

2016-03

Assesment of devolved governance systems on service Delivery in Kenya public sector: a case of Embu county

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**ASSESSMENT OF DEVOLVED GOVERNANCE SYSTEMS ON SERVICE
DELIVERY IN KENYA PUBLIC SECTOR: A CASE OF EMBU COUNTY**

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MGE/2013/54670**

**A THESIS IS SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENT
FOR THE AWARD OF MASTER OF ARTS DEGREE IN
GOVERNANCE AND ETHICS OF
MOUNT KENYA UNIVERSITY**

MARCH 2016

ABSTRACT

The adoption of devolved governance system in Kenya is driven by citizen's desire to correct institutional deficiencies of centralized system. The bureaucratic tendencies of the central government enhanced inequality, eliminated accountability prospects, infringed on the citizen's right to quality public services and discouraged community participation in local development. Despite the slow pace of implementation, political intrigues, and conflict of interests mire the prospects for effective service delivery. This study assessed devolved governance system on service delivery. The focus was in analyzing the effects of accountability, stakeholder's participation, gender mainstreaming and legal framework on service delivery. The study employed a descriptive design and the sample size of 100 respondents representing a population of 1002 was selected. Questionnaires were administered to the participants. The study was employed SPSS version 21 during data analysis and presented in tables and charts. The findings were that accountable employees exhibited integrity and transparency in their delivery of service; effective participation of stakeholder in county budgets and other development projects was important; affirmative action was necessary to enhance gender mainstreaming activities and the legal framework was critical for regulating the activities all those engaged in service delivery argued that since most County services revolve around procurement, licensing, land transactions, building permits, parking fees and daily trading tax it would be prudent to have some legal framework that prevent embezzlement of revenue. The recommendations were that the county officers should be accountable for their actions especially when dealing with county finances; the county management should ensure that there is public participation in all the major projects and decision making processes; county officers should ensure affirmative action takes effect so as to encourage those with disability to participate tendering process and all county deliberations should not be grounded in law before the residents are made aware of its relevance and legal framework should ensure prudence in service delivery. County financial allocations should effectively be utilized by the county government of Embu.