

**FACTORS INFLUENCING QUALITY SERVICE DELIVERY IN PUBLIC  
SECTOR IN NAKURU COUNTY, KENYA.**

**UBAH MUHAMED ISMAIL**



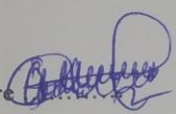
**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE  
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF MASTER OF  
PUBLIC ADMINISTRATION AND MANAGEMENT OF  
MOUNT KENYA UNIVERSITY**

**JUNE , 2025**

## DECLARATION AND APPROVAL


### DECLARATION AND APPROVAL

I hereby declare that this project is my original work and has not been presented for a degree of any other university.

Signature   
Ubah H. MOHAMED ISMAIL  
MPAM/2023/44187

Date 24<sup>th</sup> June 2025

This research project has been submitted for examination with my approval as the candidate's university supervisor:

Signature   
Dr. Ruthwinnie Munene  
Lecturer, Department of Accounting and finance  
Mount Kenya University

Date 24<sup>th</sup> June 2025

## DEDICATION

For their support, I dedicate this effort to my mother Ebla, husband Hussein, and sisters Fatuma, Shama, Nimo, Lila, Zamzam, and Halima.



## ACKNOWLEDGEMENTS

We are especially grateful to the Almighty God for his abundant mercy and mercies, which have kept us healthy and confident during this process. I would like to sincerely thank Dr. Ruthwinnie Munene, my proposal supervisor, for her invaluable advice, tolerance, and commitment from the beginning to the completion of this research project.



## TABLE OF CONTENTS

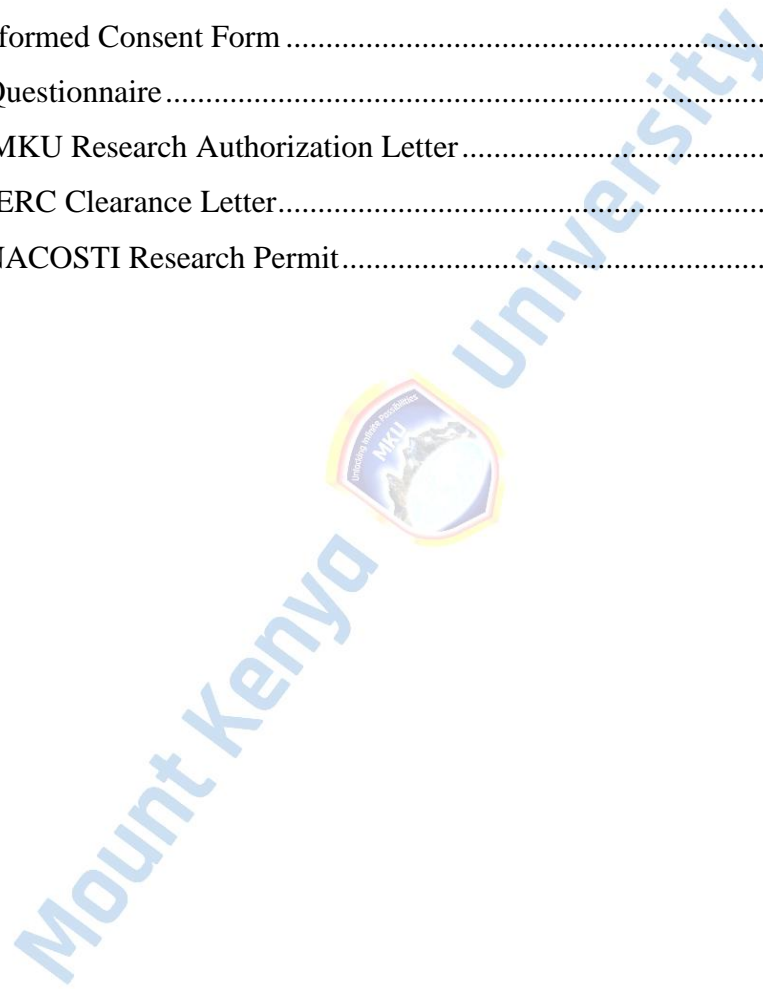
<b>DECLARATION AND APPROVAL .....</b>	<b>ii</b>
<b>DEDICATION .....</b>	<b>iii</b>
<b>ACKNOWLEDGEMENTS .....</b>	<b>iv</b>
<b>TABLE OF CONTENTS .....</b>	<b>v</b>
<b>LIST OF TABLES.....</b>	<b>x</b>
<b>LIST OF FIGURES .....</b>	<b>xii</b>
<b>ABBREVIATIONS AND ACRONYMS.....</b>	<b>xiii</b>
<b>ABSTRACT.....</b>	<b>xiv</b>
<b>CHAPTER ONE .....</b>	<b>15</b>
<b>INTRODUCTION .....</b>	<b>15</b>
1.1 Background of the Study.....	15
1.1.1 Service Provision in the Public Sector.....	18
1.1.2 The Ministry of State for Immigration and Registration (MIRP).....	19
1.2 Statement of the Problem .....	20
1.3 Purpose of Study .....	21
1.3.1 Objectives of the Study.....	22
1.4 Research Questions .....	22
1.5 Significance of the Study .....	23
1.6 Scope of the Study .....	23
1.7 Limitations of the Study.....	23
1.8 Delimitations of the Study .....	24
1.9 Assumptions of the Study .....	24
1.10 Operation Definition of Key Terms .....	24
<b>CHAPTER TWO.....</b>	<b>26</b>
<b>INTRODUCTION .....</b>	<b>26</b>
2.0 Introduction.....	26
2.1 Empirical Review .....	26
2.1.1 Working Environment .....	26
2.1.2 Staff Capacity .....	27
2.1.3 Technology .....	29
2.1.4 Operating Statutes.....	30
2.1.5 Quality Service Delivery .....	32

2.3 Theoretical Review .....	35
2.3.1 The theory of Work Adjustment (TWA) .....	35
2.3.2 Resource-Based Theory .....	35
2.4 Service Quality Models .....	37
2.4.1 GAP Model .....	37
2.4.2 Attribute Service Quality Model .....	38
2.4.3 Ideal Value Model of Service Quality .....	39
2.4.4 Model of Perceived Service Quality and Satisfaction (Spreng and Mackoy 1996).....	39
2.5 Conceptual Framework.....	40
2.6 Recap of Literature Review .....	41
<b>CHAPTER THREE .....</b>	<b>42</b>
<b>RESEARCH METHODOLOGY .....</b>	<b>43</b>
3.0 Introduction.....	43
3.1 Research Design .....	43
3.2 Target Population.....	43
3.3 Sample Size and Sampling Procedures .....	44
3.4 Research Instrument .....	44
3.5 Piloting Testing.....	44
3.5.1 Validity of the Instruments.....	45
3.5.2 Reliability of the Instruments.....	45
3.6 Data Collection Procedure .....	46
3.7 Data Analysis Techniques .....	46
3.9 Diagnostic Tests.....	48
3.10 Ethical Considerations.....	48
<b>CHAPTER FOUR .....</b>	<b>49</b>
<b>DATA ANALYSIS AND PRESENTATION.....</b>	<b>49</b>
4.0 Introduction .....	49
4.1 Presentation of Findings.....	49
4.1.1 Response Rate.....	49
4.2 Reliability Results .....	50
4.3 Percentage Response by Gender .....	51
4.3.3 Age Distribution.....	51
4.3.4 Highest Level of Education.....	52

4.3.5 Designation in the Department of Service .....	54
4.3.6 Work Experience.....	54
4.4 Work Environment.....	56
4.4.1 Level of Commitment .....	56
4.4.2 Provision of tools and Equipment.....	57
4.4.3 Necessary Tools and Equipment to make Working Environment Easy .....	57
4.4.4 Top Management Support.....	58
4.4.5 Management Support in Delivery of Quality Service.....	60
4.5 Staff Capacity.....	60
4.5.1 Number of Employees.....	61
4.5.2 Relation of Staff Members in the Department of Immigration in Nakuru County.....	61
4.5.3 Work Overload Experience.....	62
4.5.4 Workers service –minded in delivery of quality service in the Immigration department in Nakuru county .....	63
4.5.5 Types of skills in Service Delivery Immigration Department in Nakuru County.....	64
4.5.6 Consistence of Documents Production in Immigration Department in Nakuru County.....	65
4.5.7 Consistence department monitor the performance of the employees through the key performance indices immigration department in Nakuru county ..	66
4.6 Technology.....	67
4.6.1 Extent use of technology affect service delivery at the department of Immigration.....	67
4.6.2 Channels of Communication in Delivery of Service to the Public by the Ministry Immigration .....	68
4.6.3 Top Management Support of the Current Technology in Service Delivery Department In Nakuru County.....	71
4.6.4 Support Staff in IT Department at the Immigration Department in Nakuru County .....	72
4.7 Operating Statutes .....	73
4.7.1 Rules and Regulations Governing the Registration and Issuance of Documents in Immigration Department in Nakuru County.....	74
4.7.2 Statutes Process Length of Registration at Immigration Department in	

Nakuru County .....	74
4.7.3 Government Initiative in Public Service in Achieving Quality Service at Immigration Department in Nakuru County .....	75
4.7.4 Extent legislations/Statutes affect service delivery at the department of Immigration.....	77
4.8 Service Delivery.....	78
4.8.1 Passport processing period at immigration department in Nakuru county ..	78
4.8.2 Search period of record for verification to be issued at immigration department in Nakuru county .....	79
4.8.3 Customer Service Charter in the Department in Immigration Department in Nakuru County.....	80
4.8.5 Customer Interaction with Staff in Immigration Department in Nakuru County.....	<b>Error! Bookmark not defined.</b>
4.8.6 Rate of quality of services delivered in the department of Immigration in Nakuru .....	82
4.9 Diagnostic Tests .....	83
4.9.1 Test for Autocorrelation .....	84
4.9.2 Heteroscedasticity .....	85
4.9.3 Multicollinearity .....	85
4.10 Correlation Results.....	86
4.11 Regression Results .....	88
<b>CHAPTER FIVE .....</b>	<b>91</b>
<b>SUMMARY, CONCLUSIONS AND STUDY RECOMMENDATIONS.....</b>	<b>91</b>
5.1 Introduction.....	91
5.2 Summary of Findings .....	91
5.2.1 Work environment influence on provision of quality service in Immigration , Nakuru county .....	91
5.2.3 Staff Capacity Influence on Provision of Quality Service in Immigration , Nakuru County.....	91
5.2.4 Technology influence on provision of quality service in Immigration , Nakuru County.....	92
5.2.4 Operating statutes influence on provision of quality service in Immigration , Nakuru County.....	92
5.3 Conclusion .....	92

5.4 Recommendations.....	93
5.4.1 Work Environment.....	93
5.4.2 Staff Capacity.....	93
5.4.3 Technology.....	94
5.4.4 Legislation.....	95
5.5 Suggestion for Further Studies .....	95
<b>REFERENCES .....</b>	<b>97</b>
<b>APPENDICES.....</b>	<b>98</b>
<b>Appendix I:</b> Informed Consent Form .....	98
<b>Appendix II:</b> Questionnaire .....	100
<b>Appendix III:</b> MKU Research Authorization Letter .....	105
<b>Appendix IV:</b> ERC Clearance Letter.....	106
<b>Appendix V:</b> NACOSTI Research Permit.....	107



## LIST OF TABLES

<b>Table 1:</b> Target Population .....	43
<b>Table 2:</b> Sample Distribution .....	44
<b>Table 3:</b> Response Rate Summary .....	49
<b>Table 4:</b> Reliability Results.....	50
<b>Table 5:</b> Distribution by Gender .....	51
<b>Table 6:</b> Age of the Respondents .....	52
<b>Table 7:</b> Distribution of Respondents as per Academic Qualifications.....	53
<b>Table 8 :</b> Designation in the Department of Service.....	54
<b>Table 9:</b> Work Experience .....	55
<b>Table 10:</b> Level of Commitment of Workers.....	56
<b>Table 11:</b> Provision of Tools and Equipment .....	57
<b>Table 12 :</b> Distribution of Necessary Tools and Equipment to make Working Environment Easy .....	58
<b>Table 13:</b> Methods used By Top Management to Support Employees .....	59
<b>Table 14:</b> Management Support in Delivery of Quality Service .....	60
<b>Table 15:</b> Adequate Number of Employees in the Department.....	61
<b>Table 16:</b> Relation of Staff Member in the Department of immigration in Nakuru County .....	61
<b>Table 17:</b> Work Overload of Employees in the Immigration Department .....	63
<b>Table 18:</b> Workers service –minded in delivery of quality service in the Immigration department in Nakuru county.....	63
<b>Table 19:</b> Ways Employees Show Skills in Delivery Of Quality Service.....	64
<b>Table 20:</b> Consistence of Documents Production in Immigration Department.....	65
<b>Table 21:</b> Consistence Department Monitor the Performance of the Employees.....	66
<b>Table 22:</b> Extent use of Technology Affect Service Delivery in Immigration Department .....	67
<b>Table 23 :</b> Channels of Communication in Delivery of Service.....	68
<b>Table 24:</b> Top Management Support of the Current Technology in Service Delivery Department in Nakuru County .....	72
<b>Table 25:</b> Support Staff in IT Department at the Immigration Department in Nakuru County .....	73

<b>Table 26:</b> Rules and regulations governing the registration and issuance of documents in Immigration Department in Nakuru County .....	74
<b>Table 27:</b> Statutes Process Length of Registration at Immigration Department in Nakuru County .....	75
<b>Table 28:</b> Government Initiative in Public Service in Achieving Quality Service at Immigration Department in Nakuru County .....	76
<b>Table 29:</b> Extent Legislations/Statutes Affect Service Delivery in Immigration Department .....	77
<b>Table 30:</b> Passport Processing Period At Immigration Department in Nakuru County .	78
<b>Table 31:</b> Search Period of Record for Verification at Immigration Department in Nakuru County .....	79
<b>Table 32:</b> Customer Service Charter in the Department In Immigration Department in Nakuru County. ....	80
<b>Table 33:</b> Extent Customer Service Charter is Adhered to at the Department of Immigration.....	81
<b>Table 34:</b> Customer Interaction with Staff in Immigration Department .....	82
<b>Table 35:</b> Rate of quality of Service Delivered in the Immigration Department in Nakuru.....	83
<b>Table 36:</b> Test for Autocorrelation .....	84
<b>Table 37:</b> Heteroscedasticity.....	85
<b>Table 38:</b> Multicollinearity .....	86
<b>Table 39 :</b> Correlation Results .....	87
<b>Table 40:</b> Model Summary .....	88
<b>Table 41:</b> Analysis of Variance .....	89
<b>Table 42:</b> Regression Coefficients .....	90

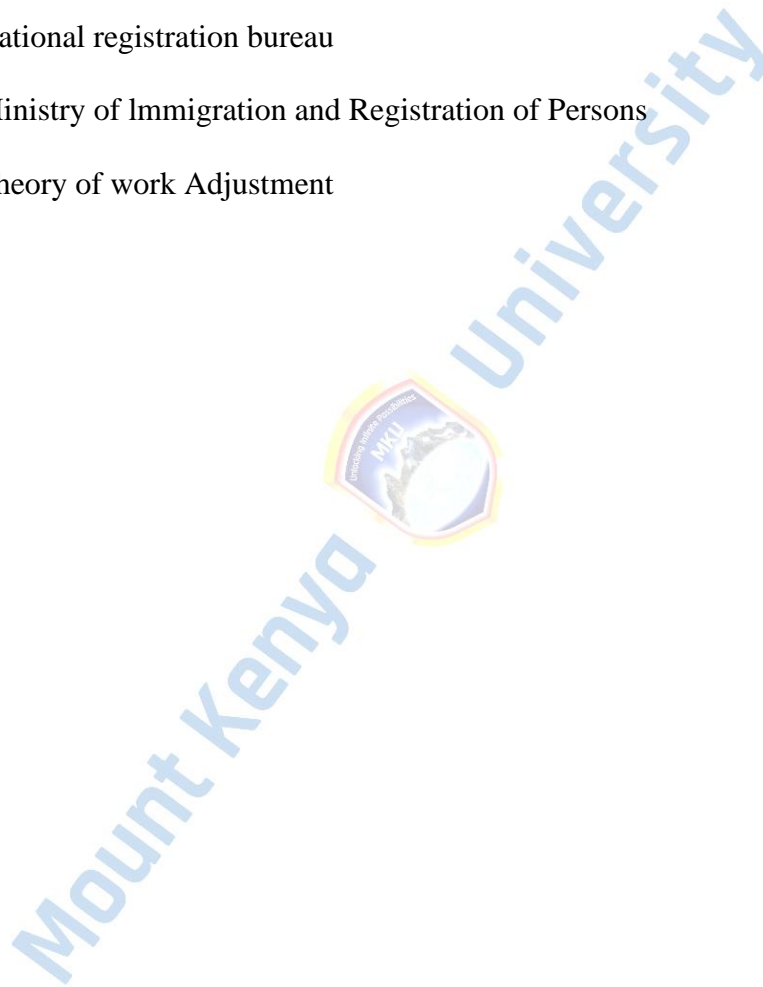
## LIST OF FIGURES

<b>Figure 1:</b> Conceptual Framework .....	40
---	----



## ABBREVIATIONS AND ACRONYMS

<b>CRB</b>	-Civil Registration department
<b>DRA</b>	-Department of Refugee Affairs
<b>ERSWEC</b>	-Economic Recovery Strategy for Wealth and Employment Creation
<b>Gok</b>	-The Government of Kenya IPRS-Integrated Population Registration System
<b>NRB</b>	-National registration bureau
<b>MIRP</b>	-Ministry of Immigration and Registration of Persons
<b>TWA</b>	-Theory of work Adjustment



## ABSTRACT

In the majority of firms, service delivery has evolved into a criterion for determining client happiness. Influencing the growth and reorganization of the majority of organizations and changing their course in terms of politics, economics, society, ecology, and the environment. The goal of this study was to look into the elements that affect the public sector's ability to provide high-quality services in the immigration department in Nakuru County, Kenya. Top management, middle, and junior officers in the Ministry were given standardized questionnaires to complete in order to gather primary data. Both quantitative and qualitative analyses were performed on the gathered data. The study employed both descriptive and inferential statistics, and rank correlation was employed to demonstrate the connection between the department of immigration's quality service delivery and its working environment, staff capacity, technology, and operational statutes. This study is significant to Kenya's public sector, particularly the ministry of immigration, because it identifies the variables that influence the ministry's ability to provide high-quality services. An organization should examine the management process across the board in order to increase efficiency in public sector service delivery and generate savings. First, each office's overarching goal needs to be assessed, and everything should be focused on the success of the company. Second, the business needs to be careful when it comes to updating internal policies and procedures. To increase efficiency, organization leaders must adopt a strong posture in promoting fresh and creative ideas and changing the prevailing culture. To facilitate a positive shift in behavior and culture, which can lead to the development of an effective, cooperative service delivery program, leaders must establish a focused and ongoing change management and improvement program. For the achievement of Vision 2030, this report suggests strengthening immigration reforms now being implemented in the construction industry and preserving an extensive and adaptable demographic data management system.

