

**ASSESSING THE INFLUENCE OF PUBLIC PARTICIPATION ON  
SERVICE DELIVERY IN KENYA COUNTY GOVERNEMENTS:  
A CASE OF LAIKIPIA COUNTY**

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## DECLARATION AND APPROVAL

This is my original work, never having received a recognition award from another university.

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## **DEDICATION**

This project is in honour of my father, Epeyon Engolan (May he rest in peace). God undoubtedly chooses the greatest among his flock.



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I would want to thank God, Dr. Ruthwinnie Munene, my boss, and my family for their moral support while I was composing my proposal.



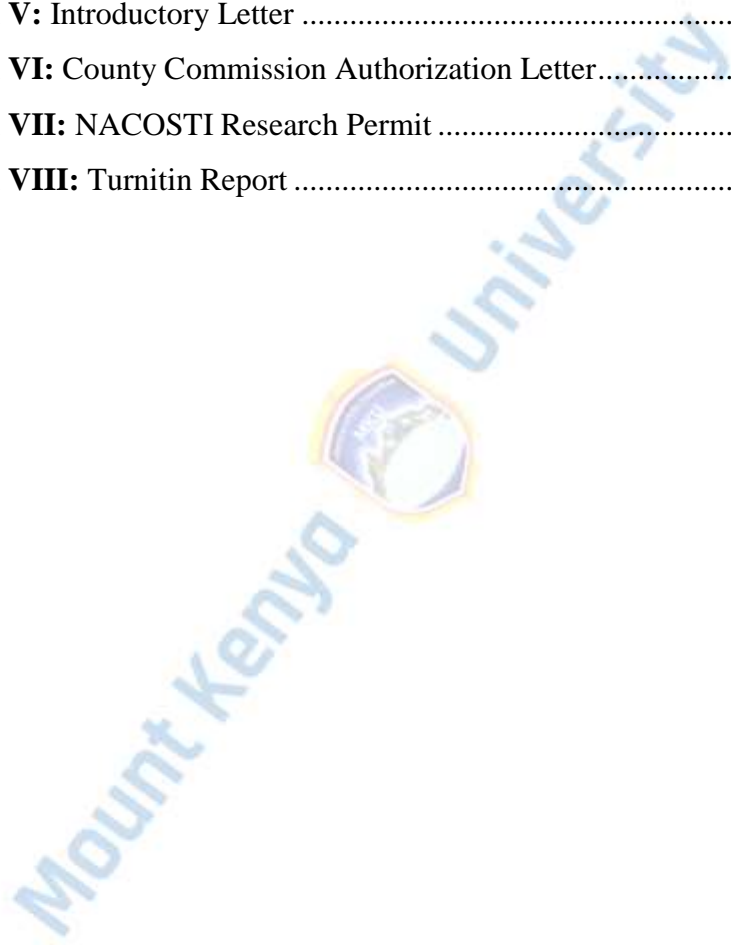
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## ABBREVIATIONS AND ACRONYMS

<b>CIDP</b>	County Integrated Development Plan
<b>CSO</b>	Civil Society Organizations
<b>CSP</b>	County Strategic Plan
<b>DFRD</b>	District Focus for Rural Development
<b>IAAP</b>	International Association for Public Participation
<b>ICT</b>	Information, Communication and Technology
<b>MCA</b>	Member of County Assembly
<b>OECD</b>	Organization for Economic Co-operation and Development
<b>PWD</b>	Persons with Disability
<b>UN</b>	United Nations
<b>USA</b>	United States of America
<b>WB</b>	World Bank
<b>SPSS</b>	Statistical Package for the Social Sciences

## ABSTRACT

Following the general elections in March 2013, Kenya implemented devolution. The major goal was to restore local communities' ability to engage in the administration of their own affairs while also making government services accessible to the populace locally. The duty to ensure that citizens participate in local affairs has been delegated to county governments. As it improves transparency, accountability, and responsiveness to local community demands, public involvement is a crucial instrument in the successful, efficient, and economical delivery of services to residents. The purpose of this research was to evaluate the relationship between public participation and service delivery in Kenya's Laikipia County. The study's goals was find the influence of information accessibility on service delivery, capacity building on service delivery; to determine the influence of efficient communication channels on service delivery; evaluate the influence of public contributions on service delivery and to identify the influence of feedback mechanisms on service delivery in Laikipia County. The stakeholder's theory and public choice theory based the study's foundation. The study used descriptive research approach with a population of 570491 Laikipia County inhabitants based on the estimated population from the 2019 National Census. The sample size was 400 respondents. In order to gather primary data, questionnaires were employed. Pilot test was carried out Nakuru East Sub- County in Nakuru County to 40 respondents to test validity and reliability. The information gathered from the surveys was sorted, revised, and coded for analysis. Both quantitative and qualitative analytic techniques were used in the data analysis. The data was examined with the aid of the spreadsheet programmes SPSS and Excel, and both descriptive statistics (distribution tables, percentages) and inferential statistics (regression multiple models and regression were applied. A moderately positive and statistically significant association was found ( $r = 0.523$ ;  $p < 0.05$ ) between information accessibility and service delivery, according to the study's findings. Additionally, capacity building and service delivery were found to have a moderately favorable and statistically significant link ( $r = 0.631$ ;  $p < 0.05$ ), states the study. Effective communication channels and service delivery also showed a somewhat positive and statistically significant association ( $r = 0.434$ ;  $p < 0.05$ ). In addition, the study found a statistically significant and moderately positive association ( $r = 0.645$ ;  $p < 0.05$ ) between public contribution and service delivery. The study also concluded that there was a moderate positive and statistically significant correlation between feedback mechanism and service delivery ( $r = 0.605$ ;  $p < 0.05$ ). These results implied that information accessibility, capacity building, effective communication channels, public contribution and feedback mechanism had a positive influence on service delivery in form of allocation efficiency, accessibility of services, accountability, equity and quality of services in Laikipia county, Kenya. This study recommended that information accessibility should be enhanced to improve on service delivery. The study also recommended that more capacity buildings forums should be done to enhance service delivery. In addition, the study recommended that effective communication channels should be enhanced to improve service delivery. On feedback mechanism the study recommends that the county should improve feedback mechanisms to improve service delivery in Laikipia county Kenya.

## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background to the Study

A two-way information interaction between the general public and their local government is referred to as public involvement (Brynard, 2019). The idea of participatory government serves as the cornerstone of public engagement. This type of governance aims to increase citizen involvement in political processes (Carreira, Machado, & Vasconcelos, 2016). When Arnstein (2015) wrote a piece on decision-making authority in the 1960s, public involvement became well known. Before that, important decisions were being taken by a select group of influential individuals or by local authorities without the participation of the general public (Shipley & Utz, 2016).

The value of public engagement may take many different forms, such as educating the populace on the functions and responsibilities of the government, the services they ought to provide, and the methods for holding them responsible. Because it makes sure that the demands and interests of the population are taken into account, it also enhances decision-making and service delivery. Additionally, it supports fairness and inclusion in the distribution of public resources and the provision of services (Ministry of Devolution, 2016).

Numerous academic works address the connection between service delivery and involvement. Participation, according to Azfar et al. (2015) and Robinson (2017) among others, affects important metrics like accountability, equity, and allocation efficiency. It also creates a channel for information sharing between the government and its citizens and raises public awareness of government actions. All of these

factors contribute to improved service delivery. However, other academics contend that the information about the connection between involvement and service delivery is insufficient (Robinson, 2017).

### **1.1.1 Global Perspective on Public Participation**

Following the adoption of a new constitution in 1988, public involvement was introduced in Brazil (Wampler, 2019). As a result, participatory budgeting spread widely throughout Brazil and enhanced the provision of services (Muriu, 2018).

The research is one of the acknowledged instances. Porte Allegre, a city in southern Brazil, saw an increase in access to municipal water services for households of 18%, a 39% growth of the municipal sewage system, and a doubling of student enrollment in public schools. This time frame included the years 1989 (after the local municipal elections) through 1996. People's increasing trust in the government was ascribed to their ability to engage in budgeting and express their top priorities. (Muriu, 2018; Cheema, 2017; Van Speier, 2019).

National governments are being compelled to take action to increase transparency, involvement, and accountability as a result of international and regional accords, as well as public pressure to open up governmental decision-making processes. The idea that people should have a say in choices that impact their lives and well-being was popularized and brought to light in large part because to the work of environmental campaigners and other activists as well. Groups like Green Peace and others have contested the authority of governments and businesses to pursue interests that impoverish, degrade, or harm the environment since the 1960s and 1970s. Communities, public interest solicitors, and other organisations then joined the fight for the environment, building a reservoir of knowledge on which to draw.

The opportunity for new and more participatory forms of governance in the national, regional, and international arenas was supported by the awareness that much of the specialised expertise necessary to develop and execute environmental policy resided in civil society (World Bank, 2015).

