-autonomous organizations (public corporations). The last form is devolution which is the strongest form. Thus, it entails transferring some authority for decision-making, finance, and management. In devolution, states government can elect their own leaders, raise their own revenue make their own investment decisions [2].

Across the world, over seventy-five countries have attempted to decentralize responsibilities to lower tiers of government in the last quarter century. The rationale that supports this reform is that devolved governments, being closer to their constituencies, can be more responsive to local needs. Consequently, they make public services to be more efficient. To achieve efficient services delivery, countries and national states must institute an effective division of labor among multi-levels of government and assign appropriate financing instruments (fiscal revenues) to match fiscal responsibilities [3]. Reference [4] citing a study by [5] argued that decentralization has both an explicit and implicit motivation of improving service delivery for two major reasons. Firstly, the basic services which the state is responsible for are systematically failing. Secondly, improving service delivery through decentralization is important because these services are consumed locally.

Devolution has been successful in other parts of the world, USA, India, Nigeria, Sweden, UK and South Africa. Uganda practices devolution through kingdoms and Tanzania through majimbo. There is varying devolution system in place for instance; US, Nigeria and India systems are for federal states. Counties will have to draw experiences from similar environments and factors that bring them closer and learn how they operates, benchmark their strengths and transfer that knowledge and experience to benefit the county. Counties should design and develop slogans to serve as a rallying call or marketing edge. California is known as the "Orange County" while New Hampshire's slogan is "Live free or die" [6]. The formative years in Kenya 2012 – 2015 will be for laying foundation by instilling the best management and leadership practices [6]. Reference [7] writing in the policy studies journal in their report, *an empirical assessment of devolution policy impact* state that sub – national levels of

government provide more effective policy customers because they are closely tied to their respective constituencies “Closer to the people”. Reference [8] says devolution should be followed as it allows experimentation and innovation and has better response to citizen preferences, promotes political participation and sub – national control enhances policy making legitimacy.

In Africa, decentralization has advanced considerably in the last two decades. Many African central governments have initiated or deepened processes to transfer authority, power, responsibilities, and resources to sub-national levels. Thus, the African countries which have been decentralized include Kenya, Botswana, Burkina Faso, Ethiopia, Ghana, Mali, Mozambique, Nigeria, South Africa, Tanzania, and Uganda [9]. However, there are few studies that have so far reviewed decentralization experiences across the region in a comprehensive and comparative way. Much of the available evidence is anecdotal or focused on a specific set of issues, such as participation, empowerment, or fiscal autonomy [10].

Nigeria is one of the most populous African countries which run a federal system divided into thirty regional states fed by executive governors, regional assemblies and government [11]. This country has had many governments and coups inspired by unequal use of their natural resources. It is witnesses that rules tend to allocate themselves ownership of the exploitation of natural resources like oil whenever they are in power [6] fueling upheavals and unrest. This scenario to likely to be experienced in the new structure of governance in Kenya if clear legislation is not done on the showing of natural resources between on the national government and the county government in regard to resources discovered of various counties. Issues of religion dogging Nigeria’s government should also be addressed in the sharing of resources and power.

Devolution was first practiced in Kenyan by colonial masters and they failed as Dr. Benjamin Kipkorir contends that counties were not empowered in terms by resources devolution and political power. They therefore led the led to poverty in marginalized areas, resulting into uneven national development. Incidences of conflict in approach, opinion and at times outright arrogance in disregard of the views of the county leadership were witnessed. Other forms of devolution through other systems like CDF has faced challenges as executives don’t adhere to the objectives and policy guidelines of its establishment and utilization. Kenya chose devolution by the promulgation of a new constitution in 2010. This was followed by the March 2013 election that established 47 county governments to work alongside the central government [12]. The Kenya’s devolution system of governance is one of the most ambitious forms of decentralization involving large-scale political, fiscal, and administrative decentralization [11]. This is unlike other countries where the devolution process of the three powers has been sequentially attained.

In Kenya, the experience has been a ‘big bang’ where the three types of decentralization (political, fiscal, and administrative) were achieved at once with the ratification [12]. Devolution in Kenya is based on the supremacy of the constitution, sovereignty of the people, and the principle of public participation [11]. Significantly, the fourth schedule of the constitution sets out the functions and powers of the national and county governments. Reference [5] articulates the rationale behind devolution to be among other reasons such as: self-governance, economic development, and equitable sharing of national and local resources. The constitution also provides the objects and principles of devolution, functions, and powers of the national and county governments and the relationships between the levels of governments. To achieve these objectives, the constitution established 47 county governments in addition to the national government [11]. Thus, the constitution further provides that each county will have a government consisting of county assembly and county executive.