Mount Kenya

## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background of the Study

Delivering top-notch services is seen as a critical component of a business's success and operational effectiveness in the current global competitive environment (Barros, 2015). To meet the demands of the community in which they operate, companies aim for superior organizational performance by consistently enhancing their goods and services (Johnston & Clark, 2018).

The need to ensure the quality and currency of service delivery has grown as a result of the global markets' increasing interconnection. As a government agency, the Department of Immigration helps Kenyans and foreigners enter, remain, reside, and leave the country. In doing so, the group plays a key role in bringing about the realization of basic human rights including the freedom of movement and association. Regarding the files in the Registry, the Department of Immigration manages over two million records in the course of its operations.

Numerous public records are created throughout the processing of the various documents issued by the Department and are kept in various formats for future use. Administrative directives, nationality declarations and the associated allegiances rendered to the nation, and paternity records—which are essential in determining nationality—are examples of such records (GoK, 2018).

Controlling the entry and departure of individuals wishing to reside in Kenya either permanently or temporarily is the responsibility of the Immigration Department, which is both a security arm of the government and a service provider. The department contributes to national development, poverty alleviation, and security by carrying out its

duties under the Medium Term Plan (MTP) and Vision 2030 framework of "security of all persons and property throughout the Republic."

### **Global perspective of public sector**

The types of governments in power have an impact on the services provided by public institutions in Australia, the United States, and Canada. The political and civic makeup of the jurisdiction will be reflected in the policies and service delivery arrangements (Wanna, Butcher & Freyens 2020). In Australia, common wealth expanded its financing for health, education, and other vital sectors, increasing incentive payments to institutions that enhance service performance. (Kim, Vammalle, Han'guk Chose Yon'guwon & Organization for Economic Co-operation and Development 2019) In this instance, a funding administration reform was implemented to divide financing at the common wealth level, policy formulation, and service funding.

### **Regional Perspective of Public Sector**

High employee absenteeism rates reveal dreadful shortcomings in the quality of public service delivery in Africa, which is home to numerous low- and middle-income nations. Better governance and accountability in the public sector are priorities as a result of these failures (Ringold & World Bank, 2018). Under the concept of public sector reform (PSR), developed transition and developing economies in sub-Saharan Africa have supported the provision of public services. Although sustainability difficulties have become a challenge, the government has been making an effort to support the program. People in Sub-Saharan Africa are not sufficiently organized to have an impact on the way services are provided, particularly in public institutions. Because the organizers are not common people, but members of the elite, this is the case. The Organization for

Social Science Research in Eastern and Southern Africa, in collaboration with Paulos and Mihyo, in 2018.

### **Local Perspective of Public Sector**

Kenya's public service has its origins in the British colonial government. The public service's organizational structures remained mostly unchanged at the advent of independence. Rather, a policy known as "Kenyanization" was implemented to replace the departing expats with native Kenyans. Due to subpar personnel performance, the public sector has persisted in providing the public with low-quality services over time (DPM, 2020).

Beginning with independence in 1963, Kenyanization policy was the primary cause of the issues with subpar work performance and service delivery in the public sector. The World Bank's mission of reducing poverty and achieving the Millennium Development Goals is thought to depend on a functioning public sector that provides high-quality public services in line with citizen preferences, encourages private market-led growth, and prudently manages fiscal resources. Flynn (2019) defines the public sector as the civil service, municipal governments, and other statutory agencies established by the government. Lynch (2020) distinguishes between public and private sector organizations by noting that the primary distinction has been the absence of a profit-making goal in government-owned institutions.

Many nations have reorganized their public sectors in recent years in an effort to address the twin issues of rising public dissatisfaction with government and debt. Restructuring initiatives in numerous jurisdictions have placed a strong focus on the necessity of implementing a performance- or results-based approach to public sector management.

Public sector performance is influenced by public sector perspective, claims Shah (2019). The judiciary will further impose accountability through prompt and equitable decisions in the administration of justice if the public service is focused on serving its residents, and bureaucratic red tape and corruption will be minimized.

The Government of Kenya (GoK) created Vision 2030, which spans the years 2008 to 2030, after the Economic Recovery Strategy for Wealth and Employment Creation (ERSWEC) was successfully implemented in 2017. By 2030, the development agenda aims to make Kenya an affluent and globally competitive country with excellent living standards. This will be accomplished by implementing a consistent strategy that recognizes the political, social, and economic systems as the primary pillars supporting Kenya's progress.

### **1.1.1 Service Provision in the Public Sector**

In public institutions, quality service is seen as essential and crucial (Bava, 2018). It is the duty of governments everywhere to guarantee the availability and bureaucratic delivery of these services. A developing field of study in the service sector, and specifically in the public service sector, is the analysis of customer satisfaction and quality. Businesses in the service sector have distinct features that set them apart from product-oriented businesses and make determining service excellence more challenging. Zeithaml, Parasuraman, and Berry (2019) have neatly categorized these service characteristics as follows: heterogeneity or non-standardized levels of service performance; intangibility due to the nature of services versus product performance; an inability to store or warehouse services, which makes them highly perishable with fluctuating demand; and indivisibility of consumption and production caused by continuous customer interaction with services.

If real estate agencies wish to continue meeting the needs of their clients, they must understand what factors influence customer satisfaction, how to address these factors, and how to provide customer-oriented service quality.

For a particular set of resources, the quality of services provided is a significant factor in determining people's well-being. In order to provide clients with services, resources are essential. However, resources are only one—and occasionally a minor one—of the performance criteria that affect the caliber of services rendered.

The quality of services offered is a major determinant of people's well-being for a given set of resources. Resources are necessary to deliver services to clients. However, resources are just one performance criterion that influences the quality of services provided, and sometimes a very small one.

### **1.1.2 The Ministry of State for Immigration and Registration (MIRP)**

After the government was reorganized by Presidential Circular Number 1 of 2005, the department of immigration was established in February 2015 and is under the Ministry of State for Immigration and Registration of Persons. The mission of the Ministry's four departments—Immigration, the National Registration Bureau (NRB), the Civil Registration Department (CRD), and the Department of Refugee Affairs (DRA)—is the basis for its operations.

Through the upkeep of an extensive population database, appropriate migration management, prompt registration, and the issuing of secure identification cards, its mission is to improve social-economic development and national security. In order to fulfill the objectives of Vision 2030 and meet the ongoing demands of all stakeholders, it aspires to be a global leader in population, registration, and migration management.

The Ministry is tasked with the following duties as an operational arm of the government: developing MIRP policy, managing immigration policy and services,

serving as the lead agency for border control point management, registering individuals, births, and deaths, managing the Integrated Population Registration System (IPRS), and providing refugee policy and services.

A multitude of issues and circumstances have limited the ability of the Ministry of Immigration and Registration of Persons to effectively conduct operations and provide high-quality services to their Kenyan clientele. Problems include excessively long wait times for birth certificates, identification documents, death certificates, and passports; an inability to guarantee the security of identification documents; difficulties in maintaining accurate and secure population records; significant gaps in civil registration; and a lack of departmental autonomy in 2018, Bava.

## **1.2 Statement of the Problem**

The work performance of public sector employees in Kenya has drawn significant complaints from the government, stakeholders, civil society, development partners, and Kenyan citizens. Poor work performance and service delivery have been prevalent in the workplace environment as of late (World Bank Report, 2016). The Ministry of Immigration and Registration of Persons performed poorly in terms of providing quality service indicators, according to the results of its performance review for 2019–2020 and 2020–2021. (GOK, 2022).

In terms of complaints to the Public Complaints and Resolution Committee and unmet customer satisfaction goals, the lowest performance was recorded. The Ministry's Secretariat of Public Complaints and Resolution office has received a number of complaints from unhappy customers from across the country (GOK, 2022).

The provision of services in the public sector is essential to any nation's robust economy. The definition, operationalization, monitoring, and efficiency evaluation of public services raises concerns about all aspects of the public sector. Ongwae, 2022.

In order to improve services, Kenyans and other stakeholders have pushed the Department of Immigration to reconsider its strategy over time. The ministry's organizational needs assessment from 2021 indicates that the department of immigration's service quality is being impacted by a number of important problems.

Both a backlog of processing application papers and congestion at registration centers continue to plague department services. Bribery was a lucrative way for middlemen and agents to manage and help acquire documents, which encourages corruption and damages a company's reputation.

Fraudsters appear to be more technologically proficient in enabling the processing of counterfeit documents than government officials. Negative media reports and regular customer complaints highlight several examples of poor service provision, the use of lost and falsified passports and IDs, the unintended issuing of passports to non-citizens, and the issuance of multiple passports to the same individual. The traits that contribute to exceptional service delivery at the Immigration Department, however, are not well supported by empirical data. Therefore, this study aims to fill a knowledge gap by examining the factors that contribute to exceptional service delivery in public sectors, particularly in the Department of Immigration's Ministry of Immigration and Registration of Persons in Nakuru County, Kenya.

### **1.3 Purpose of Study**

The study's goal was to find out what factors affect the immigration department in Nakuru County, Kenya, in terms of providing high-quality services.

### 1.3.1 Objectives of the Study

The study was guided by the following objectives.

- i. The purpose of this study is to determine how the working environment affects the quality of services provided by the Immigration Department in Nakuru County, Kenya.
- ii. To determine whether employee capacity affects the level of quality service provided by the Immigration Department in Nakuru County, Kenya.
- iii. To determine whether technology affects the immigration department's ability to provide high-quality services in Kenya's Nakuru County.
- iv. To ascertain whether operational statutes have an impact on the immigration department's ability to provide high-quality services in Nakuru County, Kenya



### 1.4 Research Questions

- i. How does the work environment affect the provision of high-quality services at the Immigration Department in Nakuru County, Kenya?
- ii. How does the environment of staff capacity affect the quality of services provided by the Immigration Department in Nakuru County, Kenya?
- iii. How the technological environment affects the provision of high-quality services at the Immigration Department in Nakuru County, Kenya
- iv. How does the operational environment of the Immigration Department in Nakuru County, Kenya, affect the provision of high-quality services?

## **1.5 Significance of the Study**

### **The government**

The public sector in Kenya, and the department of immigration in particular, will benefit from this study since it will highlight the elements that affect the Ministry's ability to provide high-quality services.

### **Scholars and Researchers**

Researchers and academics will find the study useful, and it could serve as a foundation for future studies on service delivery in other public sector sectors.

### **Stakeholders**

Stakeholders are typically curious about the factors that affect the Immigration Department's operations and associated issues. In accordance with Kenya Vision 2030, this will also strengthen the reforms being implemented in the construction and upkeep of an extensive data management system that can supply totally automated and integrated information for our nation's improved development.

## **1.6 Scope of the Study**

In order to determine the traits that contribute to exceptional service delivery in the public sector, this study concentrated on Immigration Department employees. Between January and June 2025, the study was conducted in Kenya's Nakuru County.

## **1.7 Limitations of the Study**

One of the study's drawbacks was the inability to get secondary data from the Department of Immigration. Every question on the questionnaires received insufficient responses. The researcher addressed this by scheduling a meeting with the participants before gathering data and allowing ample time for them to complete the questionnaires.

### **1.8 Delimitations of the Study**

Four goals were the sole focus of this study: the working environment, staff capability, technology, and operational statutes, and how these factors affect the quality of services provided by the Immigration Department in Nakuru County, Kenya.

### **1.9 Assumptions of the Study**

The study made the assumption that the respondents were truthful. The study also made the assumption that the research was completed on schedule and under budget.



### **1.10 Operation Definition of Key Terms**

**Quality** – Anything's level of goodness or value is referred to as its quality. Therefore, if a product or service's attributes or qualities meet the expectations of its users or customers, it is deemed high quality.

**Staff capacity** The number of people and the level of ability needed to serve clients are both important factors. Employees can acquire skills for improved performance through training and development.

**Services-** In order to accomplish desired results in the receivers themselves or in items or assets for which the purchasers are responsible, services are economic activities that are provided by one party to another, usually through time-based performances.

**Training-** The methodical acquisition of the knowledge, skills, and dispositions required for someone to function effectively on a particular activity or job is known as training. It can happen in a number of ways, both inside and outside the company, and on or off the job.

## **CHAPTER TWO**

### **INTRODUCTION**

#### **2.0 Introduction**

With an emphasis on the study's goals—namely, how the working environment, technology, staffing levels, and operating statutes affect the quality of services provided by the Department of Immigration—this chapter examines pertinent literature on the provision of high-quality services. A review of the study's underlying theories is also conducted. A conceptual framework for illustrating the link between the independent and dependent variables in this study is also presented in this chapter. A summary of the literature and research gaps are noted.

#### **2.1 Empirical Review**

##### **2.1.1 Working Environment**

Government ministers who interfere with their ministries' operations to get favors for themselves and their political supporters are feared by public officials, claims Warrior (2018). Because of this, public servants are constantly worried about losing their employment. According to Armstrong (2020), employee security will be guaranteed in a threat-free environment.

Consequently, businesses ensure that employees are working in an environment that enhances their performance. Ensuring job security for employees is essential to maintaining a secure workplace. Only when workers are at ease in both their personal and professional life can they concentrate and do their duties to the best of their abilities.

According to Nzuve (2019), businesses have a moral and legal need to provide a secure and healthy workplace while also ensuring the general wellbeing of their staff. For both financial and humanitarian reasons, businesses should care about the general physical and emotional well-being of their workforce. Since workers are a company's most

valuable asset, their general welfare is important to both the employer and the workers themselves.

Luthans (2020) asserts that hygienic and stimulating workplaces increase worker happiness and job satisfaction. It is actually the other way around: unfavorable working conditions, such cramped quarters and an unpleasant atmosphere, will make workers unhappy. Employee behavior and emotions can be influenced by the environment in which services are provided (Wilson et al., 2018).

Whether or whether we find our physical surroundings expressly disagreeable, Arnold et al. (2021) contend that they can affect our emotions and general mental state. He said that "poor mental health was directly related to unpleasant working conditions, the necessity to work fast and to expend a lot of physical effort and to excessive and inconvenient hours" Others found that physical health was also negatively impacted by repetitive and dehumanizing job situations.

### **2.1.2 Staff Capacity**

Both competence and the number of workers needed to serve clients are important factors in assessing staff capacity. Employees can acquire skills through training and development that will improve their performance. Therefore, he thinks that in order to boost employee abilities and improve organizational performance, firms should also invest in training and development. He goes on to say that getting people involved in the organization requires training in economics and business strategy. Gaining the skills necessary to perform job duties also requires technical training (Lawler 2018).

An organization's most valuable asset is its people; without them, nothing gets done, not even with equipment, supplies, or cash. According to Abiodun (2019), training is the methodical development of the knowledge, skills, and dispositions people need to carry out a certain task or job effectively.

It can happen both inside and outside of the firm, as well as on and off the job. Staff training and development is a task that can significantly affect an organization's overall performance and profitability, according to Adeniyi (2019). Consequently, he provides a methodical approach to training that includes the most crucial training elements.

Additionally, Buttrick (2019) notes that training reduces accidents since mistakes are more likely to happen when people lack the knowledge and skills needed to complete a task. He adds that training improves employee productivity and efficiency, which makes workers a valuable asset to the company. Senior managers' needed competencies should include the service delivery role, and they should make it a performance criteria for them to execute it well.