Over the past ten years, a number of major regional and international environmental accords have been reached. At the 1992 Rio Earth Summit, for example, nations from all around the world adopted Rio Declaration Principle 10, which recognized the critical role that civil society plays in protecting and conserving the environment. The tenth principle argues that "environmental issues are best handled with the participation of all concerned citizens at the relevant level," emphasizing the value of public information availability, decision-making involvement, and legal process and remedy accessibility. Governments have pledged to increase public participation in the development of policies and decision-making procedures related to sustainable development, which is characterized as development that meets current demands without endangering the capacity of future generations to meet their own (Webler, 2018).

"Environmental issues are best handled with the participation of all concerned citizens at the relevant level," according to Principle 10, emphasizing the value of public access to information, involvement in decision-making processes, and availability of legal procedures and remedies. Governments have pledged to increase public participation in the development of policies and decision-making procedures related to sustainable development, which is characterized as development that meets current demands without endangering the capacity of future generations to meet their own (Webler, 2018).

Public involvement in governmental decisions is becoming a common practice in democracies like Canada. In Canada, public engagement started to become an element of public policy in the 1960s and 1970s. As a result, decisions made by the government without consulting the public are now the exception rather than the rule. In Canada, there are many instances of public involvement. For instance, in order to encourage Canadians outside of government to participate to the formation of Canadian foreign policy, the Canadian Centre for Foreign Policy formation was founded in 1996. Canada made a significant contribution to the 1996 and 1997 Geneva and Ottawa conferences that attempted to establish a global ban on land mines. At the subsequent conference, the Programme to Eradicate Poverty was a key instrument in support of policies and actions meant to alter the dynamic between the state and civil society (Aminuzzaman, 2018).

One of the ways the Canadian government has done this is by enacting specific laws that guarantee rights for public interaction. The conversations that resulted in the Environmental Protection Act of 1988 (CEPA) are especially fascinating in this light. Some of the main tenets of the CEPA include the right to a healthy environment, enhanced access to the legal system for the purpose of bringing legal action and prosecuting violations of one's right to a healthy environment, enhanced public involvement in governmental decision-making, and enhanced public monitoring and reporting on environmental conditions.

A multitude of variables, including public conversation in the media, government efforts, the administration, court rulings, trade and industry organizations, and interest groups, all contribute to the creation of legislation in Germany. Within the

ministries, specialized divisions receive and monitor potential legislative concerns; they also extend invitations to interested parties to attend discussions as a means of sharing expertise and ideas. These organizations generally represent the interests of broader social groups rather than acting unilaterally on behalf of a small number of individuals. It is believed that early consultation is more beneficial than drafting hastily-made policies that can later out to be unfounded or challenging to implement. It also suggests that before a bill is introduced to MPs, interest groups may have an influence on it.

### **1.1.2 Regional Perspective on Public Participation**

As with other African countries, regional organizations and national legislatures are considering ways to align their efforts with global trends by incorporating environmental governance principles into their work. In addition to knowing where to find and use plants with unique traits, how to prevent animals from damaging their crops, and the causes of problems like soil erosion and deforestation, locals are often familiar with these topics. These capabilities, knowledge, and resources may be leveraged to increase the effectiveness of government initiatives with the assistance of the general population.

When people are allowed to take part in the assessment of problems, opportunities, and resources, they also learn more and have a deeper comprehension of the factors impacting their lives. Thus, public participation pushes governments to deal with environmental issues more forcefully and directly while also encouraging citizens to take greater responsibility for their actions (World Bank, 2015).

While public participation in decision-making is increasing throughout Africa, women's and young people's access to these processes needs to be further increased. In countries such as Lesotho, Malawi, South Africa, and Zimbabwe, the public's participation in reporting on environmental conditions is an illustration of how all stakeholders can be involved in decision-making. The African Charter for Popular participation in Development and Transformation (Legal Resources Foundation Trust, 2019) is another example of the trend toward public participation.

### **1.1.3 Local Perspective on Public Participation**

Citizens in Kenya who sought access to public services near to them demanded the creation of a decentralised system of government (Busolo, D. & Ngigi, 2019). Public engagement is strongly emphasised in Kenya's 2018 Constitution. It requires inclusivity, involvement, accountability, and openness in government. Additionally, it makes citizen participation in government necessary. Article 10 of the Constitution, which lists citizen involvement as one of the nation's values and guiding principles of governance, is the cornerstone of public participation. One of the goals of devolution, as stated in Article 174, is for the public to participate in choices that affect them. County governments have been given the responsibility of guaranteeing.

### **1.2 Statement of the Problem**

The Kenyan Constitution's foundational principle is public involvement. Public involvement is now a crucial component of every interaction between the government and its residents, particularly when making choices that have an impact on them. Following the general elections in 2013, Kenya approved devolution, whose major goals were to give the populace access to local government services

and a voice in administration. The responsibility of ensuring public engagement in local issues has been delegated to county administrations. As a result, counties have attempted to institutionalize public engagement by establishing participation offices, Public engagement Acts, or both. The Civic Education and Public Participation Act was passed by Laikipia County in 2015. The Act outlines procedures for taking action.

As it improves transparency, accountability, and responsiveness to local community demands, public involvement is a crucial instrument in the successful, efficient, and economical delivery of services to residents. It is now a crucial component in identifying community needs and carrying out development programmes in Kenya. The Constitution's Articles 1 (2), 10 (2), 33 (a), 35, 69 (1) (d), 118, 174 (c) and (d), 184(1)(c), and 196 underscore the importance of public engagement in monitoring and review. This is so because the Kenyan Constitution of 2010 requires public participation in all choices that have an impact on residents, especially when it comes to budgeting, planning, and the creation of policies and laws. There are also insufficient research on whether counties have been successful in achieving public engagement, which is supposed to result in increased accountability, transparency, and democratic strength as well as enhanced equality and fairness of county government services. Therefore, this study aims at filling this research gap by assessing the influence of public engagement in the provision of public services by county governments in Kenya, focusing on Laikipia County.

### **1.3 Purpose of the study**

This study sought to determine how public participation affected the provision of services in Kenya's Laikipia County.

### **1.3.1 Specific Objectives**

- i. To determine the impact of information accessibility on the county of Laikipia's service delivery.
- ii. To ascertain how Laikipia County's service delivery is affected by capacity building.
- iii. To evaluate how efficient lines of communication affect the provision of services in Laikipia County
- iv. To find out how the county of Laikipia's service delivery is impacted by public contributions.
- v. To ascertain how the feedback process affected the ultimate decisions made about the provision of services in the county of Laikipia

### **1.3.2 Research Questions**

- i. What is the influence of information accessibility on service delivery in Laikipia County?
- ii. How does capacity building influence service delivery in Laikipia County?
- iii. Do effective channels of communication influence service delivery in Laikipia County?
- iv. How does public contribution influence on service delivery in Laikipia County?
- v. Does feedback have influence on service delivery in Laikipia County?

## **1.4 Significance of the study**

### **1.4.2 Academic Justification**

The research will add to the conversation on public involvement and service

delivery. The report will add to the conversation in Kenya and elsewhere on public involvement and service delivery. Constitutional architecture has traditionally placed a focus on bolstering institutions, but the study suggests that the new approach to deepening democratic governance is better governance via people empowerment and their effect. Academics and scholars who are/may be curious about how Kenya's devolved government system has institutionalized public engagement and if public participation has had any impact on service delivery, particularly at the local level, may find this study to be helpful. Both in Kenya and elsewhere. The focus of constitutional architecture has always been on institutional improvement, but the study suggests improved governance via more.

#### **1.4.3 Policy Justification**

The results of this study will help stakeholders in county government administration and policymakers solve problems with service delivery related to public engagement. This research provides useful advice on how to deal with public involvement and how to use it to enhance service delivery. It is anticipated that the information produced will be utilized to alter laws and policies. This is particularly pertinent at this moment because Kenya's National Assembly and Senate are now considering several Public Participation Bills.

#### **1.5 Scope of the Study**

The proposed research was carried out in Laikipia County and focused on the influence public engagement in service delivery. Even though other counties may experience difficulties similar to those faced by Laikipia County, this study concentrated on Laikipia County as the geographical zone, primarily because of a number of constraints including the demographic makeup of the population, cultural

norms, literacy levels, resources, and time, among others. The study was carried out between July 2023 and March 2024.

### **1.6 Limitations of the study**

The respondents based their replies on these criteria since the research included a sizable population that is diversified in nature and in terms of literacy level, socioeconomic class, political affiliations, cultural backgrounds, and distinct geographical divisions. This guaranteed consistency in approaches to related problems. As a result, the acquired data's internal validity was impacted, making it impossible to generalize the findings. By employing a questionnaire that was administered by the researcher that included both structured and open-ended questions. Furthermore, the natural 'fear of unknown,' particularly in Kenya where locals are not accustomed to researchers, limited data gathering. The researcher ensured confidentiality of the data in order to overcome the respondent fear to give information.