Moreover, [5] devolved many services to county governments. The devolved services include county health services, solid waste disposal, and county transport, including county roads, street lighting, and traffic and parking, water conservation, and social welfare [5]. County governments are better placed than the national government to deliver social services because of their local knowledge to the local problems facing the people. Ultimately, devolution in Kenya has raised citizen’s expectations for quality service from the county governments. Through devolution of fiscal power, political power, and administrative power, citizen expects county governments to deliver quality services and improve efficiencies and responsiveness. However, the available local studies on devolution are mainly qualitative which have only helped to understand the pros and cons of decentralization [12]. Furthermore, there is paucity of empirical evidence on the impact of political decentralization on service delivery in county governments in Kenya.

Counties will be embraced as the new centers of power and resources. Therefore, knowledge on Devolution which in essence is transformation from central governance to devolved governance is necessary to facilitate the understanding of counties and know they will be run by the residents, professional’s business community, current local government employees and politicians. As a new phenomenon, county government will be the centers of development as they will have executive roles and 15% of developed funds. Therefore, there is need to sensitize and prepare stakeholders for the big role and expectation from the residents, the central government and the development partners. County government in their planning incorporate their contributions in meeting the Millennium Development Goals which includes change management entails thoughtful planning and sensitive implementation, above all consultation with and involvement of the people affected by the changes [13].

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B. Statement of the Problem

A big number of Kenyans have no clue on their rights and what powers they hold as regards to service delivery in so many spheres. People just watch the government running without questioning because they have no idea that its their right to demand for excellent and quality services. Be it education, healthcare, security, employment as well as infrastructure [6]. Additionally, [5] established 47 county governments to improve efficiency in service delivery. The transition from a central to devolved government has not been smooth as several challenges such as inter-governmental relations, behavior of leaders, corruption and strikes among others have threatened devolution. At present, research also indicates that over 53 % of citizens are dissatisfied with service delivery of county governments in Kenya [11]. However, the influence of financial and political decentralization on service delivery in the context of Sub-Saharan Africa, specifically Kenya is scarcely explored. Thus Decentralization of power in Constituency Development Funds (CDF) has also seen devolution of corruption, nepotism; conflicts and misappropriation of funds [15] examined the effects of administrative decentralization on access to two key services: health care and improved drinking water sources. The study provided evidence supporting positive and significant effects of administrative decentralization on access to health care and improved water provision. Reference [7] carried a study in India to investigate the impact of political decentralization and gender quota in local governance on different measures of health outcomes and behaviors. The study found that political decentralization is positively associated with higher probabilities of institutional births, safe delivery, and births in public health facilities. Reference [8] explored the impact of perceived erosion of the politics-administration dichotomy on good governance and service delivery. The study concluded that

strong visionary, political and administrative leadership, vibrant apolitical and strong public bureaucracy, and integrated political and administrative structures lead to the improvement of the functionality and performance of politics-administration dichotomy relations. Reference [14] who established that fiscal decentralization helps to reduce corruption, leads to improved revenue performance, enables better planning for revenue collection, reduces on tax evasion, enables the local unit to get more sources of revenue, makes it easy to handle taxation disputes and also that fiscal decentralization reduces on taxation bureaucracies hence better revenue performance. Reference [12] studied the Effect of Financial and Political Decentralization on Service Delivery in County Governments in Kenya. The study concluded that there exists significant positive relationship between financial decentralization and service delivery in county governments in Kenya. Further, concluded that between political decentralization is positively associated with service delivery. Therefore, this study provided information influence of political decentralization on the service delivery of the county governments in Kenya

C. Objectives of the study

1) General Objective of the Study

The general objective of the study was to sought the influence of political decentralization on the service delivery of the county governments in Kenya

2) Specific objectives of the study

- I. To find out the influence of Political stability on the service delivery of the county governments in Kenya
- II. To determine the influence of legislative powers on the service delivery of the county governments in Kenya
- III. To find out the influence of citizen Participation on the service delivery of the county governments in Kenya
- IV. To find out the influence of statutory reform on the service delivery of the county governments in Kenya

D. Research Questions

- I. To what extent does Political stability influence the service delivery of the county governments in Kenya?
- II. What is the influence of legislative powers on the service delivery of the county governments in Kenya?
- III. To what extent does citizen Participation influence the service delivery of the county governments in Kenya?
- IV. To what extent does statutory reform influence the service delivery of the county governments in Kenya?