Experts with a deep grasp of market dynamics and the ability to negotiate are required to participate in the service delivery system. Given the vast array of duties that a unit is accountable for, many of which are closely related to its efficacy and efficiency, this is a crucial requirement. Since service delivery activities are crucial to an organization's operation and success, it is imperative that they be performed by qualified staff who uphold the highest ethical and professional standards and adhere to solid protocols based on applicable laws and regulations. Experience has shown that a service delivery method that consistently strives to uphold transparency, steer clear of corruption, and utilize best practices is an effective one.

An organization's capacity to deliver services is significantly impacted by the caliber and availability of its human resources. Two elements impact the availability of human resources: personnel training and skill levels. A range of skills are required in service delivery management in order to supply goods and services, manage inventories, monitor and implement feedback, motivate employees, and manage assets.

Njenga (2020) claims that various Kenyan ministries are understaffed because to a shortage of requisite skills, which has major repercussions for service delivery. To ensure that they can do their duties as required, individuals must be properly informed on their particular professions. To deliver quality services, the Ministry of Immigration and Registration of Persons requires a broad range of competences. The quality of service will be influenced by the level of training given.

### **2.1.3 Technology**

Modern government and public sector reform strategies heavily rely on information and communications technology (ICT). It is believed that the creation of new information and communication technologies is essential to the establishment of accountability. All parties to whom the decision maker is accountable must be informed of the decision and its ramifications once it is made (Heeks, 2018).

Ongwae (2020) backs up the notion by asserting that the government might benefit from the greater service and efficiency offered by digital operations. By enabling interactive access to and use of information, ICT in government is intended to empower people in addition to increasing efficiency and effectiveness (Gage, 2020). There is now a lot of scholarly discussion surrounding the role of information technology (IT) in Kenya's Ministry of Immigration and Persons Registration.

Voss (2020) found that a company's business values are developed and maintained through the adoption and use of information technology (IT) infrastructure. IT use is believed to improve operational effectiveness, reduce operating expenses, and generate multiple opportunities for improvement. It cannot be underlined that the implementation of technology in service delivery has a number of effects. In order to meet internal goals like cost reduction and profit generation, as well as to provide efficient and effective client services, it is imperative that business processes be driven by ICT.

Because ICT-enabled solutions disintermediate services and let citizens conduct transactions directly, they can eliminate opportunities for corrupt use of discretion. These technologies also improve the public sector's information accessibility by providing better accounting, monitoring, and auditing practices, making public business more fully accessible to top management and outside scrutiny. Improved communication fosters the growth of a culture of mutual trust and interest by enabling people to participate more actively in all facets of government, including policymaking (Naz et al, 2021). As a result, government operations involve a lot of information, and there are four main types of formal information.

Given the significance of information, all African reform initiatives must incorporate improvements in information systems, and new developments in information technology have the potential to greatly increase public sector efficacy and efficiency. In theory, whatever that IT is capable of doing may be done in a different way. In actuality, though, its ability to speed up and/or reduce the cost of information chores allows it to accomplish things that would not be feasible otherwise (Heeks, 2020).

#### **2.1.4 Operating Statutes**

According to the law documents and Presidential Circular No. 1 of May 2008, the primary duties of the Ministry of State for Immigration and Registration of Persons are as follows: Refugee Policy and Services, Management of the Integrated Population Registration System, Registration of Persons, Births, and Deaths, Immigration Policy and Services, and Lead Agency in Border Control Point Management

Under Chapter 6 of the Kenyan Constitution, are these functions derived from the following legal instruments? Immigration Act Cap. 172 and Kenya Citizenship Act Cap. 170 are charged with overseeing the entry and departure of anyone wishing to reside in Kenya either permanently or temporarily.

Every Kenyan who is older than eighteen must register and be issued an identity card under the Registration of Persons Act, Cap 107 of the Laws of Kenya. Regardless of nationality, all births and deaths in Kenya must be registered in accordance with the Birth and Death Registration Act Cap.149. Additionally, it permits the voluntary reporting of births and deaths committed by Kenyan nationals outside of the nation (Gage, 2020).

The basic duty of the government to create, run, and maintain a reliable population registration system that produces legal documentation on important events and their characteristics for the entire population is recognized by the population registration principles. In the past, the government tried to coordinate the various population registration initiatives to accomplish the previously described objectives.

The IPRS's successful deployment is a reflection of MIRP's and the government's efforts to streamline population registration procedures in order to increase public service delivery's efficacy and efficiency. A population register is an up-to-date registration of the entire residential population that is used for authorized purposes and contains at least enough information to allow for unique identification of each individual. (2019, Adeneyi).

Over time, the quantity of registration paperwork has increased to an unmanageable level, claims Mwangi (2023). Service delivery has suffered as a result of manual record-keeping methods and time-consuming, bureaucratic processes, procedures, and practices. In certain cases, this problem has led to either nonexistent or delayed customer service, which negatively affects the provision of services.

The lengthy and intricate laws and regulations that govern population registration and procedures in Kenya lead to ineffective service delivery. Depending on whether the

customer wants a passport, identification, birth certificate, or death certificate, the registration process takes time.

Transparency International's Kenya Urban Bribery Index report from 2021 ranked the immigration department under the Ministry of Immigration and Registration of Persons fourth, while the ministry was ranked second in a Public Officers Integrity Survey, 2022, among ministries where corruption practices are likely to be encountered.

Midiwo (2020) examined the factors influencing the Ministry of Immigration and Registration of Persons' computerization of records and found that a thorough Persons Registration policy backed by a robust legal framework is necessary for the government to accomplish computerization of population records.

#### **2.1.5 Quality Service Delivery**

Quality It is necessary to compare performance to expectations when providing services. In addition to specific services or economic activities, acts or performances for customers, and other organizational activities that are part of the value creation process, such as leadership and management styles, operational structure, customer relationship initiatives, and so on, services are defined as a set of activities carried out by an organization with the goal of creating value.

According to this 'service' concept, service includes the entire process of interacting with and involving customers before, during, and after an organization's offering is created, distributed, and consumed ( Raisanen., 2024).

Service quality, according to Luis and Joana (2022), is the degree to which a service fulfills the expectations of the client. One of the most important factors for every business to have is satisfied customers. Another important element in the provision of government services has been found to be customer satisfaction. Customer service charters, key performance indicators, and quick results initiatives are some of the

strategies developed by government organizations to enhance service delivery. More customers may be drawn in by better service quality.

Therefore, it is necessary to create procedures for customer satisfaction analysis. These tactics make it possible to pinpoint key aspects of the services being provided and increase customer satisfaction. (Cuomo, 2020). For the Fiscal Year 2018–2019, the Ministry of Immigration and Person Registration received an overall performance score of 2.1719.

This was a synonym for "very good." The review was based on the annual assessments and quarterly reports provided by the Performance Contract. By rewarding successful ministries and penalizing those that don't, the assessments aim to ensure that public resources are used appropriately and that public service delivery is enhanced (MIRP, 2019).

In order to improve service delivery, every governmental institution in Kenya has created a charter outlining its service accomplishments. One of the key contracts is the Citizens Service Delivery Charter, which is included as a performance indicator. Since the government has said that excellent and effective service from government employees is their inherent right, this has given the people the ability to fight corruption in public institutions (<http://performance.gov.in>).

Wilson et al. (2021) assert that a complex set of strategies is needed to ensure that service professionals are both driven to function in customer-oriented, service-minded manner and willing and competent to give good services. Employers must acquire the right people, train them to provide excellent customer service, provide the required support systems, and retain the finest staff in order to develop a customer-oriented, service-minded workforce.

Gronroos (2020) asserts that training can help staff members acquire the skills and disposition needed to provide quality service. He added that in order to guarantee that they deliver polite, considerate, responsive, and sympathetic service, service personnel need to be trained in interactive skills, which are closely related to technical abilities. Additionally, he saw that interactive training was provided to staff members who required specific communication skills as well as those who worked directly with customers.

The whole competitiveness of modern businesses depends on the design and implementation of service delivery processes. Given their impact on customer satisfaction and service quality, Roth and Jackson (2023) provide strong evidence that process competency and execution are critical performance criteria. Human resources are frequently considered an organization's most significant asset when it comes to providing services, however few companies are able to fully employ their workforce because of unsolved issues.

Since it slows down numerous other processes, data verification takes more than two weeks from application to issue, which annoys citizens and hinders economic progress (GOK, 2021). A atmosphere that is prone to unethical behavior has been created by the delivery delay, which has also led to in-person interactions between officers and clients.

To handle newly arrived services or predict the future, each service whose execution plan has been established must be finished as soon as possible. Additionally, a corporation used to assign related operations to its employees without any monitoring in order to deal with the growing number of services and the limited number of participants (Cardoso, 2024). Consequently, some workers will be completely idle, while others will be heavily, moderately, or mildly loaded.

A system for managing linked activities must be designed so that the senior labor manager of the company can identify workers who are overworked and take appropriate action.

## **2.3 Theoretical Review**

### **2.3.1 The theory of Work Adjustment (TWA)**

P-E theories (Dawi, 2020) are a collection of theories that focus on the interaction between a person (P) and their environment (E). The theory of work adjustment is one of these theories. Es can be social, familial, workplace, school, physical, or just one other person (Dawis & Lofquist, 2021). It evolved from the Employment Adjustment Project at the University of Minnesota, which examined how individuals undergoing vocational rehabilitation adapted to their new jobs.

It collected data on a vast number of individuals and a variety of topics, such as aptitudes, needs, interests, personality traits, education and training experiences, work histories, job satisfaction, attitudes, and performance evaluations. The working environment is the focus of TWA.

The concept of work adjustment is based on the following presumptions: Work is seen as an interaction between an individual and a work environment; an individual offers abilities to perform the jobs; and the work environment needs the completion of specified tasks. The environment and the individual must continue to meet each other's demands in order for the interaction to continue. In return, the individual expects compensation for work performance and specific desirable conditions, such as a safe and comfortable workplace. The degree to which both demands are met is referred to as correspondence. The process of starting and keeping up correspondence is known as work adjustment. The degree of a person's satisfaction with their work environment and their level of satisfaction with their work environment are indicators of job adjustment. The main

indicator of work adjustment is tenure, which is a function of satisfaction and satisfactoriness. Comparing a person's work personality to their work environment can help predict tenure; structure and style variables evaluated on the same dimensions can be used to reflect both work environments and work personalities.

### **2.3.2 Resource-Based Theory**

The goal of resource-based theory was to provide a deeper understanding of how businesses achieve sustained competitive advantages. To be competitive in the global market, a company needs to develop new technologies and business plans. Due to their short life cycle, which increases the variable cost of adopting information technology, a stronger understanding of how to embrace and implement new technologies, like information technology, is necessary (Bridge et al., 2018).

Resource heterogeneity, or the difference in resources between companies, and resource immobility, or the inability of competing organizations to obtain resources from other firms, are necessary for the existence of competitive advantage, according to resource-based theory. Organizations have resources, according to the resource-based view (RBV), some of which give them a competitive advantage and others of which improve long-term performance. A competitive advantage can be obtained from valuable and limited resources.

If the company can protect itself from resource transfer, imitation, or substitution, that advantage can be maintained for long periods of time. The resource-based perspective has generally been strongly supported by empirical research that uses the theory. Barney (2021).

According to Grover et al. (2018) : "The essence of a resource-based theory is that given resource heterogeneity and resource immobility and satisfaction of the requirement of value, rareness, imperfect imitability, and non-substitutability, firms' resources can be a

source of sustained competitive advantage" . Firms can develop value-added capabilities, according to resource-based theory. According to Prahalad and Hamel (2019), evaluating the firm's resources and assets from a knowledge-based perspective is necessary to comprehend the growth of such capacities and competencies.

Prahalad and Hamel (2019) concentrate on the organization's talent development, technology integration, and collaborative learning procedures. Their concept of "core competences" describes how businesses learn and develop new skills to build commercial capabilities that enable them to outperform competitors.

Helping managers comprehend why competencies are regarded as a company's most valuable asset and how they may be used to increase business success is one of the theory's objectives. A resource-based perspective on the business acknowledges that characteristics including past experiences, organizational culture, and competencies are essential to the success of the company.

"An in-house team is likely to produce technical knowledge, skill, or routine that fits better with the firm's current activities," according to Conner (2021), for example. In a conceptual analysis of five IT attributes—proprietary technology, customer switching costs, access to capital, technical IT skills, and managerial IT skills—Mata et al. (2015) came to the conclusion that only managerial IT skills can offer a sustained advantage.

## **2.4 Service Quality Models**

A number of models for measuring and characterizing service quality in various corporate settings have been developed. Models of service quality include the following:

### **2.4.1 GAP Model**

The GAP model was proposed by Parasuraman et al. in 1985. According to the model, service quality is the discrepancy between performance on quality criteria and

expectations. These differences are known as gaps. Five gaps are conceptualized by the gaps model, and they include: Gap 1: Disparity between what customers anticipate and what management believes they expect (not understanding what customers demand); Gap 2: Insufficient service quality standards and management's estimations of customer expectations; Gap 3: Inadequate service quality criteria and actual service provided (poor service quality delivery); Gap 4: Inconsistency between client communications regarding service delivery and service delivery itself (promises mismatch delivery); Gap 5: Disparity between customer expectations and perceived service; this gap is contingent upon the magnitude and orientation of the four gaps pertaining to the marketer's delivery of service quality.

The SERVQUAL instrument was developed using this as the basis, starting with 10 dimensions (Parasuraman et al., 2018). The ten were ultimately reduced to five characteristics: empathy, tangibles, certainty, responsiveness, and dependability. These dimensions include client knowledge and understanding.

#### **2.4.2 Attribute Service Quality Model**

Farmer, Haywood (1988). According to the notion, a service provider is considered high quality if it consistently meets the needs and preferences of its clients. This idea states that the first step in creating a service quality model is classifying attributes. It is frequently separated into three categories of service attributes: professional judgment, human conduct, and physical facilities and procedures.

According to this model, concentrating too much on one of these sets of characteristics at the expense of others might have disastrous consequences. For instance, concentrating too much on processes could lead to the customer believing that he would be processed in the order that he appears. According on the level of contact and involvement, labor intensity, and service customization, this model associates various service settings.

### **2.4.3 Ideal Value Model of Service Quality**

(2019, Mattsson) According to the majority of service quality research, service quality is defined as a customer's evaluation of the perceived performance of a product or service in comparison to his or her needs or desires. This method, however, makes the assumption that the performance of the product or service should be assessed using a variety of cognitive criteria, including experience-based, ideal, minimally acceptable, and desired. A value-based approach to service quality is encouraged by the Ideal Value of Service Quality Model. It suggests using a perceived ideal standard to evaluate the experience and conceptualizes worth as a byproduct of the pleasure process.

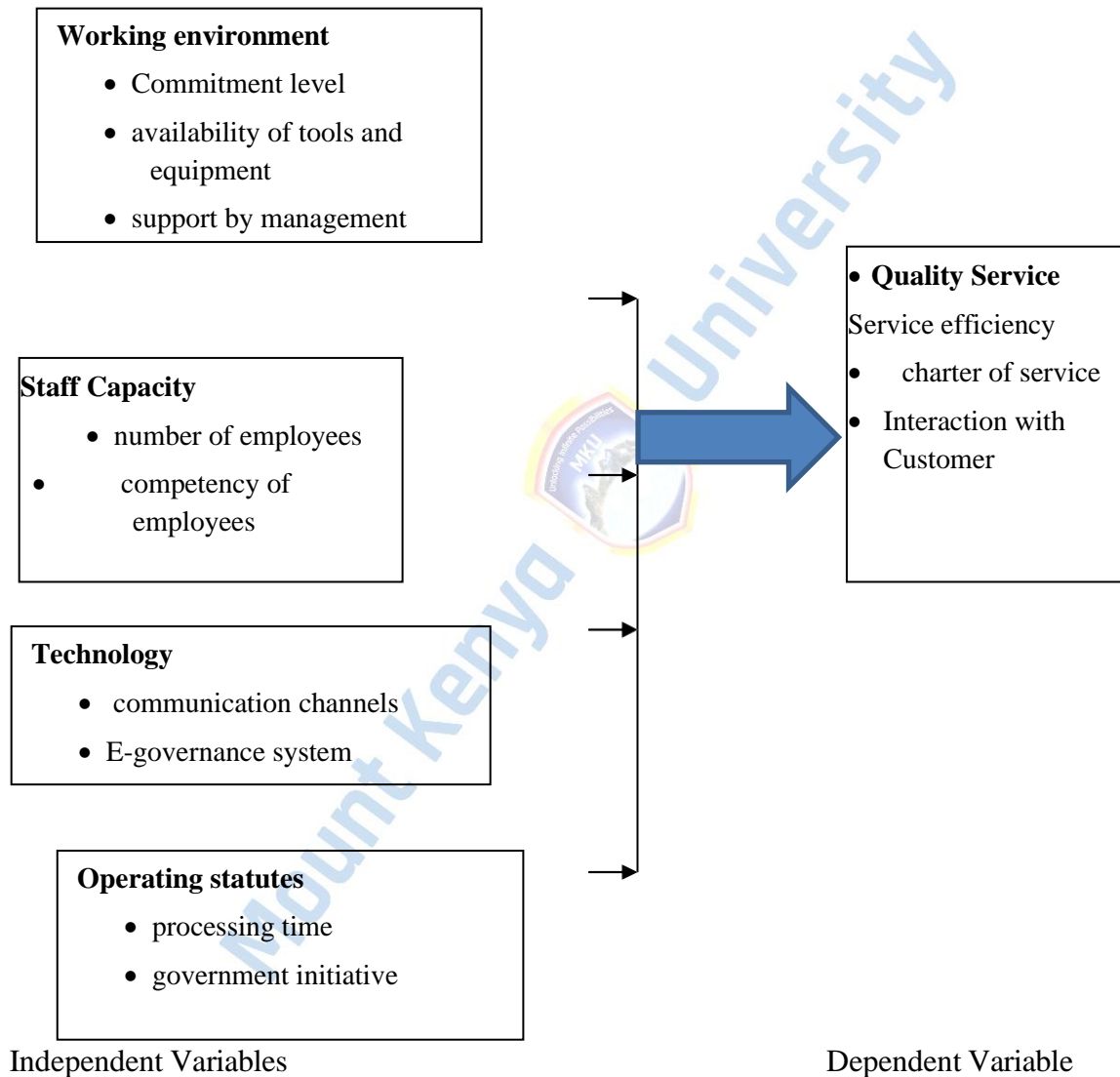
### **2.4.4 Model of Satisfaction and Perceived Service Quality**

The goal of this strategy (Spreng and Mackoy, 1996) is to increase understanding of the variables affecting client happiness and perceived service quality. The model explains in detail how customer happiness and overall service quality are impacted by expectations, perceived performance desires, desired congruence, and expectation disconfirmation.