### **1.7 Delimitations of the study**

The research on public engagement and service delivery in Kenyan county governments was restricted to Laikipia County. The research only focused on public participation, feedback, communication channels, capacity building, and information access in Laikipia County.

### **1.8 Assumptions of the study**

This study assumed that all the questionnaires were filled honestly and the results applied to all other Kenyan counties on public participation. The researcher assumed that every responder understood the questions and answered without

cohesion.



## 1.9 Operational definition of key Terms

**Accountability:** Accountability is the process by which organisations are held accountable for their deeds and use of resources in order to improve performance in this study refers to whether and how county government officials are accountable to the people for how they have used public resources in connection to service delivery.

**Allocative Efficiency:** Allocative efficiency is the measure of how well a government agency's services fulfil the requirements of its constituents. This word was used in this study to describe how much the suggestions offered by citizens are taken into account while making decisions and providing services.

**Devolution:** Devolution is the process through which political, administrative, and financial authority is transferred from a higher to a lower level of government.

**Equity:** Fairness and impartiality towards persons are referred to as equity. Equity was used in this study to refer to how the county government treats women, young people, people with disabilities, and other vulnerable groups while providing services.

**Public Participation:** Any activity people engage in with the goal of influencing the choices that are made by the ruling class on their behalf. The term "public participation" was used in this study to refer to citizen involvement in the devolution of power.

**Service Delivery:** Any interaction a citizen has when seeking services from the government or a public institution is considered service delivery generally includes how, when, and where a service is provided to the public..



## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

The literature review on public engagement in service delivery, as well as the study's theoretical underpinnings, are presented in this section. The document analyses Kenya's history of devolution and public engagement, as well as the prerequisites for meaningful participation and the idea of service delivery. The literature on the connection between service delivery and public involvement is also included. The participatory governance issue was the focus of the literature review, which also influences this study's theoretical perspective, was covered in this chapter.

#### **2.1 Theoretical Framework**

##### **2.1.1 Public Choice Theory**

Duncan Black is regarded as the creator of public choice theory. According to this idea, individuals and especially public authorities like politicians and bureaucrats make judgments based on their own personal interests (Hill, 2019). This idea was used in politics to demonstrate how self-centeredness affects the choices made by elected officials (Blankart and Koester, 2016). Therefore, public choice theory opposes the concentration of power in the hands of a small number of people and contends that citizens can use their power to check the abuses of public authorities by using the constitutionally mandated channels.

Public interaction is one such possibility provided by the constitution. Because it highlights the necessity of fostering participatory governance as a way to restrain the excesses of elected officials and the necessity of setting up avenues for the public to

participate in decisions that may impact them or in which they may have an interest, public choice theory is therefore relevant to public participation.

### **2.1.2 Stakeholder's Theory**

Organizations and individuals whose rights are violated or upheld by corporate actions, and whose interests are benefited or injured, are considered stakeholders. The general public, staff members, customers, suppliers, and creditors are among them. The stakeholder method is a powerful tool for understanding the context of the company, claims Oakley (2015). This tactic strives to broaden management's perspective of its responsibilities and tasks to encompass the claims and interests of non-stockholder groups in addition to the stakeholders listed in the input-output models of the company and the profit maximization function.

The stakeholder model implies that there is no pre-established priority and that all individuals or groups with genuine interests participate in a business in order to reap benefits, according to Patton (2018), who provided more details. This idea places a strong emphasis on the value of the partnership between top management and stakeholders. Managers should be aware that the involvement of many stakeholders can have a significant impact on a project's success. These stakeholders will not have subordinate employees speak on their behalf; instead, their participation will depend on the connection they cultivate with senior management.

### **2.2 History of Devolution in Kenya**

The 2010 Constitution gave rise to Kenya's present system of devolution. This is Kenya's third effort at decentralization. The independence constitution marks the beginning of decentralization in Kenya. The European colonizers in Kenya, who intended to preserve independent and ethnically based authority over the region,

created the Majimbo system in 1963 (Oginga, 2017). Devolution, however, ended in 1965 when the independence government disbanded the Senate, regional administrations, and regional assemblies. This was followed by Act No. 10 of 1967, which reinforced the centralized administration even more.

The Kenyan government in 1985 as the country's second effort at decentralization introduced the District Focus for Rural Development (DFRD), which served as the foundation for development planning, budgeting, and implementation. Development was decentralized under the DFRD to the district level, where the District Commissioner served as chairman. The national government was able to keep rigorous control over the operations and finances of local authorities through the DFRD, which resulted in this system weakening local administrations that had been around since colonial times. This is Kenya's third attempt at decentralization using the current devolution system. Kenya experienced devolution with the adoption of the 2010 Constitution, which replaced the Independence Constitution and established 47 county administrations in addition to a single central government.

### **2.3 Participatory Governance**

The idea of participatory government serves as the cornerstone of public engagement. This type of governance aims to increase citizen involvement in political processes. An intentional procedure is used to involve the public in participatory governance, which is based on the principle of participatory democracy. The goal of participatory government is to give the people more control over how their country is run (Levi, 2012). In a participatory democracy, a citizen's role shifts from that of a passive voter to that of an active participant in decisions

that affect them. Thus, participatory governance is a deliberate government endeavor with the goal of raising citizen engagement and participation, with the expected result being citizen engagement and participation (United Nations Development Agenda). This goes beyond simply giving citizens access to information about government actions to include consulting them on public issues that impact them (Gaventa, 2018).

#### **2.4 Public Participation in Kenya**

Kenya offers a wide variety of public involvement techniques. These have included, among others, the Constituency Development Fund (CDF), the District Focus of Rural Development (DFRD) in the 1980s, and Local Authority Service Delivery Action Plan (LASDAP). Since its inception in 2000, LASDAP has facilitated public involvement in identifying local development objectives and needs, as well as in the selection, implementation, planning, monitoring, and evaluation of services and projects. However, political meddling and elite capture, which caused popular disinterest, prevented LASDAP from doing anything. In order to guarantee public participation in the selection of projects at the constituency level, the Constituency Development Fund was established under the Constituency Development Fund Act, 2003 (Munyao, 2019).

Kenya's 2010 Constitution aimed to remove obstacles to effective public involvement (TIFA, 2015). The Constitution establishes the requirements for public participation. It mandates that individuals participate in the formulation of choices that have an impact on them. As a promise of the Constitution, it also ensures the people's involvement in the administration of their affairs. Public engagement is listed as one of the governing principles and national ideals in Article 10. The Fourth Schedule of the Constitution also assigns county governments the duty of ensuring public involvement in the management of their local affairs. Following the passage of the County Governments Act (CGA) in 2012, which operationalizes this constitutional provision and provides a comprehensive framework for counties to

support civic education, various counties have implemented various strategies to institutionalize public participation in the management of county affairs, including the creation of suitable policies and laws to regulate public participation. Counties have also set up several frameworks to encourage citizen involvement.

Thirty eight counties were required to use town hall meetings as the preferred method of public involvement, according to CIC (2014). However, 36 counties chose to use websites, and Kenya's 2010 Constitution sought to eliminate barriers to meaningful public participation (TIFA, 2015). The conditions for public engagement are set forth in the Constitution. It requires people to be involved in the process of making decisions that affect them. It also guarantees the participation of the people in the management of their affairs, as promised by the Constitution.

Public engagement is listed as one of the governing principles and national ideals in Article 10. The Fourth Schedule of the Constitution also assigns county governments the duty of ensuring public involvement in the management of their local affairs. The County Governments Act (CGA), passed in 2015, which operationalizes this constitutional clause and offers a detailed framework for how counties should support civic education.

## **2.5 Service Delivery**

One of the most important functions of the government is to provide services to the general people (Onyango, 2015). As citizens are increasingly viewed as consumers, they have the right to expect prompt, convenient access to fairly cost, high-quality services (Boex & Smoke, 2020). This particularly applies to the government, which serves as the primary supplier of necessary public services. Furthermore, offering

affordable, superior services contributes to enhancing public impression of the government (Kitaka, Kiragu, and Marwa, 2019).

According to Yarow, Jirma, and Siringi (2019), devolution is a form of governance in which people have the authority to engage in planning and decision-making processes and where governments are able to provide their citizens with high-quality services.

According to Kyalo, Kimeli, and Evans (2017), local governments are the organisations that provide services to the public nearest to them. County governments took the role of local governments in Kenya. However, the idea is still the same. In terms of providing services, they interact with people the most closely. County governments in Kenya are required by the constitution to provide a wide range of goods and services. County health services, roads and transit, agriculture, and other services are included in Part Two of the Fourth Schedule to the Constitution. The problem, nevertheless, has been that service delivery has remained appalling despite the devolution of services to the counties (Barasa, Manyara, Molyneux & Tsofa, 2017). Similar to this, devolved administrations have not performed very well. Low public goodwill, widespread corruption, and bad citizen-government interactions in the counties have been characteristics of this (Boex & Smoke, 2020). However, efficient and effective service delivery is essential for devolution to be successful (Hantiro & Maina, 2020). Effective service delivery will be attained by ensuring that elements related to service quality, such as punctuality, responsiveness, accessibility, and equity, are consistently maintained. Along with holding service providers accountable to the public for the calibre of services provided, it is also necessary to ensure that services provided fit the

requirements of the population. This will guarantee citizen satisfaction, cheaper delivery costs, and an improvement in the county governments' reputation and image.