E. Significance of the Study

The results will enable national and county governments to develop informed effective policies on service delivery and its contribution to good governance.

The study will inform national government policy on the performance of the devolved governance systems in Kenya. By illustrating the role of political decentralization on performance of service delivery in Kenya, policy makers may use the findings of this study to better align or revise the existing legal framework, policies and the guidelines of devolved governance and thus propel the country towards achieving Vision 2030

This study, therefore, will be of great benefit to scholars and researchers in the thematic area of political decentralization and service delivery and its linkages to performance of public institutions. Scholars, in particular, will benefit from the knowledge on the linkages between political decentralization and service delivery in Kenya

F. Scope of the Study

The study covered the influence of political decentralization on the service delivery of the county governments in Kenya. Though there are other constraints on access to good services delivery by county governments. The study also covers all the County governments in Kenya since it was provide a well-established political decentralization network. The study will be limited to legislative powers, Political stability, statutory reform influence and Participation

II. RESEARCH METHODOLOGY

A. Research Design

The study adopted descriptive research design in collecting data from the respondents. According to [13], the descriptive method is preferred because it ensures complete description of the situation, making sure that there is minimum bias in the collection of data. Kothari also indicated that the purpose of descriptive survey is to collect detailed and factual information that describes an existing phenomenon. This research design also allows for sampling in a group of population, so that inferences can be made about that population. According to [6], this design is selected because it allows for rapid turnaround in data collection. This also presents minimal disruption to the respondents' schedules, as the data is collected in their work place. The research design is cross sectional all the data collected at the same time through questionnaires through the topic under the study (influence of political decentralization on the service delivery of the county governments in Kenya)

B. Target Population

Target population is the members of a real or hypothetical set of people, events or objects the researcher wishes to generalize the results of the research. Target population refers to the entire group of individuals or objects from which the study seeks to generalize its findings [13]. The target population of this study consisted of 1,020 from County Governments in Kenya.

C. Sample Size and Sampling Technique

According to [8], the main factor considered in determining the sample size is the need to keep it manageable enough. This enabled the study to derive from it detailed data at an affordable cost in terms of time, finances and human resource.

The study ensured a high degree of correspondence between a sampling frame and the sample population as the accuracy of the sample depended on the sampling frame. A sampling frame is defined as a physical representation of the target population and comprises all the units that are potential members of a sample [13].

D. Sample Size

The most accurate results would have been obtained if all the 1,020 employees of county governments. However, only a representative sample of the respondents were drawn. To determine a representative sample size, the study adopted a formula by [15] for estimating a sample size, n , from a known population size, N , and a coefficient of variation (CV) of 50%.

$$n = NC^2$$

$$C^2 + (N-1) C^2$$

Where,

n = Sample Size

N = Population size

C = Coefficient of variation which is 50%

e = Error margin which is 0.05

$$n = 1020(0.5)^2$$

$$(0.5)^2 + (1020-1)0.05^2$$

$$n = 90$$

Data Analysis and Presentation

Data analysis is a process in which raw data is ordered and organized so that useful information can be extracted from it. The process of organizing and thinking about data is a key to understanding what the data does and does not contain. Summarizing data is often critical to supporting arguments made with that data, as is presenting the data in a clear and understandable way.

Data collected was analyzed by descriptive analysis. According to [3] the descriptive statistical tool will aid the researcher to describe the data and determine the extent to be used. The findings were then presented using tables. Data was analyzed through the use of Statistical Package for Social Sciences (SPSS) software (version 23) due to its ability to analyze with ease management attitudes. The findings were emerged from the analysis that used to compile a report.

Multiple regression analysis was also be conducted to establish the form of relationship between dependent variable and the independent variables. The regression equation was

used;

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \varepsilon$$

Where: Y = Service delivery of the county governments

X₁ = legislative powers

X₂ = Political stability

X₃ = statutory reforms

X₄ = citizen Participation

β₀, β₁, β₂, β₃, β₄ = Regression coefficients

e = error term

The regression model assumes that the relationship between the dependent variable and the independent variable is linear. The study was tested hypotheses using a t-test to ascertain the significance of the beta coefficients at 5% significant level.