These are evaluated using a set of frequently used characteristics related to customer service advice, such as ease of scheduling an appointment, staff friendliness, the advisor's ability to listen to my questions, the advisor's knowledge, the advice's consistency, the advisor's assistance with long-term planning, the advisor's assistance in selecting the best career courses, the advisor's interest in personal matters, and the professional offices.

## 2.5 Conceptual Framework

A diagrammatical description of the relationship between dependent and independent variables is called a conceptual framework. Quality service will be the dependent variable in this study, while the independent factors include the work environment, personnel capability, technology, and operational and legislative laws.



**Figure 1: Conceptual Framework**

*Source: Researcher (2024)*

## **2.6 Recap of Literature Review**

Making the most of the resources available to provide public services is the goal of service delivery in the public sector. Nonetheless, the public sector is generally distinguished by bureaucracy, payment delays, and unequal funding distribution.

In many areas of the public sector, this leads to serious inefficiencies. Technology and worker capability are just two of the many obstacles the Local Authority must overcome in order to deliver high-quality services, according to a report by Njenga (2020) titled "Factors that Determine Service Delivery by Local Authorities in Kenya."

However, this study was conducted in local authorities, and its objective is to replicate it in a government ministry setting.

In his study "Challenges facing service": Delivery of Health Care services to populations in Sub-Saharan Africa, Applebaum (2020) found that two of the biggest problems facing ministries in service delivery were working conditions and technology. The study's sample size comprised both recipients and medical professionals. This study will sample the immigration and registration of persons ministries in order to fill the apparent gap in the literature.

Applebaum (2020) concluded that two of the largest issues facing ministries in service delivery were technology and working conditions in his study "Challenges facing service": Delivery of Health Care services to communities in Sub-Saharan Africa. The sample size for the study included both medical professionals and recipients. To address the apparent gap in the literature, this study will sample the ministries of immigration and person registration.

In his study "Service Delivery in the Hospitality Industry in the Middle East," Cardosos (2020) found that two of the main challenges 22 faced in service delivery were the working environment and operating laws. The similar study should be repeated

elsewhere, the report suggested. This study aims to fill the apparent gap in the literature by reproducing it in a developing country's ministry of immigration and individual registration.

By examining the factors affecting service delivery in Kenya's Ministry of Immigration and Registration of Persons, this study seeks to close the knowledge gap. A thorough examination of the management process across the entire organization is necessary to boost public service delivery efficiency and generate savings. First, each office's overarching goal needs to be assessed, and everything should be focused on the success of the company.

Second, the business needs to be careful when it comes to updating internal policies and procedures. To increase efficiency, organizational leaders must take a strong stand against ingrained cultural conventions and in favor of fresh, creative ideas.

To facilitate a positive shift in behavior and culture, which could result in the creation of an effective, cooperative service delivery program, leaders must design a focused and ongoing change management and improvement program (Hildebrand and Grindle, 2019). On the other hand, a poorly implemented corruption prevention strategy could result in unnecessary delays.

Combating corruption requires the implementation of rotation rules for officials, the creation of accountability and reporting mechanisms, the establishment of interdisciplinary and multi-party review bodies, and adequate officer training. Additionally necessary are rewards for "good conduct" or individuals, such as performance-based employee incentive programs. To make sure that workers aren't given more work than a reasonable worker can complete each day, capacity in terms of numbers is also essential. Grindle and Hildebrand. 2019.

## CHAPTER THREE

### RESEARCH METHODOLOGY

#### 3.0 Introduction

The research design, target demographic, sample and sampling methods, data collection methods, pilot testing, planned data analysis, and ethical issues are all covered in this chapter.

#### 3.1 Research Design

The research methodology used in this study was descriptive. In addition to determining and reporting the current situation, this design outlines possible conduct, attitudes, values, and character (Mugenda & Mugenda, 2018). Descriptive statistics like mean scores, percentages, and frequency distributions could be used to display the results thanks to the descriptive research design technique.

#### 3.2 Target Population

A population, according to Mugenda & Mugenda (2018), is a group of people, things, or events that have a common characteristic. Kombo and Tromp (2016) define a population as a group of individuals, items, or materials from which samples are taken in order to measure something. According to Table 1, 150 employees of the Department of Immigration in Nakuru County, Kenya, were the study's target group.

**Table 1: Target Population**

Employees	employee	Frequency	Cadre	Employee	Frequency %
Top		25			17
Middle		42			28
Lower		83			55
Total		150			100

*Source: Human Resource Department Of Immigration, Nakuru County (2024)*

### 3.3 Sample Size and Sampling Procedures

Each object has an equal probability of being selected, and a sample is a small representative of the target population that is selected to reflect the population. In 2018, Miguel and Mugenda. 75 respondents in total, divided into three management levels—junior staff, middle level, and top level—were included in the study. Researchers use a sampling strategy to choose the study's objective (Kombo and Tromp, 2016). Because it gave each object a 50% chance of being chosen—more than the 30% recommended by Mugenda and Mugenda (2018) when working with a diverse group—this study used stratified random sampling, as shown in Table 2.

**Table 2: Sample Distribution**

Employees	Employee Frequency	Cadre	Employee	Frequency %
Top			13	17
Middle			21	28
Lower			41	55
<b>Total</b>			<b>75</b>	<b>100</b>

Source: Researcher (2025)

### 3.4 Research Instrument

Questionnaires were utilized to collect data for this investigation. The questionnaire was broken up into two parts: the first asked about the respondents' biographical details, and the second asked about their opinions on the factors that influence the Department of Immigration's great service delivery.

Both open-ended and closed-ended questions were asked. This aided in gathering respondents' perspectives and statistical data for the study. Every question in the questionnaire was created to target a particular goal. The surveys were chosen because they were affordable, respondents had two weeks to finish them, and the data from the

closed-ended questions was simpler to classify, which made data compilation simpler. Both online and offline file records were used to get the secondary data.

### **3.5 Piloting Testing**

Cooper and Schindler (2016) state that prior to the final study, a pilot test was conducted to evaluate the research instrument's shortcomings. To evaluate the validity and dependability of the data collection tool, a pilot test was carried out. The immigration department in Kisumu County, Kenya, served as the pilot site.

#### **3.5.1 Validity of the Instruments**

When an instrument measures what it is intended to measure, it is said to be valid (Kothari, 2017). The supervisor and other business department experts were consulted by the researcher in order to enhance the content validity of the research instrument. In order to improve the quality of the research instrument and increase face validity, the piloted questionnaires were reviewed for clarity, and any items that were judged to be inadequate or unclear were changed.

#### **3.5.2 Reliability of the Instruments**

Dependability is the extent to which a measuring device has errors that vary each time a particular unit is measured by the same device or show up inconsistently from observation to observation within a single measurement attempt, according to Nachmias & Nachmias (2018). When a measurement tool yields reliable results, it is regarded as reliable (Kothari, 2017). The test-retest method, in which the researcher administers two separate tests using the same instrument, will be used to evaluate reliability. The same group of people will take both tests, but they will be given two weeks apart. The researcher hopes to get the same score on the first and second tests.

Based on the correlated scores from both tests, a coefficient will be created using the Spearman's Rank Correlation approach. The data is considered highly credible if the

value is more than 0.7 (Mugenda & Mugenda, 2018). Pre-testing serves the objective of evaluating the questionnaire items' clarity so that those deemed inadequate or unclear can be eliminated or modified to enhance the research instrument's quality and dependability.

### **3.6 Data Collection Procedure**

The Scientific and Ethical Review Committee at Mount Kenya University got an introduction letter, which gave the researcher and assistant permission to survey the different types of respondents in the target demography. Along with a letter from the National Council of Science and Technology, the researcher also obtained the respondent's informed consent.

Additionally, the head of the migration department in Nakuru County was called and informed of the purpose of this study in order to secure their support and cooperation. The questionnaire was given by the researcher in person, and the participants had two weeks to understand and complete it. According to Mugenda and Mugenda (2018), a response rate of 50% or more was enough for analysis and reporting; 60% is good, and 70% will be exceptional.

### **3.7 Data Analysis Techniques**

Every completed questionnaire was examined for quality prior to data analysis. In order to ensure that the obtained raw data was error-free and that any omissions were identified and fixed, data editing was necessary. Coding was the process of classifying responses by giving them numerical values. Classification is the process of grouping or classifying data according to commonalities. Both quantitative and qualitative techniques were used in data analysis methodologies.

Descriptive statistics including frequency counts, averages, and percentages were used to assess the quantitative data. The Statistical Package for Social Sciences was used because quantitative data analysis necessitates the use of a computer spreadsheet. Martin

and Acuna (2020) assert that SPSS's wide variety of statistical procedures designed especially for the social sciences enable it to handle enormous volumes of data with remarkable efficiency.

Content analysis, which entailed examining the implications and meanings extracted from respondent information and contrasting it with document data, was used to qualitatively study qualitative data. According to the objectives of the study, the qualitative data was presented thematically. Frequency distribution tables and graphs were presented as the results of the data analysis. A multivariate regression analysis model was employed in the study to ascertain the degree of correlation between the variables.

This is how the regression model looks.

$$Y = \beta_0 + \beta_1x_1 + \beta_2x_2 + \beta_3x_3 + \beta_4x_4 + \varepsilon$$

Where;

Y= Quality Service in the department of immigration

X1 = Work environment

X2 = Staff capacity

X3= Technology

X4 = operating statutes

$\varepsilon$  is the error term

;  $\beta$  is the regression beta coefficient

### **3.9 Diagnostic Tests**

The Durbin-Watson statistic was employed to identify the link between residuals in regression analysis in order to evaluate the autocorrelation of residuals. Heteroscedasticity was assessed using the Breusch-Pagan test, which looked at how dependent the residual variance was on independent variables. The degree of association between each predictor variable was assessed using the Variance Inflation Factor (VIF) test in the event of multicollinearity. The regression model may encounter issues due to significant multicollinearity, which is indicated by a VIF score of more than 10.

### **3.10 Ethical Considerations**

According to Piritera (2018), ethics are the rules that dictate how research should be conducted. The study asked for approval from the ERC (Ethical Review Committee), NACOSTI (National Council of Science, Technology, and Innovation), and a letter of introduction from a postgraduate student at Mount Kenya University. Informed consent to participate was also obtained by the researchers, and all provided data was treated with the utmost confidentiality.

## CHAPTER FOUR

### DATA ANALYSIS AND PRESENTATION

#### 4.0 Introduction

The information gathered from respondents was examined in this chapter. Frequency tables and percentages have been used for analysis, and graphs and charts have been used for presentation and interpretation. Information gathered from open-ended questions was examined using qualitative analysis.

#### 4.1 Presentation of Findings

##### 4.1.1 Response Rate

A total of 75 questionnaires were distributed by the study to different respondents participating in the immigration process, as indicated in Table 3. Fifteen of the sixty completed questionnaires were returned. As a result, 60 questionnaires were filled out, resulting in an 80.0% response rate.

The 80.0% response rate indicates that the various respondent groups participated actively, which raises the validity and dependability of the study's conclusions. According to Nulty (2021), survey-based research are guaranteed to be representative if the response rate is more than 70%. For this reason, the information accurately reflects the opinions of the Ministry of Immigration Nakuru office.

**Table 3: Rate of response**

<b>issued out questionnaires</b>	<b>returned questionnaires</b>	<b>Questionnaires incomplete</b>	<b>Received completed questionnaire</b>	<b>Rate of response</b>
75	60	15	60	80.0%

*Source: Researcher (2025)*

## 4.2 Reliability Results

The reliability findings of the study tools, as assessed by Cronbach's Alpha, are shown in this section. Testing for reliability makes ensuring that the instruments used to gather the data measure the desired variables consistently across many respondents.

**Table 4: Reliability Results**

	No.of Items	Cronbach Alpha Coefficient
Working environment	8	.881
Staff capacity	8	.842
Technology	8	.862
Operating statutes	8	.773

*Source: Researcher (2025)*

Strong internal consistency across all research variables is shown by the reliability results, which are shown in Table 4. Reliable measurement of the variables is indicated by the Cronbach Alpha coefficients for each construct, which are significantly higher than the acceptable cutoff of 0.7. In particular, technology had the second-highest dependability coefficient (0.862), after the working environment (0.881). With comparable scores of 0.842 and 0.773, staff capacity also demonstrated acceptable dependability and operation.

These results imply that the study's research tools were trustworthy and able to reliably collect information on the several aspects affecting the high caliber of services provided by the Immigration Department in Nakuru County, Kenya. Tavakol and Dennick (2021) state that Cronbach's Alpha values in the range of 0.7 to 0.9 indicate strong internal consistency, guaranteeing that the research tools measure the components consistently.

### 4.3 Percentage Response by Gender

The gender distribution of study participants is shown in this section. The study was carried out in the Immigration Department in Nakuru County, Kenya. The participants' gender distribution sheds light on the inclusion and diversity of the viewpoints collected from study participants.

**Table 5: Distribution by Gender**

Gender	Frequency	Percentage (%)
Male	25	41.7%
Female	35	58.3%
	60	100.0%

*Source: Researcher (2025)*

Of those who responded, 41.7% were men and 58.3% were women, according to the gender breakdown. In line with the usual gender dynamics seen in the Immigration department in Nakuru County, Kenya, this implies a modest male dominance among the participants. In general, women are more likely than men to be involved in providing services. These results demonstrate the necessity of ongoing initiatives to advance gender inclusion in the Immigration Department of Kenya's Nakuru County.

#### 4.3.3 Age Distribution

The age distribution of the study participants is examined in this section, providing insight into the range and complexity of their age origins. The study examines the age range of several staff members, offering insights into how their ages may affect how well the immigration department in Nakuru County, Kenya, provides quality services.

**Table 6: Age of the Respondents**

<b>Age</b>	<b>Occurrence</b>	<b>Percent %</b>
18to 35 Years	14	23.8%
36 to 45 Years	18	30.0%
46 to 55 Years	11	19%
55 Years and above	17	28.6%
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The distribution of responders by age is seen in Table 6. The respondents' age range of 36 to 45 years old was indicated by a sizable majority (30.0%), indicating a lot of expertise. The majority of respondents—28.6%—were over 55, followed by those between the ages of 18 and 35 (23.8%) and those between the ages of 46 and 55 (the minority).

This distribution indicates that respondents of all ages were fairly represented, offering a range of perspectives on the high caliber of services provided by the immigration department in Nakuru County. A thorough grasp of the different client categories and the general service delivery within the immigration department in Nakuru County, Kenya, is made possible by the age range of the staff.

#### **4.3.4 Highest Level of Education**

This section highlights the variety of academic backgrounds among people working in the immigration department in Nakuru County by looking at the educational backgrounds of the study participants. Understanding how different degrees of experience and knowledge may affect the provision of high-quality services in the immigration department in Nakuru County, Kenya, requires knowing the respondents' educational backgrounds.

**Table 7: Respondents' Distribution by Academic Background**

<b>qualification</b>	<b>Occurrence</b>	<b>Percent %</b>
Certificate	9	14.3%
Diploma	8	13.1%
Undergraduate	20	33.3%
Postgraduate	23	39.3%
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

Participants in the study had a wide range of educational backgrounds, as shown by the academic credentials of the respondents in Table 7. 39.3% of respondents had postgraduate degrees, the highest percentage, and 33.3% had undergraduate degrees.

Notably, 13.1% of respondents had diplomas, and 14.3% had certificates.