## **2.6 Public Participation and Service Delivery**

For efficient and successful service delivery, public engagement in decision-making processes is essential (WB, 2015). Public engagement, openness, and accountability are strongly emphasized in both the Kenyan Constitution and the County Governments Act of 2012 as ways to increase the effectiveness, equity, and inclusivity of government and service delivery. Citizens who participate in public decision-making have the chance to influence decisions that have an impact on them. Various scholarly studies have been written about how public engagement affects service delivery. According to Azfar, et al. (2015) and Robinson (2017), public involvement fosters information exchange and raises public awareness of governmental operations, which enhances service delivery. Robinson (2017), however, claims that there are insufficient data to determine.

South Africa had violent riots in its many towns in 2014. The demonstrations were linked to a lack of engagement with the public in issues that affected them, poor communication between municipal politicians and community members, and discontent with service delivery (Seithloho, 2014). Furthermore, Seithsolo blames these demonstrations on the government's incapacity to foresee public discontent. He advocates for reducing the distance between the government and the governed and emphasizes the importance of involving the public in decision-making processes. He ends by stating that the electorate and public involvement are now the primary means of achieving this, and that it is only via citizen participation that

service delivery can be enhanced and citizen satisfaction levels tracked and assessed. However, Muriu (2019) asserts that it is challenging to credit public engagement alone for efficient service delivery. This is due to the fact that there are additional significant elements that can impede the proper provision of services, including political, social, historical, and economic concerns (Cheema and Rondinelli, 2017).

According to Robinson (2017), for public engagement to be successful, it has to be combined with political, institutional, financial, and technological elements. John (2019) makes a similar observation, noting that citizens' networks and educational attainment are crucial components in ensuring that engagement affects service delivery. Devas & Grant (2018) make a similar observation, noting that information quality, accuracy, and accessibility are crucial factors in ensuring that public engagement has a beneficial impact on service delivery.

### **2.7 Preconditions for Meaningful Public Participation**

Prerequisites for successful public participation are provided by the Council of Governors, the Ministry of Devolution, the Intergovernmental Relations Technical Committee, and other research projects. Access to information about upcoming development projects and programs, efficient means of communication, chances for public involvement, and, lastly, an answer to inquiries from the public regarding whether or not their suggestions influenced the choices that were ultimately made and the reasoning behind them.

According to the OECD, having citizens who are aware of their role in public engagement requires that the government provide information to them. As it

develops, the people's capacity to successfully engage in having a voice on how they are governed, civic education is seen as a necessary precursor for public involvement (Manyak and Katono, 2016). An successful civic education program improves governance by increasing public and government official awareness. A populace that knows the Constitution and is capable of actively participating in governmental matters is one of the goals of civic education, as stated in Section 99(1) of the County Governments Act, 2012.

Section 100 further requires county governments to set up a civic education unit and program in order to achieve this goal. According to Section 101 of the County Governments Act of 2012, counties must also create laws to ensure residents are involved in the planning process and to provide the framework needed to support civic education programs. Section 115, which mandates public participation in county planning procedures, emphasizes this even further. According to a World Bank (2015) study, public participation programs should recognize that the public has a right to be informed about ideas that are likely to have an impact on their lives or livelihoods as soon as possible and before the forum dates.

According to Creighton (2015), it is normal practice for governments to create and maintain an informational programme for public involvement that is open to the public so that individuals may understand exactly how and where to engage. Therefore, it is crucial that government organizations create and maintain an information programme that is shared with the general public prior to the public involvement forums in order to guarantee that the forums' stated goals are met. This is a method of include the opinions of a better knowledgeable populace in governance concerns and decision-making in both central and regional

Governments.

Public engagement is thought to be impossible without communication. Since it is a necessary component of public involvement, how to involve the public becomes of utmost importance. The efficacy of that communication strategy can only be attained through efficient communication technologies (Sebola, 2017), which turns communication strategy into a critical component of public engagement. The way the public is informed prior to, throughout, and following public involvement programs thus becomes vital. The efficacy of the communication tools utilized and how well they work affect how the involvement process turns out (Sebola, 2017). Priscoli (2015) emphasized on this further, stating that it is challenging to engage the public in public involvement projects and that this challenge is exacerbated if the communication tools are not effective.

Blanchard and Shleifer's (2016) study on public involvement in Kashmir, India, suggested that the government's means for disseminating information about it should be successful in reaching out to all societal groups if effective public participation is to be accomplished. According to Sebola (2017), in order to satisfy the concerns of many stakeholders, the public participation process needs to be as flexible and communicative as feasible. It is imperative that the communication channel utilized both prior to and during the public involvement is accessible to the majority of the county's or municipality's residents.

As Kolovos and Harris (2015) note out, political environments full of strong emotions, opposing views, conflict, and bias can make it difficult to achieve ideal communication. Finding and using the appropriate communication tools may therefore be difficult (Cutlip 2012). Therefore, when creating the right

communication tools to be employed, governments need to consider the influence of the environment in which the participation process is targeted to occur. Also, they have to adjust to new channels of communication, such as technology, which has significantly expanded the opportunities for public outreach (OECD, 2018). Likewise, when selecting communication channels, it's critical to take into account the needs of different segments of the population, such as the elderly, people with impairments, and

While conducting a study on public participation in Kenya, Githinji (2018) discovered a number of obstacles to public communication prior to public participation forums. He provided evidence of the following: there was no regular location for the participation; the public's preferences were not taken into account when selecting the venue; and there was no prior notification to the public of the dates and locations of the public consultations, giving them ample time to get ready and participate effectively.

In order to aid the public in planning, Derman and Hellum (2019) suggested that a schedule of the intended participation forums be made available at the start of each fiscal year. They also suggested that the locations for public consultations be consistent and should reflect the preferences of the public. It is unclear, nevertheless, whether this can be accomplished locally given that occasionally, unplanned social events like funerals may conflict with the government schedule and people may not be ready to postpone their plans in order to attend to official business.

In counties where pastoral communities predominate, this could also be a problem because these people travel around with their animals during inclement weather to make sure their livestock have access to food and water. Furthermore, Houston (2016) suggested that effective communication through trustworthy channels be

used both before and after the forums for public participation in democratic governance in South Africa, particularly with regard to the implementation of the issues that the participants discussed and decided upon.

Additionally, the OECD stipulates that for public involvement to be effective, a sufficient number of persons must be involved, with the number determined by the circumstances, goals, and programs of each program or policy under development. Additionally, it stipulates that citizens must be given the chance to actively participate in the participation forums. This is because gathering the public for a participation forum is pointless if they are not given the chance to speak up and contribute, which negates the entire purpose of public participation.

In a similar vein, Ackerman (2018), who assessed the consequences of quiet voices on regional government and accountability in Serbia, pointed out that effective public participation requires intense engagement on the day(s) of the actual event. Further, Benne Worth and Roberts (2018) state that in order to ensure adequate engagement of everyone in attendance, the organizers of participation initiatives must be aware of the fact that society is heterogeneous due to differences in demographics, knowledge, power, values, and interests of each member of the community. They should take these factors into consideration during the participation forums.

Furthermore, it is crucial that the people in charge of these forums have faith that public participation will lead to better decision-making. Simply giving the public the option to participate in these forums is insufficient. During these forums, vulnerable populations and marginalized groups also need to receive extra concern and