III. RESEARCH FINDINGS AND DISCUSSIONS

A. Response Rate

The Table 1 shows the response rate of the study. The researcher administered 90 questionnaires; the researcher was able to get 80 representing 88.9% of the questionnaires back. 10 questionnaires representing 11.1% of were not recovered. Reference [8] asserts that a response rate of 50% is considered to be adequate; this is corroborated by [8] who asserts a response rate at 75% is considered adequate. Reference [3] also agree and recommend a response rate of 50% which they considered acceptable for a descriptive/correlation study. This shows that the response obtained by the study was enough to conduct the study

Table 1: Response Rate

Questionnaires	No. of Respondents	Percentage (%)
Issued	90	100.0
Returned	80	88.9
Not Returned	10	11.1

B. Descriptive Statistics of the Study Variables

a) Legislative Powers

The study used several statements to determine the influence of legislative powers on the service delivery of the county governments in Kenya. The findings are shown in the Table 2.

Table 2: Legislative Powers

Statement	SD %	D %	N %	A %	SA %	Mean	S.D
The county government has sufficient legislative power that would enhance service delivery.	3.9	6.5	15.7	24.2	49.7	4.09	1.13

The county assembly exercises the legislative power efficiently thus improving service delivery.	3.3	3.9	16.3	43.1	33.1	3.99	0.98
Legislative power is a positive mechanism that could be used to improve service delivery.	5.9	8.5	15.0	20.3	50.3	3.85	1.13
So far, the legislative power enacted and enforced has helped to improve service delivery in the county.	7.8	11.8	7.8	27.5	45.1	3.90	1.31
There is need to relook at legislative power if service delivery is to be improved.	5.9	8.5	8.5	26.8	50.3	4.07	1.21

A majority (49.7%) of the respondents strongly agreed with the first statement that the county government has sufficient legislative power that would enhance service delivery, 24.2% agreed with this statement, 15.7% were neutral to the statement, 6.5% disagreed and 3.9% strongly disagreed. The mean for the statement was 4.09.

For the second statement a majority (43.1%) of the respondents agreed with the statement that the county assembly exercises the legislative power efficiently thus improving service delivery, 33.1 % strongly agreed with this statement, 16.3% were neutral to the statement, 3.9% disagreed and 3.3% strongly disagreed. The mean for the statement was 3.99. On the third statement that stated that legislative power is a positive mechanism that could be used to improve service delivery, majority (50.3%) of the respondents strongly agreed with this statement, 20.3% agreed with the first statement, 15.0% were neutral to the statement, 8.5% disagreed and 5.9% strongly disagreed. The mean for the statement was 3.85.

On the fourth statement stating that so far, the legislative power enacted and enforced has helped to improve service delivery in the county, majority (45.1%) of the respondents strongly agreed with this statement, 27.5% agreed with the first statement, 7.8% were neutral to the statement, 11.8% disagreed and 7.8% strongly disagreed. The mean for the statement was 3.90. For the fifth statement on there is need to relook at legislative power if service delivery is to be improved, majority (50.3%) of the respondents strongly agreed with the statement, 26.8% agreed with this statement, 8.5% were neutral to the statement, 8.5% disagreed and 5.9%

strongly disagreed. The mean for the statement was 4.07.

Findings corroborate [1] study which found out those legislative powers indeed plays a role in service delivery. The findings also concur with [2] that legislative powers tend to mitigate the positive impact of fiscal decentralization on the quality of government.