According to this distribution, most participants have more education, and there is a good representation of people who can provide sophisticated insights on the provision of high-quality services. The findings about quality service delivery are given more trust since the presence of participants with postgraduate degrees suggests that a sizable portion of the sample is likely to understand service delivery issues.

The combination of diploma and certificate holders also implies that people with more technical jobs are well-represented in terms of practical, on-the-ground insights. The data is improved and the perspectives gathered encompass a broad range of information relevant to the delivery of high-quality services in the immigration department in Kenya's Nakuru County thanks to the diversity of academic backgrounds.

#### 4.3.5 Position within the Department of Service

This section looks at the respondents' department of service, providing insight into the scope and depth of their designation within the department of service. In order to shed light on how departmental designations may affect their views on providing high-quality services, the investigation examines the variety of experience across various designations in the Immigration Department in Nakuru County.

**Table 8 : Position within the Department of Service**

<b>Designation in the department</b>	<b>Frequency</b>	<b>Percent %</b>
Top	16	26.7%
Middle	20	33.3%
Low	24	40.0%
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The respondents' distribution by departmental designation is seen in Table 8. 40.0% of respondents, a sizable portion, stated that their departmental categorization was low. Of those surveyed, 26.7% held a top-level designation, while 33.3% held a middle-level title.

This distribution indicates that respondents with different degrees of experience in the immigration department are well-represented and offer a range of perspectives on the high caliber of services provided by the immigration department in Nakuru County. The combination of expertise in different positions enables a thorough grasp of the overall performance and service delivery in the immigration department in Nakuru County.

#### 4.3.6 Experience at Work

In order to provide insight into the depth and scope of the respondents' professional backgrounds, this part looks at their job experience. Their attitudes on providing high-quality services may be influenced by their experience in various roles within the immigration department in Nakuru County, as the investigation reveals.

**Table 9: Experience at work**

<b>years at work</b>	<b>Occurrence</b>	<b>Percent %</b>
1to 5 Years	11	18.3%
6 to 10 Years	28	46.7%
10 Years and above	21	35.0%
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The respondents' distribution according to their work experience is shown in Table 9. A sizable percentage, 46.7%, stated that they had worked for 6–10 years or more, demonstrating the respondents' extensive experience. 18.3% of those surveyed, however, had one to five years of work experience.

A fair representation of respondents with different degrees of experience is suggested by this distribution, offering a range of perspectives on the high caliber of services provided by the immigration department in Nakuru County. A thorough grasp of the high caliber of services provided by the immigration department in Nakuru County, Kenya, is made possible by the diversity of experience levels.

## 4.4 Environment of work

### 4.4.1 Commitment level

This section looks at the study participants' work environments, providing insight into the depth and scope of the immigration department's work environment in Nakuru County. The investigation looks at how dedicated employees are to their work in the Immigration Department in Nakuru County, Kenya, and offers insights into how this might affect the provision of high-quality services in the county.

**Table 10: Commitment level of employees**

Remarks	Occurrence	Percent %
Very high	12	20.0%
High	24	40.0%
Low	16	26.7%
Very low	8	13.3 %
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The distribution of respondents according to their degree of dedication to their jobs is shown in Table 10. A sizable percentage (40.0%) of respondents said they were highly committed, which suggests they were highly capable of carrying out their responsibilities.

In the meantime, 26.7% of those surveyed showed little dedication to their work. Twenty percent of respondents said they were highly committed, compared to thirteen percent who said they were very uncommitted. This distribution offers a range of perspectives on the degree of dedication to carrying out their responsibilities in the Immigration Department in Nakuru County, Kenya, since it indicates a balanced representation of respondents with differing degrees of commitment.

A thorough grasp of the level of dedication at the Immigration Department in Nakuru County, Kenya, is made possible by the variety of commitment levels demonstrated in the performance of their tasks.

#### 4.4.2 Tools and Equipment availability

According to the findings, the Immigration Department in Nakuru County provided the instruments and equipment required to provide the respondents with high-quality services. According to the participants' results, the Immigration Department in Nakuru County, Kenya, needs the tools and equipment to provide high-quality services.

**Table 11: Tools and Equipment availability**

Statement	Frequency	Percentage (%)
Yes	49	81.7%
No	11	18.3%
<b>Total</b>	<b>60</b>	<b>100.0%</b>

*Source: Researcher (2025)*

supplying the instruments and apparatus required to provide high-quality services. According to the distribution of respondents, 81.7% said they received the tools and equipment they needed to give high-quality services, while 18.3% said they did not. The quality of service provided by the immigration department in Nakuru County, Kenya, would be impacted by the increased presence of tools and equipment required for service delivery.

#### 4.4.3 Tools and Equipment essential for conducive Working Environment

This section looks at the equipment and tools that are supplied to make the working environment at the department of the research participants easier. The immigration department's ability to provide a comfortable working environment may have an impact

on the caliber of services provided in Kenya's Nakuru County if the required tools and equipment are provided.

**Table 12 : Tools and Equipment distribution for conducive Working Environment**

<b>Remarks</b>	<b>Occurrence</b>	
Office desks and comfortable seats	60	100.0%
Office equipment that is kept up properly	51	85.0%
Computers that operate efficiently	58	96.63%
Communication tools that are well-connected	53	88.3%

*Source: Researcher (2025)*

The distribution of tools and equipment required to facilitate the working environment for research participants is shown in Table 12. The majority of respondents (100.0%) said that their workplace desks and comfortable seats made their working environment easier. This was followed by 96.63 percent, which showed that the respondents had access to effective computers that made their work environment simple.

According to a noteworthy 88.3% of respondents, the work environment was made easy by well-networked communication technologies. Finally, 85.0% said that the office equipment was kept up to date, which made the working environment simple. This distribution implies that the immigration department in Nakuru County, Kenya, provides high-quality service delivery by making the working environment easier through the provision of essential tools and equipment.

#### 4.4.4 Support by top management

This section looks at the strategies used by upper management to assist study participants. Table 13 displays the results of the analysis.

**Table 13: Top Management strategies to Support Employees**

Method	Frequency	Percent %
Evaluate the task that was done well.	40	66.67
Encourage staff members	34	56.67
Provide staff development time.	46	76.67
Offer their suggestions for carrying out different tasks.	34	86.67

*Source: Researcher (2025)*

Table 13 presents the distribution of methods applied by top management in supporting the respondents. A significant portion, 86.67% reported that the top management offer their ideas in performing various task indicating a management recognizes the ideas of employees in performing their task. Meanwhile, 76.678% of respondents indicated that top management support them by offering time for staff development. The top management also appraised the employees for the work well done at 76.67%. The top management also provided employees with encouragement at 56.67%. This distribution suggests a balanced representation of various methods used by top management to support the employees.. The mix of these methods influences quality service delivery in immigration department in Nakuru County, Kenya.

#### 4.4.5 Management Support in Delivery of Quality Service

This section examines how the management encourages the respondents in delivery of quality service in the immigration ministry. The analysis is as shown in Table 14.

**Table 14: Management Support in Delivery of Quality Service**

<b>Support</b>	<b>Frequency</b>	<b>Percent %</b>
Good remuneration	50	83.33
Paid sick leave	56	93.33
Overtime	27	45.00
Bonuses	19	31.67

*Source: Researcher (2025)*

The management distribution that helps the responders provide high-quality service delivery is seen in Table 14. 93.33% of respondents, a sizable majority, stated that management provides paid sick leave, demonstrating that management supports the respondents in this way. Meanwhile, according to 83.33% of respondents, management helps them by providing overtime in order to improve the quality of the services they provide.

Additionally, the management provided the respondents with good compensation in order to improve the supply of high-quality services. To improve the delivery of high-quality services, the management also compensated overtime at a rate of 45.00 percent. The results showed that bonuses were used by senior management to support the provision of high-quality services (31.67%). A balanced representation is suggested by the management allocation of these different supported systems, which improved the quality of services provided by the immigration department in Nakuru County, Kenya.

## 4.5 Staff Capacity

### 4.5.1 Number of staff

The purpose of this section was to determine whether the immigration department in Nakuru County had a suitable number of staff. Table 15 shows the outcomes.

**Table 15: Adequate Number of Employees in the Department**

Statement	Frequency	Percentage (%)
Yes	51	85.0%
No	9	15.0%
Total	60	100.0%

*Source: Researcher (2025)*

According to the respondents' response distribution regarding the department's adequate staffing level, 85.0% of respondents said that the immigration department in Nakuru County had an adequate staffing level, while 15% said that the department's staffing level was insufficient. These findings demonstrated that the immigration department in Nakuru County, Kenya, has an adequate number of staff members, which is required for service delivery and will affect the department's quality of service.

### 4.5.2 Relationships Among Immigration Department Employees in Nakuru County

Based on comments obtained using a 5-point Likert scale, this section provides descriptive statistics about the relationships between employees in the immigration department in Nakuru County. From 1 (strongly disagree) to 5 (strongly agree), the scale went from 1 to 5.

**Table 16: Relationship of an Immigration Department Employee in Nakuru County**

Statements	5	4	3	2	1	Mean	SD
There are enough employees to manage the amount of work that has to be done at	12.4%	40%	20.7%	13.8%	13.1%	2.65	0.975

---

the office.								
There are enough employees with the necessary training to perform the tasks.	20%	40%	16.2%	21.4%	2.4%	3.06	0.981	
The personnel completed the workload in a timely manner.	12.4%	61.9 %	10%	11.%	4.8%	3.67	0.683	
Composite mean and composite SD						3.12	0.879	

---

N=60

*Source: Researcher (2025)*

Respondents' satisfaction levels differ, according to the findings of the relationship between staff members at the immigration department in Nakuru County. 52.4% of respondents believed that there was enough staff to manage the office's workload (mean = 2.65, standard deviation 0.975), which directly affects the standards of service provided by the immigration department in Nakuru County.

With a mean (mean = 3.06, standard deviation 0.981), the majority supported having a suitable number of workers educated to perform the tasks at hand at 60%, which is higher than 50%. These findings suggest that the immigration department in Nakuru County, Kenya, has a sufficient number of employees who are trained to perform the tasks assigned to them, which affects the department's ability to provide high-quality services.

Furthermore, the findings revealed that the staff completed the workload on time and with high agreement (61.9%), as evidenced by a mean score of 3.67 with a standard deviation of 0.6832. These findings imply that the personnel completed the workload in a timely manner, which affects the level of service provided in the immigration department in Nakuru County. The general conclusions on the relationship between employees at the

immigration department in Nakuru County, Kenya, showed that it had a favorable impact on the provision of high-quality services.

#### 4.5.3 Experience of Work Overload

Examining the workload at the Immigration Department in Nakuru County was the goal of this segment. The outcomes are shown in Table 17.

**Table 17: Experience of Work Overload**

Statement	Frequency	Percentage (%)
Yes	54	90.0%
No	6	10.0%
Total	60	100.0%

*Source: Researcher (2025)*

Ninety percent of the respondents who were asked about their experiences with work overload at the immigration department said they had experienced it. This suggests that the immigration department in Nakuru County, Kenya, may experience a decline in service quality as a result.

#### 4.5.4 Employees at the Immigration Department in Nakuru County are service-minded and provide high-quality services.

Examining the workload at the Immigration Department in Nakuru County was the goal of this segment. The outcomes are shown in Table 18.

**Table 18: Employees at the Immigration Department in Nakuru County are service-minded and provide high-quality services.**

Remarks	Occurrence	Percent (%)
Yes	60	100.0%
No	0	0.0%
Total	60	100.0%

*Source: Researcher (2025)*

Employees at the Immigration Department in Nakuru County are service-minded and provide high-quality services. This shows that the immigration department in Nakuru County, Kenya, is providing higher-quality services as a result of this.

#### 4.5.5 Skills Types in the Immigration Department's Service Delivery

This section looks at methods that demonstrate the immigration ministry's staff members' proficiency in providing high-quality services. Table 19 displays the results of the analysis.

**Table 19: Ways Workers Demonstrate Their Ability to Provide High-Quality Service**

Skill Type	Frequency	Percent %
Managing the computers effectively	60	100.00
completing assignments assigned by management on schedule	54	90.00
They conduct themselves in a very professional manner	56	93.30
People don't complain about carelessness.	48	80.00

*Source: Researcher (2025)*

Employee skill distribution in providing high-quality service delivery is seen in Table 19. A sizable percentage—100%—said they could operate computers well, which suggests they can provide high-quality services in the immigration de According to the findings, 80% of the public does not voice issues, meaning that there aren't many complaints regarding the high level of services provided in Kenya's Nakuru County. These personnel' diverse skill sets indicate a balanced representation that improved the quality of services provided by the immigration department in Nakuru County, Kenya.

partment in Nakuru County. Furthermore, the findings demonstrated that 90.00% of participants claimed that meeting deadlines for assignments given by management

enhanced the provision of high-quality services. Additionally, the results showed that nearly all of the respondents (93.30 percent) acted in a very professional manner to enhance the delivery of high-quality services.

According to the results, 80% of the people in Nakuru County, Kenya, does not file complaints about the quality of services they receive. The varied skill sets of the staff at the immigration department in Nakuru County, Kenya, show balanced representation, which raised the standard of services offered.

#### 4.5.6 Continued Production of Documents in the Nakuru County Immigration

##### Department

In order to provide high-quality service, this section looks at how frequently the department produces the documentation that clients in the immigration ministry require.

Table 20 displays the analysis.

**Table 20: Continued Document Production in the Immigration Division**

frequency	Occurrence	Percent %
Every day	60	100.00
Every week	54	90.00
every two weeks	56	93.30
Once per month	48	80.00

*Source: Researcher (2025)*

The distribution of papers created by the department to address customer needs in providing high-quality service in the immigration department in Nakuru County is shown in Table 20. To meet the expectations of the clients in providing high-quality services in Nakuru County, a sizable percentage—100%—reported that some documents are sent daily, 90% on a weekly basis, 93.3% within two weeks, and 80% on a monthly basis.

These findings show that in order to meet the needs of the clients and provide high-quality service, the immigration department in Nakuru County, Kenya, frequently produces documents. In Kenya's Nakuru County, this improves the quality of services provided by the immigration department.

#### **4.5.7 The Consistence Department uses important performance measures to track employee performance.**

This section looks at how frequently the department uses the immigration ministry's main performance indices to track employee performance in order to provide high-quality services. Table 21 displays the results of the analysis.

**Table 21: Employee Performance is Monitored by the Consistence Department**

<b>Frequency</b>	<b>Occurrence</b>	<b>Percent %</b>
Quarterly	60	100.00
Semiannually	60	100.00
Annually	60	100.30
Above two years	0	00.00

*Source: Researcher (2025)*

The distribution of how frequently the immigration department in Nakuru County uses the main performance indices to assess staff performance in providing high-quality services is shown in Table 21. A sizable percentage, 100%, stated that the immigration department in Nakuru County uses important performance indices to track employee performance on a quarterly basis in order to provide high-quality services.

Notably, all respondents (100%) stated that the immigration department in Nakuru County uses key performance metrics to evaluate employee performance every six months on the provision of high-quality services. The findings also showed that the

department annually evaluates employee performance using key performance indicators to ensure that the immigration department in Nakuru County provides high-quality services.

These results demonstrate that, despite two years of delivering top-notch services, the immigration department in Kenya's Nakuru County does not use key performance metrics to monitor employee performance. This implies that by monitoring staff performance using key performance metrics, the immigration department in Nakuru County, Kenya, regularly raises the caliber of services provided.

## 4.6 Technology

### 4.6.1 The degree to which technological use impacts the Department of Immigration's service delivery

The purpose of this section was to investigate how much the immigration department in Nakuru County's usage of technology impacts service delivery. The study investigates how much service delivery at the Immigration Department in Nakuru County, Kenya, is impacted by the usage of technology. Table 22 presents the findings.

**Table 22: How much does the immigration department's use of technology**

Remarks	Occurrence	Percent %
Excellent	45	75.0%
Average	15	25.0%
Below average	0	00.0%
Poor	0	00.0 %
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The respondents' distribution according to how much technology use impacts service delivery at the Immigration Department in Nakuru County, Kenya, is shown in Table 22. A sizable percentage, 75.0%, stated that the immigration department in Nakuru County uses technology extensively to provide services. In the meantime, 25.0% of respondents said that the immigration department in Nakuru County's usage of technology affects service performance.

According to this distribution, the immigration department in Nakuru County, Kenya, is using technology to its fullest extent, which affects the quality of services provided. This suggests that the department of immigration in Nakuru County, Kenya, uses technology to improve the quality of services it provides.

#### **4.6.2 Communication Channels Used by the Ministry of Immigration to Provide Public Services**

The descriptive findings on the communication channels used by the Ministry of Immigration to provide services to the public are highlighted in this section. The descriptive data shed light on the ways in which the Ministry of Immigration uses a variety of communication platforms to provide services to the general public. From 1 (strongly disagree) to 5 (strongly agree), the constructs were on a 5-point Likert scale. Table 23 displays the results.