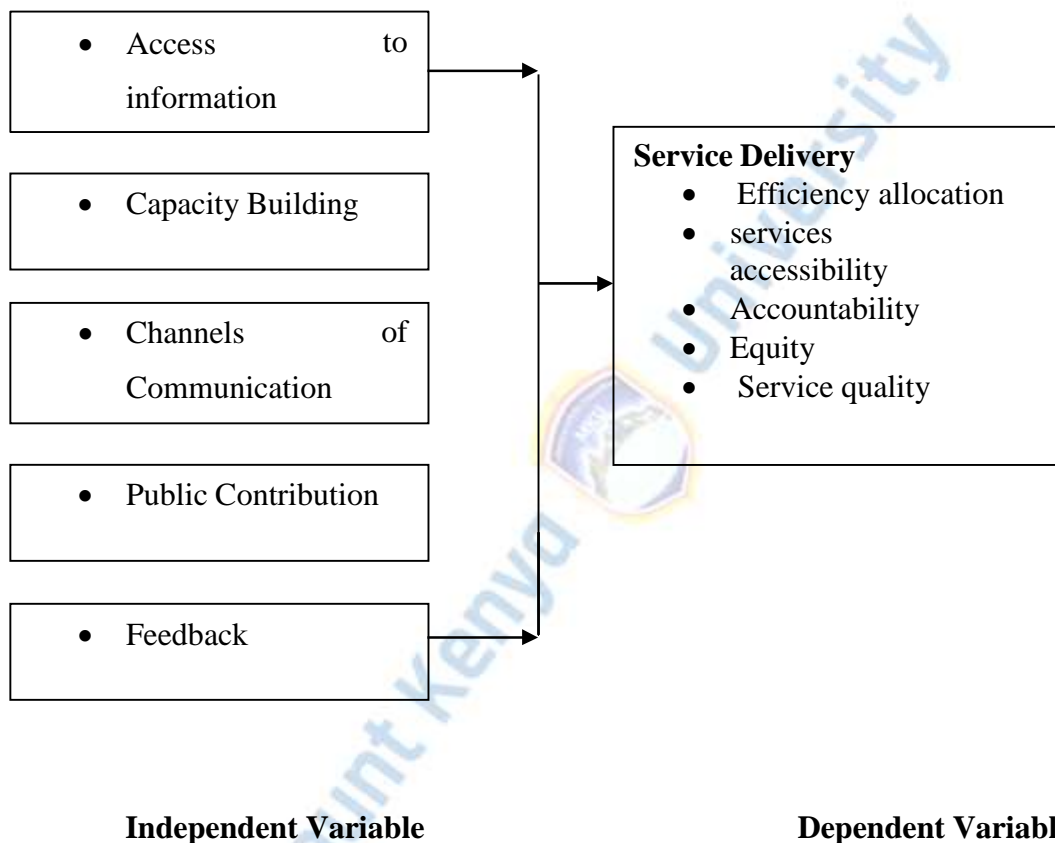
attention. In order to help the public grasp technical material, technical support must also be provided during the participation forums. If not, the engagement forums might be little more than a pointless PR stunt with no real results.

In the end, public involvement is insufficient on its own if the people's opinions are not taken into account when the relevant government entity makes final decisions. In any project including public engagement, feedback is essential. Kumar (2002) enumerates this clearly when he says that the public has to be informed at the conclusion of every participation activity about how their input influenced the ultimate choice. One problem with the devolution implementation, though, is that the public is rarely told about how or if their input has affected any choices.

In its 2015 report, the World Bank aptly elaborated on this, noting that the primary reason public engagement initiatives fail is that the public is rarely informed about how their input influenced the final decisions made, leading the public to view public participation as little more than a publicity stunt. Therefore, it is crucial to create a feedback system and inform the public of the decisions made following the participation forums along with the reasoning behind them. If not, the goal of public engagement could be completely undermined as the public might become deterred from taking part in future efforts.

## 2.8 Conceptual Framework

After reviewing Public Choice Theory, the researcher created the conceptual framework. Compared to the theoretical framework, which explains a more comprehensive relationship between the various factors, the conceptual framework simplifies the variables under consideration.



**Figure 1: Conceptual Framework**

(Source Researcher, 2023)

The relationship between the independent variables—information access, capacity building, communication channels, and public feedback—is depicted in the conceptual framework. Service delivery, allocative efficiency, service accessibility, accountability, equity, and service quality are the dependent variables.

## **2.9 Recap of Literature Review**

From the literature sources studied, the majority of sources show that public engagement has evolved into one of the crucial requirements and is crucial for effective service delivery in Kenyan county administration. Furthermore, national governments are being compelled to take action to enhance transparency, involvement, and accountability because of international and regional accords, as well as public pressure to open up governmental decision-making processes. Even though there have been many studies on public engagement, the researcher emphasizes several areas where there is still a knowledge vacuum. First, prior research has been done in more established economies where public involvement has been addressed for a long time, a status that is still not completely realized in developing democracies like Kenya. These economies include Canada, Germany, and South Africa. Second, prior research wasn't done in the setting of. The examination of the literature shows that although there have been studies on public engagement, county administrations in Kenya have not been fully examined. Furthermore, fewer studies—particularly those that focus on devolved governments—have evaluated how public participation affects the delivery of services. Similarly, industrialized nations have been the subject of the majority of these investigations.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

The research design, target population, sampling strategies, data collection methods, data analysis methods, validity and reliability tests, and ethical issues are all included in this chapter.

#### **3.2 Research Design**

In order to investigate the relationship between the characteristics of public engagement and service delivery under investigation, this study used a descriptive research approach. This study benefited from the research design, which helped focus the extremely wide field of inquiry into a manageable issue.

#### **3.3 Study Location**

The focus of this study was Laikipia County, Kenya which has five sub counties, fifteen county assembly wards, fifty-two locations. Sub-Counties are Laikipia Central; Laikipia East; Laikipia North; Laikipia West and Nyahururu; it has three constituencies that is Laikipia East Constituency; Laikipia West Constituency and Laikipia North Constituency.

#### **3.4 Target Population**

This study focused on 570,491 people, which is roughly the Laikipia County population according to the 2019 National Census Report. The sample population consisted of the following six (6) Laikipia County communities, Kikuyu, Maasai, Turkana, Samburu and Kalenjin.

### 3.5 Sampling technique and sample size

As shown in table 1, a sample of 400 county inhabitants mostly focusing on village elders and representatives of the county's government was surveyed. Key informant was included with the county's executive and assembly leadership. This related to the selection process for the responders. The researcher worked to collect an acceptable and sizable sample to prevent bias and sampling mistakes. Laikipia County respondents were sampled using a stratified random sampling approach to acquire data from 400 homes. A stratum is also homogeneous inside but diverse outside of it. This is due to a variety of factors, including group makeup, management level, income level, and stage of life (Sekaran & Bougie, 2019).

**Table 1: Sampling size of members of the public**

<b>Sub County</b>	<b>Population</b>	<b>Proportionate Sample Size</b>
Laikipia Central	99,730	70
Laikipia East	47,206	33
Laikipia North	121,066	85
Laikipia West	69931	49
Nyahururu	232558	163
<b>Total</b>	<b>570,491</b>	<b>400</b>

Source: KNBS (2019)

A sample of 400 households was arrived at using Miller & Brewer (2013) mathematical formula as shown:

$$n = \frac{N}{1 + N(e)^2}$$

Where; **n** = Sample size

**N**= Population size =570491 Households

**e** = is the margin error/level of precision at 5 per cent (assumed at  $\pm 5$  percent)

$$\text{Therefore; } n = \frac{570491}{1 + 570491(0.05)^2}$$

**n= 400**

### **3.6 Data Collection Procedures**

Prior to doing any study, the researcher first received a letter of authorization from the institution and the appropriate Laikipia County, County Commissioner clearances. These letters of authorization provided the researcher with the backing and credibility they need to go out and gather data. After that, the researcher hired and trained two (2) research assistants who did the questionnaire administration and gathered the main data.

### **3.7 Data Collection Methods**

Questionnaires were employed in this investigation. In this study, secondary data were also employed in addition to primary data. To enhance the data, secondary data was gathered from scholarly publications, books, releases by pertinent organizations, electronic sources, the Kenyan Constitution, and pertinent laws.

#### **3.7.1 Pilot Testing**

A pilot study is critical to the development of next research tools. Kothari (2014) claims that a pilot study might highlight flaws in a research instrument's design. To determine whether the instrument was suitable, clear-cut, and useful, a pilot study

was conducted. The research instrument was improved based on the results of the pilot survey. 40 respondents from Nakuru East Sub- County in Nakuru County, representing 10% of sample size, were the subject of a pilot research (Mugenda & Mugenda's (2018). In order for the data gathered to be relevant to the study's goals, piloting helped to expose the validity and reliability of the instrument. It also also ed to identify any ambiguities and defects in the questions.

### **3.7.2 Validity of the Instruments**

The degree to which a test captures the intended meaning is referred to as its validity (Wanami, 2015). It's the extent to which the data generated by the research tools accurately depict the topic being examined (Mugenda, 2018). The tool needs to be appropriate for the task at hand in order to be considered valid.

By employing the proper structure, the study took face validity into consideration. This was raised via data triangulation, which involves using data from several sources to improve the study's validity. O'Donoghue & Punch (2018) define triangulation as a technique for cross-checking data from multiple sources to look for patterns in the research data. Cohen & Manion (2019) define triangulation as an attempt to map out, or explain more fully, the richness and complexity of human behavior by studying it from multiple standpoints.

To further bolster the instruments' validity, a pilot study was conducted. Through the pilot study, the researcher improved the questionnaire questions and related items that met the research objectives. The research materials were supplied by two seasoned supervisors from the business and economics faculty of Mount Kenya University, who helped to evaluate their appropriateness and accuracy. Their suggestions and justifications were applied to improve the instruments' capacity to

sufficiently sample or reflect the subject matter being studied. For the instruments to be considered authentic, the data selected and incorporated have to be relevant to the need or gap establishment (Koul, 2017).