B) Political Stability

The study used several statements to determine the effect of political stability service delivery. The findings are shown in the Table 4.3. Majority (50.3%) of the respondents agree with the first statement the county is politically stable, 34.6% strongly agreed with the first statement, 9.8% were neutral to the statement and 5.2% disagreed. The mean for the statement was 4.14. The second statement on the political stability has enabled better service delivery, majority (49.7%) of the respondents agreed with the statement, 30.1% strongly agreed with this statement, 10.5% were neutral to the statement, 9.8% disagreed and 0% strongly disagreed. The mean for the statement was 4.0 while the standard deviation was 0.9. Majority (37.9%) of the respondents strongly agreed with the statement third statement that the political stability has gone on consistently, 34.6% agreed with the statement, 20.3% were neutral to the statement, 7.2% disagreed and 0% strongly disagreed. The mean for the statement was 4.03. For the fourth statement a majority (59.5%) of the respondents agreed with the statement that the main reason for poor service delivery is occasioned by political instability 27.5 % strongly agreed with this statement, 7.2% were neutral to the statement, 2.6 % disagreed and 3.3 % strongly disagreed. The mean for the statement was 4.05. For the fifth and last statement on A politically stable county would inevitably lead to better service delivery a majority (54.9%) of the respondents agreed with the statement, 28.1% strongly agreed with the statement, 12.4% were neutral to the statement, 6.5% disagreed and 6.5% strongly disagreed. The mean for this statement was 4.02. The findings agreed with the results of [3] that revealed that political stability plays a major role in explaining the quality of service delivery in education when used as a single predictor.

Table 3: Political Stability

Statement	SD %	D %	N %	A %	SA %	Mean	S.D
There have been tangible statutory reforms towards improving service delivery in the county.	0	18.3	22.2	45.8	13.7	3.55	0.95
The reforms have so far had a positive influence on service delivery.	3.9	5.9	15.0	49.0	26.1	3.88	1.00

The reforms are reactionary thus do not impact greatly service delivery.	9.2	14.4	9.8	20.9	45.8	3.80	1.39
The reforms are proactive thus do impact greatly service delivery.	5.9	11.1	19.0	32.7	31.4	3.73	1.19
Statutory reforms are necessary if service delivery is to improve.	7.8	9.8	13.1	35.9	33.3	3.77	1.23

C) Statutory Reforms

The study used several statements to determine the effect of statutory reforms on service delivery. The findings are shown in the Table 3 Majority (45.8%) of the respondents agreed with the statement that there have been tangible statutory reforms towards improving service delivery in the county, 22.2% were neutral to the statement, 18.3% disagreed and 13.7% strongly agreed with this statement. The mean for the statement was 3.55. Majority (49.0%) of the respondents agree with the second statement the reforms have so far had a positive influence on service delivery, 26.1% strongly agreed with the statement, 15.0% were neutral to the statement, 5.9% disagreed and 3.9% strongly disagreed. The mean for the statement was 3.88 while the standard deviation was 1.00. On the third statement the reforms are reactionary thus do not impact greatly service delivery, majority (45.8%) of the respondents strongly agreed with this statement, 20.9% agreed with the statement, 9.8% were neutral to the statement, 14.4% disagreed and 9.2% strongly disagreed. The mean for the statement was 3.80. Majority (32.7%) of the respondents agreed with the fourth statement that the reforms are proactive thus do impact greatly service delivery, 31.4% strongly agreed with the statement, 19.0% were neutral to the statement, 11.1% disagreed and 5.9% strongly disagreed. The mean for the fourth statement was 3.73. Majority (35.9%) of the respondents agree with the last statutory reforms are necessary if service delivery is to improve., 33.3% strongly agreed with the statement, 13.1% were neutral to the statement, 9.8% disagreed and 7.8% strongly disagreed. The mean for the statement was 3.77. The findings agreed with the results of [10] revealed that organizations with the right statutory reforms had equally high scores for commitment, satisfaction, performance and they were receptive to change.

Table 4: statutory reforms

Statement	SD %	D %	N %	A %	SA %	Mean	S.D
The county is politically stable.	0	5.2	9.8	50.3	34.6	4.14	0.80
The political stability has enabled better service delivery.	0	9.8	10.5	49.7	30.1	4.00	0.90

The political stability has gone on consistently.	0	7.2	20.3	34.6	37.9	4.03	0.93
The main reason for poor service delivery is occasioned by political instability.	3.3	2.6	7.2	59.5	27.5	4.05	0.86
A politically stable county would inevitably lead to better service delivery.	0	4.6	12.4	54.9	28.1	4.02	0.91