**Table 23 : Communication Channels for Service Delivery**

<b>Communication channel</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Mean</b>	<b>SD</b>
Email	3.6%	6%	4.8%	32.1%	53.5%	4.26	1.043
SMS	8.3%	1.2%	4.8%	27.4%	58.3%	4.26	1.173

Fax.	16%	13.6%	22.6%	21%	26.8%	3.89	1.130
Face to face	0%	0%	9.8%	39.9%	50.3%	3.98	1.053
Memo	3.6%	3.6%	19%	67.8%	6%	3.69	0.791
Telephone	1.2%	6%	29.8%	51.2%	11.8%	3.67	0.812
Radio	0%	41.2%	39.3%	18.3%	1.2%	3.60	0.540
Television.	0%	1.2%	40.5%	56%	2.4%	3.60	0.562
Posters	0%	0%	81%	13%	6%	3.93	0.433
Newspaper	0%	1.2%	76.7%	9%	13.1%	3.94	0.588
Facebook	0.4%	2%	10.7%	73.8%	13.1%	3.95	0.675
WhatsApp	0%	0%	66.2%	11.4%	2.4%	3.76	0.481
Instagram	2.4%	0%	41%	31.9%	24.8%	3.67	0.683
Twitter	2.4%	66%	20.2%	4.3%	7.1%	3.68	0.794
Ministry website.	0.0%	0%	6.7%	70.2%	23.1%	3.82	0.747
Composite mean and composite SD						3.88	0.813

N=60

The findings about the channels of communication that the Immigration Department uses to offer services to the public. The majority of respondents (85.6%) agreed that the Nakuru County immigration department serves the public via email channels, with a mean score of 4.26 and a standard deviation of 1.043.

According to the research findings, the majority of respondents (85.7%) agreed that SMS communication was a significantly used channel (mean = 4.26, standard deviation 1.173). This illustrates how the Immigration Department in Nakuru County provided services to the public through the SMS communication channel.

Furthermore, fax communication was only modestly employed at the department of immigration in Nakuru County, as evidenced by the 47.8% usage rate of fax as a communication channel (mean = 3.89, standard deviation 1.130).

90.2% of people used face-to-face contact, which is a very high percentage (mean = 3.98, standard deviation 1.053). This indicates that use of face to face communication channel was significantly used in delivery of service to the public in the department of Immigration in Nakuru County. Additionally, memos were employed as a communication tool, with 73.8% of respondents agreeing.

showing that the department of immigration in Nakuru County employed memo communication to provide services to the public (mean = 3.69, standard deviation 0.791).

The majority of respondents (63%) agreed that the department of immigration in Nakuru County used telephone communication to provide services to the public. The mean score was 3.67 with a standard deviation of 0.812.

Radio communication channels were used infrequently, with minority agreement at 19.5% (mean = 3.60, standard deviation 0.540), suggesting that the department of immigration in Nakuru County used radio communication channels to provide services to the general population.

A minority of 19% agreed that posters were rarely used as a communication channel, with a mean score of 3.93 and a standard deviation of 0.433. This suggests that, although at a very low level, posters were used to provide services to the public in the Immigration Department in Nakuru County.

The department of Immigration in Nakuru County rarely employed newspaper communication channels to provide services to the public, as seen by the majority being neutral at 22.1% with a mean of 3.94 and a standard deviation of 0.588. Facebook communication channels were widely used, with the majority agreeing at 86.9% with a

mean of 3.95 and standard deviation of 0.675, suggesting that the department of immigration in Nakuru County significantly used Facebook communication channels to provide services to the public.

The minority agreed at 13.8% with a mean of 3.76 and standard deviation of 0.481, suggesting that the WhatsApp communication channel was not significantly utilized in the department of immigration's public service delivery in Nakuru County. At 56.7%, the Instagram communication channel was used moderately, with a mean of 3.67 and a standard deviation of 0.683. This suggests that the department of Immigration in Nakuru County employed the Instagram communication channel to provide services to the public.

The department of Immigration in Nakuru County rarely used the Twitter communication channel to provide services to the public, as seen by the majority disagreeing at 66.4 percent with a mean of 3.68 and standard deviation of 0.794. Additionally, a higher percentage of respondents (93.3%) said that they communicated via the ministry website (mean = 3.68, standard deviation 0.794). This suggests that the department of Immigration in Nakuru County primarily used the ministry website as a communication channel for public service delivery.

The overall findings on the several communication channels showed that they have an impact on the public service provided by the Immigration Department in Nakuru County, Kenya. This research supports the findings of Naz et al. (2016), who contended that improved communication enables individuals to participate more actively in all facets of governance, including the formulation of public policy, so strengthening the development of a mutually beneficial and trusting culture.

### 4.6.3 Support for Current Technology by Top Management in Service Delivery

#### Department

The purpose of this section was to determine whether upper management approved of the technology currently being used in the Nakuru County Immigration Department. The findings are displayed in Table 24.

**Table 24: Support from Top Management for Current Technology in Nakuru County's Service Delivery Department**

Remarks	Occurrence	Percent (%)
Yes	60	100.0%
No	0	0.0%
<b>Total</b>	<b>60</b>	<b>100.0%</b>

*Source: Researcher (2025)*

According to the respondents' response distribution, 1000.0% of them said that top management supports the current technology used in the immigration department to provide high-quality services. This suggests that the quality of service provided by the immigration department in Nakuru County, Kenya, is positively impacted by top management support.

### 4.6.4 Support Personnel at the Immigration Department's IT Division

Examining the IT support staff at the Immigration Department in Nakuru County was the goal of this segment. The IT support staff's role in service delivery at the Immigration Department in Nakuru County, Kenya, is examined in this report. Table 25 presents the findings.

**Table 25: Support Personnel at the Immigration Department's IT Division**

<b>Remarks</b>	<b>Occurrence</b>	<b>Percent %</b>
Engineers in computers	60	100.0%
Developers of software	60	100.0%
Employees who maintain databases	60	100.0%
Maintenance staff for the Internet	60	100.0 %

*Source: Researcher (2025)*

The distribution of respondents by IT department support workers on service delivery at the Immigration Department in Nakuru County, Kenya, is shown in Table 25. According to the findings, 100.0% of the respondents said that the immigration department employed computer engineers. The results also showed that every respondent was in agreement that the immigration department in Nakuru County has software developers working at 100% of the time to provide services. In the meantime, 100.0% of respondents said that database maintenance staff in the Nakuru County immigration department provided services.

Additionally, the results show that every single respondent (100%) said that the immigration department has internet maintenance staff, which affects the quality of services provided at the immigration department in Nakuru. According to this distribution, the immigration department in Nakuru County, Kenya, had 100% information technology support staff, which affects the department's ability to provide high-quality services. This suggests that the department of immigration in Nakuru County, Kenya, relies on information technology support personnel to provide high-quality services.

## 4.7 Statutes of operation

### 4.7.1 Guidelines for Document Registration and Issuance in the Immigration

#### Department of Nakuru County

The purpose of this section was to investigate whether the immigration department in Nakuru County had complicated documentation registration and issuing policies. The outcomes can be seen in Table 26.

**Table 26: Rules and guidelines for document issuance and registration at the Nakuru County Immigration Department**

Remarks	Occurrence	Percent (%)
Yes	51	85.0%
No	9	15.0%
	60	100.0%

*Source: Researcher (2025)*

The respondents' distribution of answers about the complexity of the laws and regulations pertaining to document issuance and registration in providing high-quality services in the immigration department. According to the results, 85.0% of respondents said that the immigration department's rules and regulations pertaining to document issuance and registration are complicated and interfere with providing high-quality services.

This suggests that quality service at the immigration department of Nakuru County, Kenya, is impacted by the intricate set of rules and regulations controlling document issuance and registration.

#### 4.7.2 Statutes Procedure Duration of Immigration Department Registration

The length of the registration procedure at the Immigration Department in Nakuru County was investigated in this section. Table 27 presents the findings.

**Table 27: Statutes Procedure Duration of Immigration Department Registration**

Length in days	Occurrence	Percent %
15 days	0	100.0%
16 to 30 days	40	66.7%
31to 90 days	60	100.0%
More than 91 days	10	16.7 %

*Source: Researcher (2025)*

The distribution of respondents' statutes process lengths for service delivery registration at the Department of Immigration in Nakuru County, Kenya, is shown in Table 27. According to the findings, 100.0% of the respondents said that the statutes process does not take roughly 15 days. The results also showed that 66.7% of the respondents concurred that the immigration department's service delivery in Nakuru County takes 16–30 days to complete the legal procedure.

In the meantime, 100.0% of those surveyed said that the immigration department in Nakuru County takes between 31 and 90 days to deliver services. Additionally, 16.7% of respondents said that it takes more than 91 days, which affects the quality of services provided by the immigration department in Nakuru, according to the statistics. The findings show that the legislation procedure takes 16 to 90 days, which affects the department of immigration's ability to provide high-quality services in Kenya's Nakuru County.

### 4.7.3 Governmental Public Service Initiative to Provide High-Quality Immigration

#### Department Services

This section looked at how the government's public service initiative helped the Immigration Department in Nakuru County provide high-quality services. Table 28 presents the findings.

**Table 28 : Government Public Service Initiative to Provide High-Quality Services**

Strategies	Frequency	Percent %
Increases the ability to implement	53	88.33%
Enhanced Responsibility	55	91.67%
Motivated Dedication to public service	60	100.0%
Improved collaboration	38	63.33 %

*Source: Researcher (2025)*

Table 28 shows the respondents' distribution on government initiatives in public service to achieve quality service at the Immigration Department in Kenya's Nakuru County. The majority of respondents (88.10%) said that the government improves implementation capability, which affects the provision of high-quality services in Nakuru County, according to the data.

According to the data, 91.67 percent of the respondents concurred that the government improves responsibility for the immigration department's service delivery in Nakuru County. Meanwhile, 100.0% of those surveyed said that the government promoted dedication to public service at the Nakuru County immigration department.

The findings also show that 63.33 percent of respondents said the government improves teamwork in the Nakuru immigration department to provide high-quality services. The

government has implemented measures in public service delivery to achieve quality service delivery in the Immigration Department in Nakuru County, Kenya, according to the overall results.

#### 4.7.4 How much the Department of Immigration's service delivery is impacted

This section looked at how much laws and statutes impact the immigration department's service delivery in Kenya's Nakuru County. Table 29 presents the findings.

**Table 29: How much the Department of Immigration's service delivery is impacted**

Remarks	Occurrence	Percent %
Excellent	21	35.0%
Good	35	58.3.0%
Below average	3	5.0%
Poor	1	1.7 %
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The distribution of respondents by the degree to which statutes and legislation impact the department of immigration's service delivery in Nakuru County, Kenya, is shown in Table 29. A sizable percentage, 58.3%, said that laws and regulations pertaining to the immigration department's service delivery in Nakuru County were significant. As for the immigration department in Nakuru County, 35.0% of respondents said that laws and statutes had a significant impact on the services provided.

A minority of respondents (5.0%) and 1.7%, respectively, believed that statutes and legislation have a very low and low impact on the immigration department's service

delivery in Nakuru County. Overall, the findings showed that Nakuru County, Kenya's Immigration Department's service delivery is impacted by laws and statutes.

These findings support the fundamental role of the government in creating, running, and maintaining a trustworthy population registration system that generates official records on significant occurrences and their attributes for the whole populace. In an effort to accomplish the aforementioned, the government has previously tried to coordinate the many population registration initiatives.

The IPRS's successful deployment is the result of MIRP's and the government's efforts to streamline population registration procedures in order to improve public service delivery's efficacy and efficiency. A population registry is an up-to-date list of every residential resident that has enough data to uniquely identify each person and is utilized for authorized purposes. (Adeniyi, 2019)

#### 4.8 Service Delivery

##### 4.8.1 Processing time for passports at the immigration office in Nakuru County

The length of the registration procedure at the Immigration Department in Nakuru County was investigated in this section. Table 30 presents the findings.

**Table 30: Processing time for passports at the immigration office in Nakuru County**

Processing time	Frequency	Percent %
One week	0	00.0%
One month	13	21.7%
Two months	19	31.6%
More than two months	28	46.7 %
Total	60	100%

*Source: Researcher (2025)*

The distribution of passport processing time on service delivery at the Immigration Department in Nakuru County, Kenya, is shown in Table 30. According to the findings, 46.7% of respondents said that the passport processing time takes longer than two months. The results also showed that 31.6% of respondents concurred that the immigration department in Nakuru County takes two months to process passports during service delivery.

At the same time, 21.70% of those surveyed said that the immigration department in Nakuru County takes a month to provide high-quality services for passport processing. Additionally, the results show that none of the respondents mentioned that pass port processing takes roughly a week. According to the overall findings, pass port processing takes at least one month and up to two months. This port processing time affects the immigration department's ability to provide high-quality services in Kenya's Nakuru County.

#### **4.8.2 The immigration department will search the record for a verification period.**

This section looked at how long it took the immigration service in Nakuru County to seek records for verification. Table 31 presents the findings.

**Table 31: The immigration department will search the record for a verification period**

<b>Searching time</b>	<b>Frequency</b>	<b>Percent %</b>
Within 24 hours	23	38.3%
Within a week	27	45.0%
More than a week	10	16.7%
Total	60	100%

*Source: Researcher, (2025)*

The distribution of time spent searching records for confirmation of service delivery at the Immigration Department in Nakuru County, Kenya, is shown in Table 31. According to the findings, the majority of respondents (45.0%) said that it takes a week to search records for verification. The results also showed that 38.3% of respondents concurred that the immigration department in Nakuru County takes 24 hours to search records for verification when providing services.

In the meantime, 16.7% of respondents said that the immigration department in Nakuru County takes longer than a week to provide high-quality services when searching records for verification. The total findings indicated that searching records for confirmation of service delivery at the immigration office in Nakuru County, Kenya, takes at least 24 hours and more than a week. The quality of services provided by the immigration department in Nakuru County, Kenya, is impacted by this search record period.

#### 4.8. 3. The Immigration Department's Charter for Customer Service

The purpose of this section was to determine whether the immigration department in Nakuru County had a customer service charter. The outcomes are shown in Table 32.

**Table 32: Immigration Department's Charter for Customer Service**

Remarks	Occurrence	Percent (%)
Yes	60	100.0%
No	0	0.0%
Total	60	100.0%

*Source: Researcher (2025)*

The distribution of responses from those who were asked if the immigration department had a customer service charter for providing high-quality services. According to the findings, every single respondent (100%) said that the immigration department had a customer service charter for providing high-quality services. This suggests that the

customer service charter has an impact on the level of service provided by the immigration department in Kenya's Nakuru County.

**4.8.4 The Department of Immigration upholds the extent customer service charter.**

The purpose of this section was to assess the level of service provided by the Immigration Department in Kenya's Nakuru County. Table 33 presents the findings.

**Table 33: Department of Immigration upholds the extent customer service charter.**

<b>Remarks</b>	<b>occurrence</b>	<b>Percent %</b>
Excellent	17	28.3%
Good	29	48.3%
Below average	11	18.4%
Poor	3	5.0 %
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The respondents' distribution according to how well the customer service charter is followed at the Immigration Department in Nakuru County, Kenya, is shown in Table 33. A sizable percentage, 48.3%, said that the customer service charter is mostly followed when providing services at the immigration department in Nakuru County. In the meantime, 28.3% of respondents strongly agreed that the immigration department in Nakuru County adhered to the customer service charter.

The minority agreed that the immigration department in Nakuru County adheres to the customer service charter to a very low degree (18.4%) and to a low degree (5.0%). The department of immigration in Nakuru County, Kenya, provided adherence services, which influenced the quality of service delivery, according to the overall results.

#### 4.8.5 Interaction between Customers and Immigration Department Employees

The purpose of this section was to investigate the frequency of interactions between immigration department employees and customers in Nakuru County, Kenya. Table 34 presents the findings.

**Table 34: Interaction between Customers and Immigration Department Employees**

Remarks	Occurrence	Percent %
Most frequently	19	31.7%
Frequently	27	45.0%
Moderately	10	16.7%
Less frequently	4	6.6 %
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The respondents' distribution according to the frequency of customer interactions with the immigration department employees in Nakuru County, Kenya, is shown in Table 34. A sizable percentage (45.0%) said that the immigration department employees frequently engage with customers regarding service delivery in the Nakuru County immigration department. In contrast, 31.7% of those surveyed said that immigration department employees frequently dealt with customers in Nakuru County.

A minority of respondents (16.7%) and 6.6%, respectively, agreed that there were moderate and low consumer interactions with immigration department employees in Nakuru County. The overall findings showed that interactions between customers and immigration department employees in Nakuru County, Kenya, had an impact on the provision of high-quality services.

#### 4.8.6 The rate at which the Immigration Department provides high-quality services

This section looked at the interactions between the immigration service and customers in Kenya's Nakuru County. Table 35 presents the findings.

**Table 35: The rate at which the Immigration Department provides high-quality services**

Rate	Frequency	Percent %
Excellent	21	35.0%
good	30	50.0%
Average	9	15.0%
Below average	0	0.0 %
<b>Total</b>	<b>60</b>	<b>100%</b>

*Source: Researcher (2025)*

The respondents' distribution according to the level of service quality provided by the Immigration Department in Nakuru County, Kenya, is shown in Table 35. A sizable percentage (50.0%) said that the immigration department in Nakuru County had a satisfactory rate of service quality delivery. In the meantime, 35.0% of those surveyed said that the immigration department in Nakuru County provided very good quality services.