### **3.7.3 Reliability and validity test**

According to Mugenda & Mugenda (2018), reliability is a measure of how consistently a research instrument produces outcomes or data after several trials. The tools were pre-tested to gauge their dependability before being utilized in the real research. Scores from a single test that the researcher gave a sample of individuals was used in this scenario to establish reliability. There was a correlation between a score on one item and scores on other ones. The dependability index was computed using the internal consistency method. Using Cranach's Coefficient Alpha or the KR 20 formula, the dependability was calculated as follows:

$$KR\ 20 = \frac{K(S^2 - \sum s^2)}{S^2(K - 1)}$$

Where KR 20 = reliability coefficient of internal consistency  
K = Number of items used to measure the concept

S<sup>2</sup> = total scores variance

s<sup>2</sup> = individual items variance

Reliability of 0.7 was accepted.

### **3.7.4 Data Analysis and Interpretation**

For analysis, the information gathered from the surveys was coded, modified, and sorted. Both quantitative and qualitative analysis techniques were used in the data analysis. The tools SPSS and Ms-Excel were utilized to examine the information

gathered. Data presentation was done using frequency tables. The association between the variables was to be measured using the regression model that follows.

Regression Model 1:  $Y_1 = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + e$  Whereby

$Y_1$  is Service Delivery at the County Government of Laikipia

$X_1$  = Information Accessibility

$X_2$  = Capacity building

$X_3$  = Channels of communication

$X_4$  = Contribution by the public

$X_5$  = mechanisms of feedback

$\beta_1$  = Coefficient

$\beta_0$  = a constant

$e$  = error term

### **3.8 Ethical Considerations**

The researcher ensured that all information sources and literature are cited and handled all respondent data with the highest secrecy. A consent letter was written requesting the respondents to participate in the study voluntarily. The researcher also got a clearance letter from Ethical Review Committee, NACOSTI and introductory letter for the Mount Kenya postgraduate school. The researcher also assured the respondents that any data gathered through this questionnaire were handled in the strictest of confidentiality and used solely for research. To guarantee that no reference names of any respondents are used in the study results or reports, rigorous adherence to high-level ethical standards were maintained.

## CHAPTER FOUR

### RESEARCH FINDINGS AND DISCUSSION

#### 4.1 Introduction

The data analysis, results presentation, and discussion of the findings are the main topics of this chapter. Evaluating the impact of public participation on service delivery in Kenya's Laikipia County was the study's main goal.

#### 4.2 Pilot Test Results

The pilot findings, analysis, and discussion are presented in this chapter. Forty respondents from Nakuru County's Nakuru East Sub-County participated in a pilot study. This accounted for 10% of the total sample size. The data was analyzed using the Statistical Package for Social Sciences (SPSS) software. Using Cronbach Alpha, the instruments' reliability was assessed. The results are displayed in Table 2.

**Table 2: Reliability Test Results**

Variable	N	Cronbach's Alpha Value
Accessibility to Information	40	.764
Capacity building	40	.813
Effectiveness of communication channels	40	.806
contributions by the public	40	.759
mechanism of feedback	40	.868
Delivery of service	40	.803

*(Source field data,2024)*

Following the coding of the surveys, the Cronbach's Alpha Test was performed. As indicated in Table 2, all six variables had Cronbach's Alpha threshold values larger than 0.7. For information accessibility, capacity building, effective communication channels, public contributions, feedback mechanism, and service delivery in

Laikipia County, Kenya, the pilot study yielded Cronbach Alpha values of 0.764, 0.813, 0.806, 0.759, 0.868, and 0.803, respectively. The Cronbach values for each variable were more than 0.7. This suggests that the tools were trustworthy.

### 4.3 Response Rate

The response rate is calculated by dividing the total number of participants in the sample by the number of participants that correctly completed structured questions (Fowler, 2014). 400 questionnaires were distributed as part of the study to collect data. 328 surveys, however, were correctly completed and sent back. This indicated an overall success percentage of 82% for responses. Additionally, respondents received assurances on the privacy of the data they submitted. According to Trex (2012), for analysis, a response rate of 50% is sufficient, 60% is good, and 70% and higher is very good. This suggests that the response rate of 82% was highly suitable for the analysis of the data.

**Table 3: Response Rate**

Sampled No. of respondents	No. of Questionnaires Returned	Response Rate (%)
400	324	82

*(Source field data, 2024)*

### 4.4 Demographic Information

#### 4.4.1 Gender of the Respondents

The gender distribution of the study participants was a goal for the researcher. The conclusions are shown in Table 4.

**Table 4: Gender of the Respondents**

<b>Gender</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Male	144	44
Female	180	56
<b>Total</b>	<b>324</b>	<b>100</b>

*(Source field data,2024)*

According to the findings, 144(44%) of the respondents were male whereas 180(56%) were female. This implies that majority of respondents were male. Gender diversity in public participation in Laikipia county revealed that majority of the population in the county were females.

#### **4.4.2 Age of the Respondents**

The researcher sought to find out the age of the respondents involved in the study.

The findings are as indicated in Table 5.

**Table 5: Age of the Respondents**

<b>Age</b>	<b>Frequency</b>	<b>Percentage (%)</b>
18-28 Years	48	15
29-39 Years	92	28
40-50 Years	108	33
Above 55 Years	80	24
<b>Total</b>	<b>328</b>	<b>100.0</b>

*(Source field data,2024)*

From the findings 15% of the respondents were in the age bracket of 18-28 years, 28% were in age bracket of 29-39 years, 33% were in age bracket of 40-50 years, 24% were in age bracket of above 50 years. This implies that majority of the

respondents who participated in the study on public participation in Laikipia County were in age bracket of 40-50 years and 29-39 years. The age composition revealed that majority of these respondent were village elders and representatives of the county's government, county's executive and assembly leadership who have wide knowledge on public participation.

#### 4.4.3 Laikipia County Residency

The respondents were requested to state whether there were residents in Laikipia county. The results are presented in Table 6.

**Table 6: Laikipia County residency**

<b>Resident</b>	<b>Frequency(n)</b>	<b>%</b>
Yes	303	94
No	21	6
<b>Total</b>	<b>324</b>	<b>100</b>

*(Source field data,2024)*

The results reveled that majority of the respondents were residents in Laikipia county comprising of 94% . This implied that they could participate fully in the study on public participation in Laikipia County as residents in the county since they have a lot of information on service delivery in the county.

#### 4.4.4 Working in Laikipia County

The respondents were requested to state whether there were residents in Laikipia County. The results are presented in Table 7.

**Table 7 : Laikipia County Residency**

<b>Resident</b>	<b>Frequency(n)</b>	<b>%</b>
Yes	303	94
No	21	6
<b>Total</b>	<b>324</b>	<b>100</b>

*(Source field data,2024)*

The results revealed that majority of the respondents were residents in Laikipia county comprising of 94% . This implied that they could participate fully in the study on public participation in Laikipia County as residents in the county since they have a lot of information on service delivery in the county.

#### **4.4.5 Designation of the respondents**

The respondents were requested to state their designation. The results are presented in Table 8.

**Table 8: Designation of the respondents**

<b>Designation</b>	<b>Frequency(N)</b>	<b>Percentage %</b>
Village elders	194	60
Representatives of the county's government	82	25
County's executive Assembly leadership	31	10
	17	5
<b>Total</b>	<b>324</b>	<b>100</b>

*(Source field data,2024)*

The research findings showed that majority of the respondents were village elders comprising of n= 194 (60%) . This was followed by representatives of the county's government n=82(25%) . County's executive comprised of n=31(10%) while the minority were assembly leadership with n=17(5%).

This revealed that the village elders were much involved in public participation on service delivery in Laikipia County, Kenya.

#### 4.4.6 Work experience in Laikipia County

The researcher sought to find out the length of service in Laikipia County. The findings are as indicated in Table 9.

**Table 9: Age of the Respondents**

Age	Frequency	Percentage (%)
0-3 Years	80	24
4-7 Years	158	48
8-11 Years	55	17
Above 12 Years	35	11
<b>Total</b>	<b>328</b>	<b>100.0</b>

*(Source field data, 2024)*

Among the respondents, 24% had worked in the county for 0–3 years, 48% for 4–7 years, 17% for 8–11 years, and 11% for more than 12 years, according to the data. This suggests that the majority of participants in the Laikipia County public participation research were county employees who had been employed there for four to seven years. These demonstrated that most of the respondent had extensive understanding of public involvement.

#### 4.4.6 Level of Education

The researcher sought to find out the level of education in Laikipia County. The findings are as indicated in Table 10.

**Table 10: Level of Education**

<b>Education level</b>	<b>Frequency</b>	<b>Percentage (%)</b>
O level	43	13
A level	18	5
Diploma	58	18
Higher diploma	13	4
Bachelor	135	41
Masters	52	16
Doctorate	2	1
<b>Total</b>	<b>328</b>	<b>100.0</b>

*(Source field data,2024)*

The study findings showed that 13% of the respondents had attained O level . Those who had A level qualification comprised 5% while those who were diploma holders comprised 18%. Those who had attained higher diploma were 4% and those with bachelor degree comprised of 41%. Those who had attained masters degree comprised of 16 % and the minority had attained doctorate degree. These results implied that majority of the respondents were well educated thus understanding and filling the questionnaire was done adequately. The respondents also had wide knowledge on public participation on service delivery in Laikipia county, Kenya.