D) Citizen Participation

The study used several statements to determine the effect of citizen participation on service delivery. The findings are shown in the Table 4, Majority (50.3%) of the respondents strongly agreed with the first statement that the county engages in robust citizen participation in its service endeavors, 27.5% agreed with the first statement, 9.2% were neutral to the statement, 4.6% disagreed and 8.5% strongly disagreed. The mean for the statement was 4.07. For the second statement on the participation has so far been meaningful as to ensure citizens are aware of the services expected, a majority (49.7%) of the respondents agreed with the statement ,32.0% strongly agreed with the statement, 9.2% were neutral to the statement, 5.2% disagreed and 3.9% strongly disagreed. The mean for this statement was 4.18. The majority (45.8%) of the respondents strongly agreed with the third statement service delivery has so far improved due to significant citizen participation, 36.6% agreed with the statement, 13.7 % were neutral to the statement and 3.9% disagreed. The mean for the statement was 4.2. For the last statement a majority (47.1%) of the respondents strongly agreed with the statement that high level citizen participation would inevitably lead to better service delivery, 43.8% agreed with the statement, 9.2 % were neutral to the statement, 4.6% disagreed and 0 % disagreed with the statement. The mean for the statement was 4.3. The findings concur with the results by [4] which showed that the citizen participation was positively related with service delivery.

Table 5: Citizen Participation

Statement	SD %	D %	N %	A %	SA %	Mean	S.D
The county engages in robust citizen participation in its service endeavors.	8.5	4.6	9.2	27.5	50.3	4.07	1.24
The participation has so far been meaningful as to ensure citizens are aware of the services expected.	3.9	5.2	9.2	32.0	49.7	4.18	1.07

Service delivery has so far improved due to significant citizen participation.	0	3.9	13.7	36.6	45.8	4.20	0.96
High level citizen participation would inevitably lead to better service delivery.	0	4.6	4.6	43.8	47.1	4.30	0.92

E) Service Delivery

The study used several statements to determine the service delivery. The findings are shown in the Table 5. For the first statement on the services delivered are reliable (They are done on time and on high quality), a majority (45.1%) of the respondents agreed with the statement, 35.3% strongly agreed with this statement, 13.7% were neutral to the statement and 5.9% strongly disagreed. The mean for this statement was 4.04. The second statement on the services delivered are responsive (The feedback and complaints are accepted and responded too quickly), a majority (39.9%) of the respondents strongly agreed with the statement, 30.7% agreed with this statement, 18.3% were neutral to the statement, 6.5% disagreed and 4.6% strongly disagreed. The mean for the statement was 3.95 while the standard deviation was 1.12. For the third statement a majority (53.6%) of the respondents agreed with the statement that the services delivered are assured (They are done in a manner that the customer gets what was asked for or expected), 27.5% strongly agreed with this statement, 8.5% were neutral to the statement and 5.2% disagreed and 5.2 strongly disagreed this statement to the statement. The mean for the statement was 3.93. A majority (36.6%) of the respondents agreed with the statement, 32% strongly agreed with this statement, 18.3% were neutral to the statement and 4.6% strongly disagreed. The mean for this statement was 3.83. The findings corroborate [7] that found that better service delivery in public institutions is positively associated with political decentralization.

Table 6: service delivery

Statement	SD %	D %	N %	A %	SA %	Mean	S.D
The services delivered are reliable (They are done on time and on high quality)	5.9	0	13.7	45.1	35.3	4.04	1.01
The services delivered are responsive (The feedback and complaints are accepted)	4.6	6.5	18.3	30.7	39.9	3.95	1.12

and responded too quickly)							
The services delivered are assured (They are done in a manner that the customer gets what was asked for or expected)	5.2	5.2	8.5	53.6	27.5	3.93	1.02
The services delivered are tangible (They give expected benefits in a satisfying manner)	4.6	8.5	18.3	36.6	32.0	3.83	1.11

IV. INFERENCE STATISTICS

A) Correlations of the Study Variables

Correlation matrix is used to conclude the degree in which the change in the value of a variable is related with changes in another variable. Reference [13] assert that the correlation coefficient should range from -1 to +1, with -1 representing a perfect negative correlation, +1 representing a perfect positive correlation, and 0 illustrating no correlation at all.

Table 6 showed that there was a significant positive correlation between legislative powers and service delivery at an r value of 0.581, there was also a positive correlation between political stability and service delivery at an r value of 0.463. There existed a significant positive correlation between Statutory Reforms and Service Delivery at 0.699. Finally, the relationship between Citizen Participation and Service Delivery had a positive correlation at an r value of 0.549.

The results of the table show that a majority of the study variables had a positive effect on the dependent variable. The result corroborates studies by [12] findings of a positive relationship between study variable and the independent variables. The study findings also concurred with [15] who also posted similar findings.