At 15.0%, the minority believed that the immigration department in Nakuru County, Kenya, provided services at a moderate charge. The overall findings showed that the immigration department in Nakuru County, Kenya, had satisfied customers who influenced the provision of high-quality services. The findings concur with Roth and Jackson (2015) that the overall competitiveness of contemporary businesses is significantly influenced by the design and execution of service delivery procedures.

#### 4.9 Diagnostic Tests

#### 4.9.1 Autocorrelation Test

A regression model's residuals can be tested for autocorrelation to see if they defy the premise of independence by becoming correlated with time. Because autocorrelation can impact the precision of statistical judgments, its detection is essential. To ascertain whether residuals in the regression model were associated over time, which would go against the concept of independence, autocorrelation testing was crucial. Standard errors can be distorted by autocorrelation, which can result in inaccurate conclusions on the relevance of predictor variables and ineffective hypothesis testing.

As seen in Table 36, recognizing and resolving autocorrelation guarantees that the model generates objective and effective estimates, boosting the validity of the study's conclusions.

**Table 36: Autocorrelation test**

lags( $p$ )	chi2	df	Prob>chi2
1	2.216	1	0.5111

*Source: Researcher (2025)*

The autocorrelation test results, which are shown in Table 36, have a p-value of 0.5111 and a chi-square statistic of 2.216 with one degree of freedom (df). This shows that the data does not have substantial autocorrelation because the p-value is higher than the standard significance level of 0.05. The factors impacting the provision of high-quality services at the immigration department in Nakuru County, Kenya, are the subject of this study.

The lack of autocorrelation indicates that there is no association between the model's residuals. The validity of the regression model utilized in the study depends on this.

study, as autocorrelation can distort the results and affect the reliability of the estimates.

#### 4.9.2 Heteroscedasticity

By determining whether the variance of the residuals was constant throughout the model, the Breusch-Pagan test was used to identify heteroscedasticity. Heteroscedasticity was tested in this study to see if the residuals' variance was consistent across observations. Because it might affect the accuracy of coefficient estimates and result in inaccurate conclusions regarding the links between determinants and quality service delivery at the Department of Immigration in Nakuru County, Kenya (Table 37), detecting heteroscedasticity is essential.

**Table 37: Heteroscedasticity**

Breusch-Pagan/Cook-Weisberg test for heteroscedasticity		
chi2(1)	=	0.415
Prob>chi2	=	0.785

Table 14 presents the findings of the Breusch-Pagan/Cook-Weisberg test for heteroscedasticity, which yield a p-value of 0.785 and a chi-square value of 0.415 with one degree of freedom. We are unable to reject the null hypothesis of homoscedasticity since the p-value exceeds the often used significance level of 0.05.

The variance of the residuals is assumed to be constant across all levels of the independent variables, indicating that there is no indication of heteroscedasticity in the data. When heteroscedasticity is absent, the regression model does not have problems with non-constant variance, which guarantees the accuracy and consistency of the model's estimates in the context of this study on the factors and quality service delivery at the immigration department in Nakuru County, Kenya.

### 4.9.3 Multicollinearity

Redundancy and instability in coefficient estimates result from multicollinearity, which happens when independent variables in a regression model have a high degree of correlation. It may become challenging to ascertain the predictors' actual influence on the dependent variable as a result of this distortion of their significance. Tolerance tests and the Variance Inflation Factor (VIF) were used to evaluate multicollinearity in this study. As demonstrated in Table 38, tolerance is the reciprocal of VIF and represents the percentage of variance not explained by other predictors. VIF quantifies the extent to which the variance of a regression coefficient is inflated as a result of collinearity.

**Table 38: Multicollinearity**

<b>Collinearity Statistics</b>		
<b>Variables</b>	<b>Tolerance</b>	<b>VIF</b>
Environment of work	0.812	1.012
capacity of employees	0.801	1.321
Technology	0.941	1.321
statues of operation	0.828	1.354

*Source: Researcher (2025)*

Tolerance and Variance Inflation Factor (VIF) values for each research variable are displayed in Table 38, which displays the multicollinearity test findings. VIF values vary from 1.012 to 1.354, while tolerance values fall between 0.801 and 0.941. The results show that multicollinearity is not an issue in this model because the VIF values are below the typical cut-off of 10 and the tolerance values are far over the threshold of 0.1.

This indicates that there are no strong relationships between the predictor factors, which include the working environment, staff capabilities, technology, and operational statues. As such, the model's regression coefficient estimations are trustworthy, and the

connections between the predictors and the provision of high-quality services are precisely represented.

#### 4.10 Results on correlation

The correlation matrix for the study, which looked at the connections between important factors affecting the provision of high-quality services in Nakuru County, is shown in Table 39. The purpose of the study was to determine the direction and degree of relationships between quality service delivery and elements including the work environment, staff capability, technology, and operational statuses.

**Table 39 : Results on Correlation**

		Quality service delivery	Work environment	Staff capacity	Technology	Operating statuses
Quality service delivery	Pearson Correlation	1				
	Sig. (2-tailed)					
Work environment	Pearson Correlation	.671**	1			
	Sig. (2-tailed)	.000				
Staff capacity	Pearson Correlation	.564*	.403	1		
	Sig. (2-tailed)	.000	.367			
Technology	Pearson Correlation	.521**	.344	.345	1	
	Sig. (2-tailed)	.000	.377	.336		
Operating statuses	Pearson Correlation	.741	.395	.421		1
	Sig. (2-tailed)	.000	.448	.378	.487	

\*.Correlation is significant at the 0.05 level (2-tailed).

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

c. List wise N=60

Source: Researcher (2025)

Table 39's correlation results demonstrate a number of noteworthy connections among the major factors affecting Nakuru County's provision of high-quality services. Operational statuses and the variable "quality service" have a substantial positive association ( $r = 0.741$ ,  $p < 0.01$ ), suggesting a close relationship between quality service delivery and well-established operational statuses. Additionally, there is a strong positive link between work environment and quality service delivery ( $r = 0.671$ ,  $p < 0.01$ ), indicating that a productive workplace is essential to providing high-quality services. With coefficients of 0.564 ( $p < 0.05$ ) and 0.521 ( $p < 0.01$ ), respectively, staff capacity and technology have a moderate affiliation with providing high-quality services. This suggests that in order to provide high-quality services, both worker capacity and efficient technology are crucial, but they are not as closely linked as the workplace and operating regulations. All of these factors, in conclusion, are related to the provision of high-quality services in Kenya's Nakuru County.

#### 4.11 Results on Regression

The regression model's summary statistics are shown in Table 40.

**Table 40: Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.678 <sup>a</sup>	.459	.414	.4382

a. Predictors: (Constant), work environment, staff capacity, technology, operating statuses

*Source: Researcher (2025)*

The summary statistics for the regression model that shows how the work environment, staff capability, technology, and operating statuses affect the quality of services provided in Nakuru County are shown in Table 40. The dependent variable, quality service delivery, and the predictors—work environment, staff capacity, technology, and operational statuses—have a somewhat positive connection, as indicated by the R value

of 0.678. The combined impacts of the predictor variables can account for about 45.9% of the variance in the provision of excellent services, according to the R Square value of 0.459.

This indicates that these parameters are important in determining the quality of services provided, even though 54.1% of the variation may be influenced by other factors not taken into account by the model. After adjusting for the number of predictors and sample size, the Adjusted R Square value of 0.414 shows that 41.4% of the variance in the provision of high-quality services can be explained.

**Table 41:ANOVA**

<b>Model</b>		<b>Sum of Squares</b>	<b>Df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>
1	Regression	93.721	1	93.726	122.413	.000 <sup>b</sup>
	Residual	89.131	59	.453		
	<b>Total</b>	<b>182.852</b>	<b>60</b>			

a. Dependent Variable: Quality service delivery

b. Predictors: (Constant), work environment, staff capacity, technology, operating statutes

The Analysis of Variance (ANOVA) for the regression model evaluating the impact of the work environment, staff capacity, technology, and operating statutes on the provision of high-quality services in Nakuru County, Kenya, is shown in Table 41. The variance in service quality delivery that can be accounted for by the predictor variables (work environment, staff capacity, technology, and operational statutes) is represented by the Regression Sum of Squares of 93.726. The variation in quality service delivery that cannot be explained by the model is indicated by the Residual Sum of Squares of 89.131, indicating regions that require additional investigation. The overall variation in project execution, including both explained and unexplained variation, is equal to the overall Sum of Squares of 182.852.

The significance value (p-value) of 0.000 and the F-statistic of 122.413 show that the model is statistically significant. The null hypothesis is strongly rejected since the p-value is below the generally accepted significance level of 0.05. This demonstrates how the predictor variables—workplace culture, employee ability, technology, and operational statute—all work together to significantly impact the provision of high-quality services in Kenya's Nakuru County.

**Table 42 : Coefficients of regression**

Model	Un-standardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.654	0.449		1.018	0.000
Environment of work	.636	0.461	.491	1.132	0.001
capacity of staff	.623	0.420	.363	1.109	0.001
Technology	.590	0.343	.326	1.033	0.000
Statutes of operation	.717	0.492	.386	1.001	0.000

Dependent variable: Quality service delivery

*Source: Research Findings (2025)*

The regression formula can be expressed as:

$$\text{Quality service delivery} = 0.654 + 0.636X_1 + 0.623X_2 + 0.590X_3 + 0.717X_4 + \epsilon$$

Table 42's regression results show how operating statute, personnel capacity, technology, and work environment all affect the provision of high-quality services. When all independent variables are set to zero, the constant (0.654) denotes the minimum standard of high-quality service. The unstandardized coefficients show how much each predictor helps to the provision of high-quality services, with operating statutes having the biggest beneficial impact.

## CHAPTER FIVE

### SUMMARY, CONCLUSIONS AND STUDY RECOMMENDATIONS

#### 5.1 Introduction

The findings summary, study question answers, conclusion, recommendations, and ideas for additional research are all briefly reported in this chapter.

#### 5.2 Findings summary

##### 5.2.1 The impact of the workplace on the delivery of high-quality immigration services

Service delivery is significantly impacted by the physical and emotional well-being of employees for both humanitarian and financial reasons. The most significant assets in any company are its employees, and both the employees and the employer depend on their general well-being. Government ministers who interfere with their ministries' functioning to gain favors for themselves and their political supporters are feared by public servants.

Because of this, public servants are constantly worried about losing their employment. Government offices have subpar working conditions, and the majority of them lack basic amenities that staff members need to perform their jobs. Employees who lack job security feel as though their lives are in jeopardy and that their occupations are safe enough for them to focus and perform their jobs as effectively as possible.

##### 5.2.3 Impact of Staff Capacity on the Delivery of High-Quality Immigration Services

In order to deliver exceptional services, workers' capacity—including their level of knowledge and the number of employees needed to serve clients—is essential; if one is deficient, service delivery will suffer. Training and development help people acquire skills that will help them perform better. Poor service delivery and organizational inefficiencies were the results of their workforce's lack of training and development.

Task overload significantly reduces employees' ability to perform and improve their work while providing exceptional service.

#### **5.2.4 The impact of technology on the delivery of high-quality immigration services**

Since most records are unlocatable and people spend a lot of time trying to find a specific document that could have been easily located with the installation of modern technology, which helps to retrieve and get documents very quickly, the ministry has continued to lag behind in terms of providing high-quality services because of the continued use of outdated technology. Modern IT is thought to increase operational effectiveness, lower operating expenses, and offer It cannot be overstated that there are numerous repercussions when technology is used to provide services.

In order to meet internal goals like cost reduction and profit generation, as well as to provide efficient and effective client services, it is imperative that business processes be driven by ICT. Because ICT-enabled systems disintermediate services and let citizens complete transactions on their own, they can eliminate opportunities for corrupt use of discretion. The quick transfer of papers and the recovery of man hours lost during transportation are made possible by modern technology.

#### **5.2.4 Operating statutes have an impact on the delivery of high-quality immigration services.**

Most current operating statutes are so complicated that an applicant will have to wait for a long time to receive services for a case that could only take a minute; a case could go up to a year without any assistance. This has had a significant impact on the ministry's level of service delivery due to the complicated procedures and systems that must be followed to resolve specific cases.

Certain individuals have been granted a great deal of power by the operating legislation, which they abuse by requesting bribes and promoting nepotism and corruption in the

management of public services. For impoverished Kenyans, who wonder why they must go through so many steps each time they want government services, some of these onerous laws and regulations make it difficult to provide effective and efficient services.

### **5.3 Conclusion**

An organization should examine the management process across the board in order to increase efficiency in public sector service delivery and generate savings. First, each office's overarching goal needs to be assessed, and everything should be focused on the success of the company. Second, the business needs to be careful when it comes to updating internal policies and procedures. To increase efficiency, organization leaders must adopt a strong posture in promoting fresh and creative ideas and changing the prevailing culture. To facilitate a positive shift in behavior and culture, which can lead to the development of an effective, cooperative service delivery program, leaders must establish a focused and ongoing change management and improvement program.

### **5.4 Recommendations**

#### **5.4.1 Environment of work**

Given the complexity of the issues facing the workplace, policy measures need to be inclusive, multifaceted, and cross-cutting. Since the public sector is crucial to the development of a country, policy action must be addressed for unified policies to ensure great service delivery in the public sector. Since context determines the effectiveness of solutions, public sector officials must give top priority to creating suitable legislation that will allow different sectors, including ministries, to deliver first-rate services.

Other levels must guarantee the provision of a legal and regulatory framework, as well as guidance and support for the creation of workplace policies targeted at improving the working environment, in order to improve service delivery.

Workers need to be in an environment that supports their optimal performance. Ensuring

job security for employees is essential to maintaining a secure workplace. Only when workers are at ease in both their personal and professional life can they concentrate and do their duties to the best of their abilities.

#### **5.4.2 Capacity of staff**

The number of employees needed to provide services to clients and their level of competence are crucial. Employees can acquire skills through training and development that will improve their performance. Therefore, in order to increase organizational performance, businesses must use training and development to help their employees learn new abilities. Experts with a deep grasp of market dynamics and the ability to negotiate are required to participate in the service delivery system.

This is a crucial requirement considering the diverse array of duties that a unit is accountable for, many of which are closely related to its efficacy and efficiency. Since service delivery activities are crucial to an organization's operation and success, it is imperative that they be performed by qualified staff who uphold the highest ethical and professional standards and adhere to solid protocols based on applicable laws and regulations. Experience has shown that a service delivery method that consistently strives to uphold transparency, steer clear of corruption, and utilize best practices is an effective one.

#### **5.4.3 Technology**

It is believed that the creation of new information and communication technologies is essential to the establishment of accountability. When a decision is taken, the parties to whom the decision maker is accountable must be informed of the decision and its implications. The efficiency and improved services that come with digital processes can benefit the government. ICT use in government is intended to empower people by giving

them interactive access to and use of information, in addition to emphasizing efficiency and effectiveness.

IT use is believed to improve operational effectiveness, reduce operating expenses, and generate multiple opportunities for improvement. It cannot be overstated that there are numerous repercussions when technology is used to provide services. ICT must be the driving force behind business operations in order to accomplish internal goals, reduce expenses, and generate profits while providing clients with efficient and effective services.

By disintermediating services and enabling citizens to conduct transactions directly, ICT-enabled solutions can eliminate opportunities for the fraudulent use of discretion. By providing better accounting, monitoring, and auditing practices, these technologies also improve information accessibility in the public sector, making public business more fully accessible to top management and outside scrutiny. People can participate more actively in all aspects of government, including policymaking, thanks to improved communication, which fosters the growth of a mutually beneficial and trustworthy culture.

Several methods can be used to achieve this. But in reality, it can accomplish things that would not be feasible otherwise because of its ability to speed up and/or reduce the cost of information chores.

#### **5.4.4 Legislation**

Leading immigration policy and services, managing border control points, registering people, managing births and deaths, managing refugee policy and services, and overseeing the Integrated Population Registration System (IPRS) are all expected of the Ministry of State for Immigration and Registration of Persons. The basic duty of the government to create, run, and maintain a reliable population registration system that

produces legal documentation on important events and their characteristics for the entire population is recognized by the population registration principles.

### **5.5 Suggestion for Further Studies**

Providing high-quality services is essential; service delivery ratings fall greatly if providers fail to meet client expectations. A spread of negative word-of-mouth communications may result from this. On the other hand, positive word-of-mouth spreads when service providers meet or above the expectations of their clients. In order to improve services, Kenyans and stakeholders have pushed the Ministry of Immigration and Registration of Persons to reconsider its strategy over time.

The ability of the Ministry of Immigration and Registration of Persons to deliver first-rate services is influenced by a number of factors, including the working environment, technology, worker capability, and laws. The goal of this study is to replicate the findings of a Ministry of Immigration and Registration of Persons study conducted in Kenya.

His research indicates that two of the biggest issues ministries deal with when providing services are technology and the workplace. Ministry employees made up the study's sample size. To fill the clear gap in the literature and management decision making in the public sector, the study suggested a replication of the same study in the areas of quality service delivery and research data creation.

