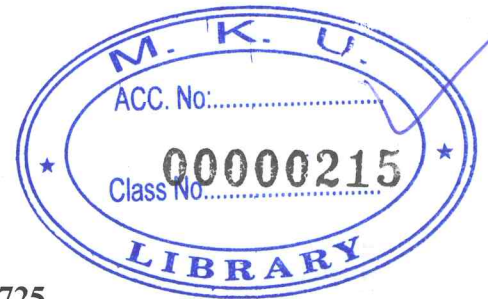


**AN INVESTIGATION OF THE RELATIONSHIP BETWEEN RAPID RESULTS
INITIATIVES AND SERVICE DELIVERY IN THE MINISTRY OF
IMMIGRATION AND REGISTRATION OF PERSONS.
A CASE OF TRANS NZOIA COUNTY - KENYA**

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**A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF SOCIAL
SCIENCES IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
AWARD OF THE DEGREE OF MASTER IN GOVERNANCE AND ETHICS OF
MOUNT KENYA UNIVERSITY**

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ABSTRACT

The study sought to determine the effects of rapid results initiatives on service delivery in the Ministry of Immigration and Registration of Persons in Trans-Nzoia County. It focused on Rapid Results Initiatives since its inception in 2005 to 2013. It therefore, sought to determine the effects of computerized registration system on service delivery; to establish the effects of employee motivation on service delivery; to find out the role of the various stakeholders in the Rapid results initiatives and to determine the challenges facing the implementation of Rapid results initiatives on service delivery in the Ministry of Immigration and Registration of Persons in Trans-Nzoia County. The study sought to answer the following questions, what are the effects of computerized registration system, employee motivation, roles of the various stakeholders and the challenges facing the implementation of Rapid results initiatives on service delivery in the Ministry of Immigration and Registration of Persons in Trans-Nzoia County? It adapted the goal setting theory of motivation as developed by Locke and Latham (2002). A descriptive research design was used and the study targeted a population of 1097 respondents which included 1 County Registrar of Persons, 3 District Registrars of Persons, 50 public officers in the Ministry of Immigration and Registration of Persons in Trans Nzoia County and 1047 clients. The sample size was 30% of the target population which translated to 329 respondents who were selected using purposive and stratified sampling. Questionnaires and interviews were used to collect data, from the clients, members of staff and Registrars of persons respectively. The instruments were validated and reliability ensured whereby a reliability co-efficient of 0.67 was obtained. Statistical techniques, such as measures of central tendency, measures of dispersion and measures of asymmetry were used to analyze the data with the assistance of statistical Package for Social Sciences (SPSS) and data were presented on frequency tables. A total of 329 questionnaires were distributed among the Staff members and Clients, focusing on the Staff members 45 questionnaires were returned, and 245 for the Clients hence leading to a return rate of 88.2%. The study findings is hoped to be of benefit to research consultants, students and lecturers of governance and ethics as the findings will be resource material in the daily delivery of professional service. The study revealed that there was quick service delivery, registration information could be easily accessed; there was quick response on the registration status, transparency and efficiency in the registration process. Employees were motivated through goal setting, the working environment, provision of incentives, employee involvement in decision making and training, moreover, the Central government and employees were involved in decision making on matters focusing on the Implementation of the Rapid Results Initiatives. However, there were challenges facing the implementation of RRI and this included political interference, inadequate funding, and inadequate staff competence, inadequate number of staff and Government bureaucracy. The study concluded that, computerized registration system had effects on service delivery, there was employee motivation, the community, Central government and employees were also involved in implementation of RRIs. Based on the study findings, the researcher recommends that the Ministry should investment more resources for effective service delivery.