#### **4.5 Descriptive Statistics**

The study asked participants to provide their thoughts on how Laikipia County's service delivery is affected by information accessibility. The average and standard deviation were used to analyze the results. The degree of agreement was indicated by the mean value.

#### 4.5.1 Influence of information accessibility on service delivery in Laikipia county

Every respondent had a thought regarding public involvement. The respondents were asked to indicate which of the following levels of agreement they were in. Regarding the impact of information accessibility on service delivery in Laikipia County, 5 respondents strongly agree, 4 agree, 3 moderately agree, 2 disagree, and 1 strongly disagree. The results are displayed in Table 11.

**Table 11: Influence of information accessibility on service delivery**

<b>Access to Information</b>	<b>SA</b>	<b>A</b>	<b>U</b>	<b>D</b>	<b>SD</b>	<b>Mean</b>	<b>Std</b>
	%	%	%	%	%		
The county administration has created clear laws, regulations, guidelines, and means for putting them into practice regarding public engagement.	26	47	17	10	0	3.87	0.97
The county government includes the populace in governance and decision-making processes.	37	45	13	5	0	4.13	0.85
Information about planned development programmes is available to residents in my county from the county	55	42	3	0	0	4.51	0.55
The county administration hosts public forums where residents can debate initiatives that could have an impact on them	57	37	6	0	0	4.50	0.61
To guarantee effective citizen participation in county management issues, the county administration has created sufficient public engagement platforms.	37	31	19	13	0	3.87	0.76

*(Source field data,2024)*

The research findings on access to information revealed the following results. Majority of the respondents (47%) agreed, 26 % strongly agreed. Those who were neutral were at 17 % and those who disagreed were at 10% and none strongly disagreed that the county administration has created clear laws, regulations, guidelines, and means for putting them into practice regarding public engagement with a mean of 3.87 and the standard deviation of 0.97. The findings further indicated that majority of the respondents (45 %) agreed, 37% strongly agreed . Those who were neutral were at 13 % and those who disagreed were at 5 % and none strongly disagreed that the county government includes the populace in governance and decision-making processes with a mean of 4.13 and the standard deviation of 0.85.

In addition, majority of the respondents 55 % strongly agreed, 42% agreed . Those who were neutral were at 3 % and those who disagreed were at 0 % and none strongly disagreed that information about planned development programmes is available to residents in my county from the county with a mean of 4.51 and the standard deviation 0.55. The findings further indicated that majority of the respondents 57% strongly agreed, 37 % agreed. Those who were neutral were at 6 % and those who disagreed were at 0 % and none strongly disagreed the county administration hosts public forums where residents can debate initiatives that could have an impact on them with of mean 4.50 and the standard deviation of 0.61.

Majority of the respondents respondents 17% strongly agreed, 31 % agreed. Those who were neutral were at 19 % and those who disagreed were at 13 % and none strongly disagreed that to guarantee effective citizen participation in county management issues, the county administration has created sufficient public

engagement platforms. with a mean of 3.87 and the standard deviation of 0.76.

These findings concur with Blanchard and Shleifer's (2016) recommendation that the government's channels for disseminating information about public participation in Kashmir, India, should be successful in reaching out to all societal segments in order to achieve effective public participation. According to Sebola (2017), in order to satisfy the concerns of many stakeholders, the public participation process needs to be as flexible and communicative as feasible. It is imperative that the communication channel utilized both before to and during the public participation be open to the public and capable of reaching the majority of the county's or municipality's residents.

#### **4.5.2 Influence of capacity building on service delivery in Laikipia county**

The respondents were asked to rate their degree of agreement with Laikipia County's efforts to increase capacity for service delivery. The results are displayed in Table 12.

**Table 12 : Capacity building on service delivery in Laikipia County.**

<b>Capacity Building</b>	<b>S</b>	<b>A</b>	<b>U</b>	<b>D</b>	<b>SD</b>	<b>Mean</b>	<b>Std</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>		
The county government has enhanced individuals' abilities to better comprehend public engagement.	52	39	9	0	0	4.41	0.66
The county administration often holds civic education programmes to increase the ability of the populace to take part in governance.	37	31	19	13	0	3.87	1.73
The county administration runs awareness-raising campaigns to inform the populace about how to take part in public participation forums.	44	40	6	10	0	4.17	0.92
The county government maintains a department that educates the public on county government governance and decision-making processes.	37	39	10	14	0	3.94	1.32
Both residents and county officials are aware of their roles and duties when it comes to county government ideas that might have an impact on them.	42	39	11	8	0	4.14	0.91

*(Source field data 2024)*

The research findings on capacity building on service delivery in Laikipia County revealed the following results. Majority of the 52 % strongly agreed, 39 % agreed. Those who were neutral were at 9 % and those who disagreed were at 0 % and none strongly disagreed that the county government has enhanced individuals' abilities to better comprehend public engagement with a mean of 4.41 and the

standard deviation of 0.66.

The findings further indicated that majority of the respondents 37 % strongly agreed, 31 % agreed. Those who were neutral were at 19 % and those who disagreed were at 13 % and none strongly disagreed that the county administration often holds civic education programmes to increase the ability of the populace to take part in governance with a mean of 3.87 and the standard deviation of 1.73.

Also, the findings indicated that 44 % strongly agreed, 40 % agreed. Those who were neutral were at 6 % and those who disagreed were at 10 % and none strongly disagreed that the county administration runs awareness-raising campaigns to inform the populace about how to take part in public participation forums with a mean of 4.17 and a standard deviation of 0.92. The result findings revealed that majority of the respondents 37 % strongly agreed, 39 % agreed. Those who were neutral were at 10 % and those who disagreed were at 14 % and none strongly disagreed that the county government maintains a department that educates the public on county government governance and decision-making processes with a mean of 3.94 and a standard deviation of 1.32.

Majority of the respondents 42 % strongly agreed, 39 % agreed. Those who were neutral were at 11 % and those who disagreed were at 8 % and none strongly disagreed that both residents and county officials are aware of their roles and duties when it comes to county government ideas that might have an impact on them with a mean of 4.14 and a standard deviation of 0.91.

This agrees with OECD, having citizens who are aware of their role in public engagement requires that the government provide information to them. As it

develops, the people's capacity to successfully engage in having a voice on how they are governed, civic education is seen as a necessary precursor for public involvement (Manyak and Katono, 2016). An successful civic education program improves governance by increasing public and government official awareness. A populace that knows the Constitution and is capable of actively participating in governmental matters is one of the goals of civic education, as stated in Section 99(1) of the County Governments Act, 2012.

#### **4.5.3 Influence of channels of communication on service delivery in Laikipia County**

The respondents were asked to indicate their level of agreement on the influence of effective communication channels on service delivery in Laikipia County. The findings are presented in Table 13.

**Table 13: Effective communication channels on service delivery**

<b>Effective Communication Channels</b>	<b>N</b>	<b>SA %</b>	<b>A %</b>	<b>N %</b>	<b>D %</b>	<b>SD %</b>	<b>Mean</b>	<b>Std</b>
At least two weeks prior to the scheduled public participation forums, the county government notifies the public of the schedule and location.	324	45	40	13	2	0	4.22	.73
The county government considers the preference of the public when selecting venue for the participation forums	324	40	46	12	7	0	4.80	.89
At the start of each fiscal year, the county administration publishes a calendar of the forums it intends for participants to attend.	324	35	48	14	3	0	4.12	.70
The majority of residents are reached via the county government's communication channels for public outreach.	324	43	39	14	4	0	4.60	.94
The county government communicates with its constituents through a variety of outlets, including local radio, local government, village elders, and internet platforms	324	47	44	6	3	0	3.00	1.11
The public is occasionally not told in advance when venues are altered on the spot.	324	48	34	10	8	0	4.40	1.21
The county government engages in special outreach to disadvantaged populations in society, such as those with disabilities.	324	57	29	14	0	0	4.42	.77

*(Source field data,2024)*

The study's conclusions showed that, with a mean score of 4.22 and standard deviation, the majority of respondents—45% strongly agreed, 40% agreed, 13% were neutral, and 25% disagreed—that the county government should notify the public at least two weeks in advance of scheduled forums about the schedule and location for public participation. .73 deviation is observed. The study's conclusions demonstrated that, with a mean score of 4.80 and standard deviation, 40% of respondents strongly agreed, 46% agreed, 12% were indifferent, and 7% disagreed that the county government takes the public's preferences into account when choosing locations for the participation forums. deviation of .89.