Table 7: Correlations of the Study Variables

		Service Delivery	Legislative Powers	Political Stability	Statutory Reforms	Citizen Participation
Service Delivery	Pearson Correlation	1				
	Sig. (2-tailed)					
	N	80				
Legislative Powers	Pearson Correlation	.581**	1			
	Sig. (2-tailed)	.000				
	N	80	80			

Political Stability	Pearson Correlation	.463**	.433**	1		
	Sig. (2-tailed)	.000	.000			
	N	80	80	80		
Statutory Reforms	Pearson Correlation	.699**	.680**	.352**	1	
	Sig. (2-tailed)	.000	.000	.000		
	N	80	80	80	80	
Citizen Participation	Pearson Correlation	.549**	.493**	.192**	.179*	1
	Sig. (2-tailed)	.000	.000	.017	.027	
	N	80	80	80	80	80

B) Regression Analysis

This section will include the regression equations for the study variables. According to [9] regression is used for analyzing the relations between one single dependent variable and a group of independent variables. The main role of linear regression analysis is to determine whether or not a significant relationship exists between the independent variables legislative powers, political stability, statutory reforms, citizen participation and the dependent variable service delivery.

The result of the regression analysis as displayed in Table 7 show that $R=0.790$ and $R^2=0.624$. This result indicates that 62.4% of the changes in the dependent variable (Service Delivery) are explained by the independent variables used in this study which are legislative powers, political stability, statutory reforms and citizen participation. The remainder 37.6% of the changes are explained by other factors not captured in the study. R is the correlation coefficient which shows the relationship between the study variables. The findings show that there was a strong positive relationship between the study variables as shown by R which is the correlation coefficient of 0.790.

Table 8: Model Summary for Overall Regression Model

Model	R	R ²	Adjusted R ²	Std. Error of the Estimate	Durbin Watson
1	0.790 ^a	0.624	0.611	0.65327	.260

C) Anova Results

The ANOVA Table 8 shows that the model was statistically significant at 95% degree of confidence ($F = 48.731$; $p < 0.05$). Therefore, the null hypothesis that independent variables (legislative powers, political stability, statutory reforms and citizen participation) do not have a significant influence on the service delivery in counties is rejected and instead the alternative hypothesis accepted.

Table 1: ANOVA Results of Overall Regression Model

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	103.984	4	20.797	48.731	.000 ^b
	Residual	62.735	76	.427		
	Total	166.719	80			

The study went further to report the regression coefficients are as presented in Table 9. The result in Table 10 shows that the relationship between study variables and service delivery in counties in Kenya was significant at 5% level of significance. The p-value was 0.000. The regression equation for this relationship was:

$$Y = 0.944 + 0.051X_1 + 0.140X_2 + 0.474X_3 + 0.266X_4$$

Table 2: Coefficients for the Overall regression Model

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error			
1	(Constant)	.944	.296		3.185	.002
	Legislative Powers	.051	.063	.059	.813	.418
	Political Stability	.140	.042	.192	3.353	.001
	Statutory Reforms	.474	.083	.455	5.708	.000
	Citizen Participation	.266	.078	.233	3.419	.001

D) Depended Variable: Service Delivery

These findings indicate that all of the tested variables (legislative powers Political stability statutory reforms and citizen Participation) had positive relationship with quality of service delivery. The findings show that all the variables tested were statistically significant with p-values less than 0.05.

$X_1 = 0.051$ implied that a unit change in legislative powers will result into a *0.051* change in quality of service delivery

$X_2 = 0.140$ implied that one unit change in Political stability will result into a *0.140* change in quality of service delivery

$X_3 = 0.474$ implied that one unit change in statutory reforms will result into a *0.474* change in quality of service delivery

$X_4 = 0.266$ implied that one unit change in citizen Participation will result into a *0.266* change in quality of service delivery

V. SUMMARY, CONCLUSION AND RECOMMENDATIONS

A) Introduction

This chapter is a summary of major findings of the study, conclusions and recommendations. The structure of the chapter is guided by the research objectives and hypotheses. An attempt is made to relate the results to the objectives of the study :To determine the influence of legislative powers on the service delivery of the county governments in Kenya, To find out the influence of Political stability on the service delivery of the county governments in Kenya, To establish the influence of statutory reforms on the service delivery of the county governments in Kenya and To find out the influence of citizen Participation on the service delivery of the county governments in Kenya

B) Summary of Findings

i. The influence of legislative powers on the service delivery of the county governments in Kenya