## REFERENCES

- Abiodun, E.J.A. (2019). An overview of human resources management. Idea *Publication, Shomolu, Lagos*. P. 110-121.
- Adeniyi, O.1. (2015). Employee education and training in Ejiogu, Lagos . *Maltho Press Ltd*, P. 159-167
- Armstrong, Michael. (2016). A Guide to Human Resource Management Techniques (10<sup>th</sup> Ed.) Kogan Page, London.
- Barney, J. (2019). Firm resources and sustainable competitive advantage, *Journal of Management*, 17(1),99-12
- Cooper, D. R.& Schilndler, P.S. (2016). Business Research Methods, 9th edition. *McGraw Hill/Iruib*. New York, U.S.A
- Cronin, J.J. Jr & Taylor, S.A. (1992) " Assessing the quality of services: a reconsideration and expansion *Journal of Marketing*, 56, pp. 55-68.
- Heeks, R. (2022). E-Government Success and Failure Rates in Developing Nations , IDPM, *University of Manchester*, U.K.
- Luthans F., (2019). Organizational Behavior, *McGraw-Hill*, New York.
- Lynch,R.(2020).Corporate Startegy.7<sup>th</sup> edition. *Financial Times-Prentice hall*, England.
- Midiwo,V.N. (2019) Factors influencing the Ministry of Immigration and Registration of Persons' computerization of records,Unpublished MBA Project, JKUAT.
- Mujis, M. (2018).Doing Quantitative Research in Education. London: *Sage Publication*.
- Mwangi, J.M (2019): The Ministry of Immigration and Registration of Persons' Computerization of Records: Executive Masters of Business Administration,JKUAT.
- Njenga, D. (2020), factors that affect Kenyan local authorities' ability to provide services.Unpublished EMBA project JKUAT.
- World Bank (2018b), Agenda to restore Policy. August 18, 2023. World Bank Report No. 25840-KE, Kenya.

**APPENDICES**

**Appendix I: Informed Consent Form**

Dear Sir/Madam,

**Re: Request For Your Consent To Participate In A Research**

I'm writing to respectfully ask that you take part in a study. The title of the study is:

**FACTORS INFLUENCING QUALITY SERVICE DELIVERY IN PUBLIC SECTOR. A CASE OF DEPARTMENT OF IMMIGRATION IN NAKURU COUNTY, KENYA.**

There are very few possible dangers or discomforts associated with the study. This is due to the fact that you will only be required to complete the questionnaire. All responders will be reminded and asked to maintain the confidentiality of the information discussed prior to completing the questionnaire. You stand to gain nothing personally from taking part in this study. Please volunteer and let me know what you think. We will not charge you for the time you spend with us or for the information you provide. Any information you submit will be kept private and confidential. The information gathered will only be utilized for this research and will be deleted upon publication of the results.

Taking part in this research is completely voluntary. If you would like, you can withdraw at any time and refuse to answer any of the questions.

If you agree to take part in this study, just sign the following document.

:Signature of participant..... Date: .....

Get in touch with the following if you have any questions.

: Mobile phone: +254727634378 or by email @gmail.com

Sincerely,

RESEARCHER

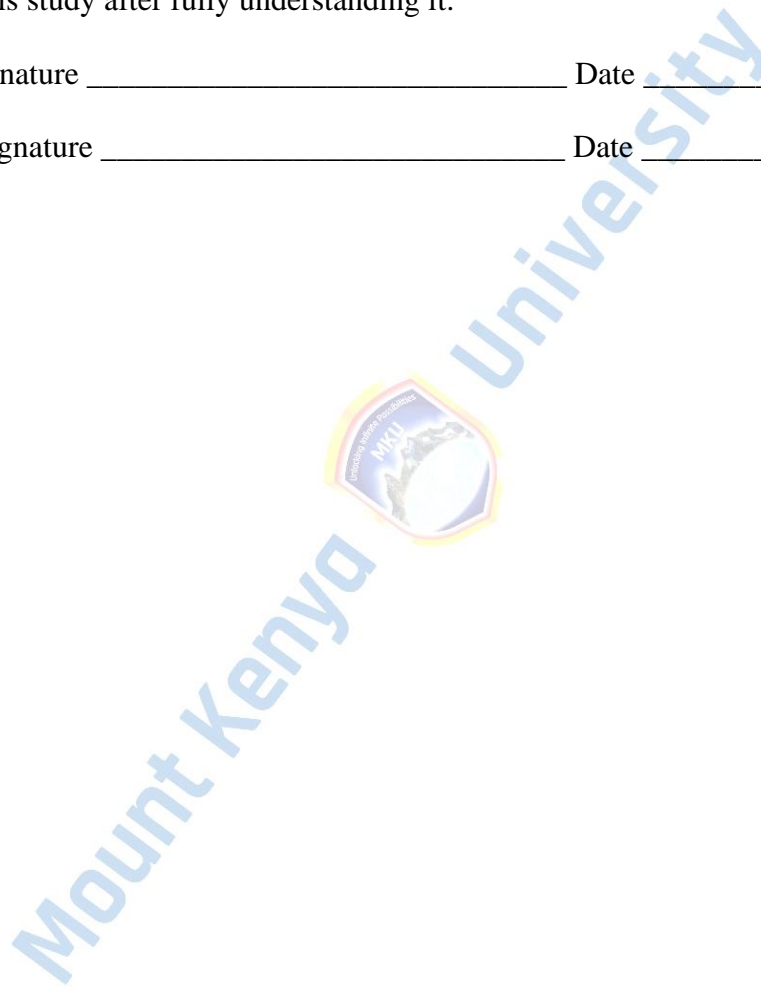
.....

## CONSENT

I have thoroughly read the information supplied, understood it, and had an opportunity to ask questions. I understand that participation in this research is completely optional, and I remain free to leave at any time without having to give a reason or pay any fees. I understand that a copy of this consent form will be given to me. I voluntarily agree to participate in this study after fully understanding it.

Participant's signature \_\_\_\_\_ Date \_\_\_\_\_

Investigator's signature \_\_\_\_\_ Date \_\_\_\_\_



## Appendix 11: Questionnaire

### Introduction

I respectfully ask that you answer these questions as accurately and truthfully as you can.

The answers to these inquiries will be kept private. Please refrain from writing your name on this survey. Please provide the necessary information in the designated spaces or mark [√] if appropriate. Make use of the key that follows: A stands for "strongly agree," D for "disagree," and SD for "strongly disagree."

### Part I: Background Information

1. Gender? [ ] Male [ ] Female

2. Age t?

18 to 35 years [ ] Between 36 to 45 years [ ] Between 46 to 55 years [ ]

Above 55 years [ ]

3. Highest level of educational ?

Secondary [ ] Diploma [ ] Postgraduate [ ] Undergraduate [ ]

4. Department of service ?

5. Designation in the department of service?

Top management [ ]

Middle level staff [ ]

Low level staff [ ]

6. Service period in the Ministry?

1 to 5 years [ ]

5 to 10 years [ ]

10 years and more [ ]

### Part 11: Environment of work

1. To what extent do employees of the Department of Immigration take their duties seriously?

Very large [ ]

Large [ ]

Average [ ]

Below average [ ]

Very low [ ]

2. Do you have all the tools and equipment you need to give high-quality services?

Yes [ ]

No [ ]

3. Which essential tools and equipment are available to you to facilitate your work environment at the department? You can check several boxes.

Office desks and comfortable seats [ ]

i. Office equipment that is kept up properly [ ]

ii. Computers that operate efficiently [ ]

iii. communication tools that are well-connected [ ]

4. Does upper management provide the following forms of support?

i. Evaluate the task that was done well. [ ]

ii. Encourage staff members [ ]

iii. Provide staff development time. [ ]

iv. Provide their thoughts on how to complete certain tasks. [ ]

5. In what ways has the administration supported you in providing high-quality ministry services?

i. Remuneration is good [ ]

ii. sick leave is paid [ ]

iii. Overtime payment [ ]

iv. Issuance of bonuses [ ]

### **CAPACITY OF STAFF**

1. Does this department have a sufficient quantity of employees?

Yes [ ]

No [ ]

2. By checking the corresponding box, you indicate how much you agree with the following comments about immigration department employees.

Remarks	SA	A	N	D	SD
There are enough employees to manage the amount of work at the office.					
There are enough employees with the necessary training to perform the tasks.					
staff members' timely and sufficient completion of the workload					

4. Do you feel overburdened at work?

Yes [ ]

No [ ]

5. Are the employees customer-focused in providing high-quality service?

Yes [ ]

No [ ]

6. What are some examples of how the staff members demonstrate their skills?

i. efficiently operate computer [ ]

ii. completing assignments assigned by management on schedule [ ]

iii. They act with a high degree of professionalism. [ ]

iv. People don't complain about carelessness. [ ]

7. How frequently do the department's documents address those that clients require?

i. Every day [ ]

ii. Once per week [ ]

iii. 2 to 3 times in a week [ ]

iv. two weeks [ ]

v. every month [ ]

## TECHNOLOGY

8. How much does the Department of Immigration's use of technology impact service delivery?

Very much [ ]

Much [ ]

Average [ ]

Below average [ ]

11. Check the box that corresponds to the extent to which the Ministry of Immigration uses the following as channels of communication in providing services to the public.

Remarks	5	4	3	2	1
Electronic mail					
sms					
Fax					
Face to face					
Memos					
Telephones					
Radio					
Television					
posters					
Newspaper					
Facebook					
whataapp					
Instagram					
Twitter					
Ministry website					

12. Is the present technology being supported by the highest management?

Yes [ ] No [ ]

13. Who are some of the immigration department's IT department support staff? able to check multiple

- i. Engineers in computer [ ]
- ii. Developers of software's [ ]
- iii. maintenance database personnel [ ]
- iv. personnel that maintains internet [ ]

## STATUTES OF OPERATION

15. Are there complicated rules and regulations pertaining to document issuing and registration?

Yes [ ] No [ ]

16. How long should the registration process take in accordance with the statutes?

- i. 15 days [ ]
- ii. 16 to 30 days [ ]
- iii. 31 to 90 days [ ]
- iv. 91 days and above [ ]

17. How has the government's rapid outcomes strategy in public service aided the Immigration Department in providing high-quality services?

- i. increases the ability to implement [ ]
- ii. Enhanced Responsibility [ ]
- iii. Motivated Dedication to public service [ ]
- iv. improved collaboration [ ]

18. How much does the Department of Immigration's service delivery become impacted by laws and statutes?

Very much [ ] Much [ ] average [ ] not much [ ]

## DELIVERY OF SERVICE

20. How much time does it take to obtain a passport?

One week [ ] monthly [ ] two months and more [ ]

21. How long should it take the Immigration Department to search a record and issue a verification?

- i. One day [ ]
- ii. One week [ ]
- iii. two week and more [ ]

22. Does the department have a customer service charter?

Yes [ ] No [ ]

23. If so, how well is the customer service charter followed?

Very Great [ ] Moderate [ ] Great [ ] Low [ ] Very low [ ]

24. How often is the customer interaction with staff in immigration department?

Very often [ ] Often [ ] Moderate [ ] Not often [ ]

25. How can you rate the quality of services delivered in the department of Immigration in Kenya?

Excellent [ ] good [ ] Average [ ] poor [ ]

**Thank You For Participating**

## Appendix III:MKU Research Authorization Letter



### DIRECTORATE OF GRADUATE STUDIES

MPAM/2023/44187

18<sup>th</sup> February, 2025

*National Commission for Science Technology & Innovation (NACOSTI)*  
*Off Waiyaki Way, Upper Kabete,*  
*P.O Box 30623- 00100*  
**NAIROBI, KENYA**

Dear Sir/Madam,

**RE: UBAH MUHAMED ISMAIL - REGISTRATION NO. MPAM/2023/44187**


The purpose of this letter is to introduce the above named student who is pursuing **Master of Arts in Public Administration and Management** in the department of **Management** in the school of **Business and Economics**

The title of the research is **"Factors Influencing Quality Service Delivery in Public Sector. A Case of Immigration Department in Nakuru County, Kenya."** It has been cleared by the University's Ethics Review Committee (Certificate attached) and now has to proceed to the field to collect data between **March, 2025 and May, 2025.**

Any assistance accorded to the student will be highly appreciated.

Thank you.

Mount Kenya University  
P. O. Box 342 - 01000, THIKA  
Office of the Director,  
Graduate Studies

  
**Dr. Samuel M. Karenga, Ph.D**  
**Director, Graduate Studies**  
Enc.

## Appendix IV: ERC Clearance Letter



REF: MKU/ISERC/4764  
TO: UBAH MUHAMED ISMAIL

Date: 17 February 2025

REG: MPAM/2023/44187

Dear Sir/Madam,

**RE: FACTORS INFLUENCING QUALITY SERVICE DELIVERY IN PUBLIC SECTOR: A CASE OF IMMIGRATION DEPARTMENT IN NAKURU COUNTY, KENYA.**

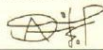
This is to inform you that **Mount Kenya University** has reviewed and approved your above research proposal. Your application approval number is **3486**. The approval period is **17/02/2025 - 16/02/2026**.

This approval is subject to compliance with the following requirements;

- i. Only approved documents including informed consents, study instruments, MTA will be used
- ii. All changes including amendments, deviations and violations are submitted for review and approval by **Mount Kenya University**
- iii. Death and life-threatening problems and serious adverse events or unexpected adverse events whether related or unrelated to the study must be reported to **Mount Kenya University** within 72 hours of notification
- iv. Any changes, anticipated or otherwise that may increase the risks or affect the safety or welfare of study participants and others or affect the integrity of the research must be reported to **Mount Kenya University** within 72 hours
- v. Clearance for export of biological specimens must be obtained from relevant institutions
- vi. Submission of a request for renewal of approval at least 60 days prior to expiry of the approval period. Attach a comprehensive progress report to support the renewal
- vii. Submission of an executive summary report within 90 days upon completion of the study to **Mount Kenya University**

Prior to commencing your study, you will be expected to obtain a research license from National Commission for Science, Technology and Innovation (NACOSTI) <https://research-portal.nacosti.go.ke> and also obtain other clearances needed.





Yours sincerely,



Dr. Alfred Owino, PhD  
Chairman, Mount Kenya University ISERC



## Appendix V: NACOSTI Research Permit

 <p>REPUBLIC OF KENYA</p>	 <p>NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY &amp; INNOVATION</p>
Ref No: <b>527430</b>	Date of Issue: <b>03/June/2025</b>
<b>RESEARCH LICENSE</b>	
	
<p><b>This is to Certify that Miss. UBAH ISMAIL of Mount Kenya University, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Nakuru on the topic: FACTORS INFLUENCING QUALITY SERVICE DELIVERY IN PUBLIC SECTOR: A CASE OF IMMIGRATION DEPARTMENT IN NAKURU COUNTY, KENYA. for the period ending : 03/June/2026.</b></p>	
License No: <b>NACOSTI/P/25/4173992</b>	
Applicant Identification Number <b>527430</b>	
	Deputy Director NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION
	Verification QR Code
	
<p>NOTE: This is a computer generated License. To verify the authenticity of this document, Scan the QR Code using QR scanner application.</p>	
<b>See overleaf for conditions</b>	

## PAGIARISM REPORT

FACTORS INFLUENCING QUALITY SERVICE DELIVERY IN  
PUBLIC SECTOR: A CASE OF IMMIGRATION DEPARTMENT IN  
NAKURU COUNTY, KENYA.

### ORIGINALITY REPORT

<b>20%</b>	<b>14%</b>	<b>13%</b>	<b>8%</b>
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

### PRIMARY SOURCES

<b>1</b>	<b>ir-library.ku.ac.ke</b> Internet Source	<b>2%</b>
<b>2</b>	<b>erepository.uonbi.ac.ke</b> Internet Source	<b>1%</b>
<b>3</b>	<b>pdffox.com</b> Internet Source	<b>1%</b>
<b>4</b>	<b>Submitted to Kenyatta University</b> Student Paper	<b>1%</b>
<b>5</b>	<b>Submitted to Mesa State College</b> Student Paper	<b>1%</b>
<b>6</b>	<b>strategicjournals.com</b> Internet Source	<b>1%</b>
<b>7</b>	<b>iajournals.org</b> Internet Source	<b>1%</b>
<b>8</b>	<b>Submitted to California Southern University</b> Student Paper	<b>1%</b>

[www.coursehero.com](http://www.coursehero.com)

9	Internet Source	1 %
10	Submitted to Fort Valley State Univeristy Student Paper	<1 %
11	repository.seku.ac.ke Internet Source	<1 %
12	Submitted to Machakos University Student Paper	<1 %
13	Submitted to University of Northumbria at Newcastle Student Paper	<1 %
14	core.ac.uk Internet Source	<1 %
15	Gladys Kangogo Komen, Thomas Anyanje Senaji. "Information and Communication Technology Management Support and Service Delivery at the Department of Immigration, Kenya", International Journal of Social Science Research, 2020 Publication	<1 %
16	Submitted to Haramaya University Student Paper	<1 %
17	kise.ac.ke Internet Source	<1 %
18	su-plus.strathmore.edu Internet Source	