The first objective of the study was to determine the influence of legislative powers on the service delivery of the county governments in Kenya. The results of this study showed a positive statistically significant relationship between legislative powers and quality of service delivery in county governments in Kenya. The findings therefore confirmed that legislative powers are the key indicators of quality of service delivery in county governments in Kenya.

ii. The influence of Political stability on the service delivery of the county governments in Kenya

The second objective of the study was to analyze the influence of Political stability on the service delivery of the county governments in Kenya. The results of this study showed a positive statistically significant relationship between Political stability and quality of service delivery in county governments in Kenya. The findings therefore confirmed that Political stability is among the factor of quality of service delivery in county governments in Kenya.

iii. The influence of statutory reforms on the service delivery of the county governments in Kenya

The third objective of the study was to establish the influence of statutory reforms on the service delivery of the county governments in Kenya. The results of this study showed a positive statistically significant relationship between statutory reforms and quality of service delivery in county governments in Kenya. The findings therefore confirmed that statutory reforms are the factor of quality of service delivery in county governments in Kenya.

iv. *The influence of citizen Participation on the service delivery of the county governments in Kenya*

The fourth objective of the study was to find out the influence of citizen Participation on the service delivery of the county governments in Kenya. The results of this study showed a positive statistically significant relationship between citizen Participation and quality of service delivery in county governments in Kenya. The findings therefore confirmed that citizen Participation is the factor of quality of service delivery in county governments in Kenya.

C) Conclusion

The main purpose of this study was to examine the influence of political decentralization on the service delivery of the county governments in Kenya

- i. The results showed that there is a statistically significant influence of legislative powers on quality of service delivery in county governments in Kenya. A positive increase in legislative powers leads to an increase in quality of service delivery in county governments in Kenya. Functional legislative powers bring services closer to the people thus efficient and effective devolved units have the potential to spur economic of growth county governments in Kenya. It can be concluded from this study that legislative powers was statistically significant in explaining quality of service delivery in county governments in Kenya
- ii. The findings confirm that there is a statistically significant influence of Political stability on quality of service delivery in county governments in Kenya. A positive increase in Political stability leads to an increase in quality of service delivery in county governments in Kenya. The study concludes that Political stability provides for the establishment of an administrative and institutional framework at the national, county and decentralized units to ensure access to national government services in all parts promoting responsiveness to citizen's needs and aspirations thus Political stability was statistically significant in explaining quality of service delivery in county governments in Kenya.
- iii. The findings confirm that there is a statistically significant influence of statutory reforms on quality of service delivery in county governments in Kenya. A positive increase in statutory reforms leads to an increase in quality of service delivery in county governments in Kenya. The results provided sufficient statistically significant evidence to signify the relationship. The study concludes that through statutory reforms involves developing leadership and people management that promotes diversity as a guiding principle that enforce inclusive practice thus statutory reforms were statistically significant in

explaining quality of service delivery in county governments in Kenya.

- iv. The findings confirm that there is a statistically significant influence of citizen Participation on quality of service delivery in county governments in Kenya. A positive increase in citizen Participation leads to an increase in quality of service delivery in county governments in Kenya. Public participation is an indication of awareness of social capital as critical governance variable that guides towards critical understanding, fostering and guiding development it promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-making agencies. It can be concluded from this study that citizen Participation were statistically significant in explaining quality of service delivery in county governments in Kenya.

D) Recommendations

From the findings the study makes the following recommendations on the influence of political decentralization on the service delivery of the county governments in Kenya.

- i. The county governments should ensure that legislative powers are excised through democratic, flexible and has appropriate without bringing divisions in its jurisdiction that supports quality of service delivery to increase the quality of service delivery to the pub
- ii. The county government should practice fair Political stability which reflects good decision making in decentralization of service delivery that further improve their governance structures to increase the quality of service delivery to the public. Their governance structures should enhance transparency, have flexible bureaucracy and embrace change in the county government
- iii. The county governments should further improve statutory reforms is the core business of deepening democratic governance as it is the foundation of county governments choice of the governance of their society in political decentralization on the service delivery
- iv. The County government Leaders should adopt policies that ensure the rights of public participation are observed to promote democratic processes and that guide on flexibility required to ensure change from the public contribution is felt. Public participation was identified in the study as having a direct positive relationship with democratic process. To a great extent public participation should be adopted in Kenya

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