The research findings also revealed that majority of the respondents agreed at 48 %, 35 % strongly agreed , 14 % were neutral while 3 % disagreed that at the start of each fiscal year, the county administration publishes a calendar of the forums it intends for participants to attend with a mean of 4.80 and Std. Deviation of .89. The research findings revealed that majority of the respondents strongly agreed at 43 %, 39 % agreed , 14 % were neutral while 4 % disagreed that the majority of residents are reached via the county government's communication channels for public outreach with a mean of 4.60 and Std. Deviation of .94.

The research findings revealed that majority of the respondents strongly agreed at 47%, 44% agreed, 6% were neutral while 3% disagreed that the county government communicates with its constituents through a variety of outlets, including local radio, local government, village elders, and internet platforms with a mean of 3.00 and Std. Deviation of 1.11. The research findings revealed that 48% strongly

agreed, 34% agreed , 10% were neutral while 8% disagreed that the public is occasionally not told in advance when venues are altered on the spot with a mean of 4.40 and Std. Deviation of 1.21.

The results also revealed that 57% strongly agreed, 29 % agreed , 14% were neutral while none at 0% disagreed that the county government engages in special outreach to disadvantaged populations in society, such as those with disabilities with a mean of 4.42 and Std. Deviation of 0.77.

These findings are consistent with a study by Houston (2016) on public participation in democratic governance in South Africa, which suggested the necessity of efficient communication through trustworthy channels both before and after participation forums, particularly with regard to the process of putting the issues that participants discussed and decided upon into action.

In 2013, the California-based Institute for Local Government in the United States released guidelines on successful communication tactics to use before to, during, and following public engagement initiatives. The following guidelines can effectively direct county governments in their public participation initiatives: knowing the target audience, key stakeholders, and their interests; knowing the community values; knowing the key stakeholders' preferred communication channels, which will not only guarantee a sufficient turnout but also establish a valuable channel for future engagement.

#### **4.5.4 Influence of public contributions on service delivery in Laikipia County**

The respondents were asked to rate their agreement or disagreement with the statement that public contributions have an impact on Laikipia County's service delivery. The results are displayed in Table 14.

**Table 14 : Influence of public contributions on service delivery**

public contributions	SA A N D SD						Mean	Std
	N	%	%	%	%	%		
During the public participation forums, Laikipia County citizens can join in the conversation and provide their input.	82	28	50	15	7	0	3.84	.79
During the open discussion forums, anyone from all diverse categories, including both men and women and the most vulnerable members of society, can contribute.	82	42	45	10	3	0	4.28	.89
During the open forums, the county government offers technical assistance to the public in order to aid in their understanding of information that may be technical but is pertinent to the discussions.	82	38	55	7	1	0	4.80	.75
The residents are pleased with their involvement in venues for public input.	82	39	42	14	5	0	4.10	.86

*(Source field data,2024)*

The research findings revealed that majority of the respondents 50% strongly agreed, 28% agreed of the respondents while 15 % were neutral , 7 % disagreed and none strongly disagreed at 0% that during the public participation forums, Laikipia County citizens can join in the conversation and provide their input with a mean of 3.84 and Std. Deviation of .79. The research findings revealed that majority of the respondents 45 % agreed, 42 % strongly agreed while 10 % were neutral, 3 % disagreed and none strongly disagreed at 0% that during the open

discussion forums, anyone from all diverse categories, including both men and women and the most vulnerable members of society, can contribute with a mean of 4.84 and Std. Deviation of .89.

The research findings revealed that majority of the respondents 55 % agreed, 38 % strongly agreed while 7 % were neutral , 1 % disagreed and none strongly disagreed at 0% with a mean of 4.80 and Std. Deviation of .75 that during the open forums. The county government offers technical assistance to the public in order to aid in their understanding of information that may be technical but is pertinent to the discussions. The research findings revealed that majority of the respondents 42 % agreed, 39 % strongly agreed while 14 % were neutral , 5 % disagreed and none strongly disagreed at 0% with a mean of 4.10 and Std. Deviation of .86 that the residents are pleased with their involvement in venues for public input.

This agrees with Creighton (2015), it is normal practice for governments to create and maintain an informational programme for public involvement that is open to the public so that individuals may understand exactly how and where to engage. Therefore, it is crucial that government organizations create and maintain an information programme that is shared with the general public prior to the public involvement forums in order to guarantee that the forums' stated goals are met. This is a method of include the opinions of a better knowledgeable populace in governance concerns and decision-making in both central and regional governments.

#### 4.5.5 Influence of feedback mechanism on final decision made on service delivery

The respondents were questioned about how much they agreed with the final decisions made about service delivery in Laikipia County regarding the influence of feedback mechanisms. The results are presented in Table 15.

**Table 15: Influence of feedback mechanism on final decisions made on service delivery**

Feedback	SA		A		N		D		SD	
	N	%	%	%	%	%	Mean	Std		
The county government has created channels for citizen criticism regarding choices made by the county	82	43	47	6	3	0	4.92	.70		
Feedback on how public participation affected the county government's final decision is provided to the general public.	82	52	40	4	4	0	4.56	.88		
The county employs a number of platforms to provide residents feedback on their contributions to public involvement forums	82	49	41	6	4	0	4.44	.83		
When public participation is excluded from the final decision-making process, the county government notifies the public of the rationale behind the decisions made.	82	47	49	3	1	0	4.48	1.22		
Do you think public participation is important	82	45	48	5	2	0	4.04	.95		

*(Source field data,2024)*

With a mean of 4.92 and a standard deviation of .70, the research findings showed that the majority of respondents—47 percent agreed, 43 percent strongly agreed, 6% were neutral, 3% disagreed, and none strongly disagreed—had feedback mechanisms provided by the county government to inform the public about the decisions made by the county.

The research findings revealed that majority of the respondents 52% strongly agreed, 40 % agreed of the respondents while 4 % were neutral , 4 % disagreed and none strongly disagreed at 0% that the general public receives feedback on how their input during public participation affected the county government's ultimate choice. with a mean of 4.56 and Std. Deviation of .88.

The research findings revealed that majority of the respondents 49 % strongly agreed, 41 % agreed of the respondents while 6 % were neutral , 4 % disagreed and none strongly disagreed at 0% that the county employs a number of platforms to provide residents feedback on their contributions to public involvement forums with a mean of 4.44 and Std. Deviation of .83. The research findings revealed that majority of the respondents 47 % strongly agreed, 49 % agreed of the respondents while 3 % were neutral , 1 % disagreed and none strongly disagreed at 0% that the county government informs the public of the reasoning behind choices when the inputs of the public are not included in the final decision with a mean of 4.48 and Std. Deviation of 1.22.

This concurs with Kumar (2022), who says that the public must be informed at the conclusion of every participation program about how their input influenced the ultimate choice. The public is rarely informed about how and whether their input has influenced any decisions made, which presents a problem in the implementation of

devolution. The World Bank succinctly explained this in a report from 2015, pointing out that the main reason public engagement initiatives don't work is because people aren't always informed about how their input influenced the final decisions made. As a result, people view public participation as nothing more than a publicity stunt. Therefore, it is crucial to create a feedback system and inform the public of the decisions made following the participation forums along with the reasoning behind them.

#### **4.6 Diagnostic Test**

Pre-estimation tests were performed to support the usage of the regression model.

##### **4.6.1 Autocorrelation Assumption Test**

Autocorrelation refers to the correlation of a variable with itself over time. When autocorrelation is present it implies that the current value of the variable is related to its past values. This can lead to biased estimates of the regression coefficients, as the effect of the independent variables may be attributed to the auto correlated error term rather than the true relationship between the variables. The results of the test of autocorrelation assumption are presented in Table 16.

**Table 16 : Autocorrelation Assumption Test Results**

<b>Variable</b>	<b>Durbin-Watson</b>
Information accessibility	1.312
Capacity building	2.125
Channels of communication	2.214
Public contributions	1.245

Feedback mechanism	1.687
Service delivery	2.871

(Source, field 2024)

The information accessibility Durbin-Watson statistic value was 1.312, according to the results shown in Table 16. Furthermore, 2.125 was the Durbin-Watson statistic value for capacity building. Additionally, the findings showed that in Laikipia County, Kenya, the Durbin-Watson statistic values for public contributions were 1.245 and channels of communication were 2.214, feedback mechanisms were 1.687 and service delivery was 2.871.

This suggests that the research variables were independent of mistakes, as it satisfies the Durbin-Watson criterion of 0–4. A test statistic ranging from 0 to 4 is reported by the Durbin-Watson test, where a score of 0-2.5 indicates no autocorrelation. In conclusion, it was determined that the data collecting tools were legitimate and trustworthy, meaning that they may be employed to gather data for the primary investigation.

#### 4.6.2 Normality Assumptions Test

A normality test was performed as part of the study to ascertain whether the data is normally distributed. The normalcy test result is displayed in Table 17.

**Table 17: Normality Assumption Test Results**

Variable	Kolmogorov-Smirnov	Sig
Information accessibility	.304	.547
capacity building	.325	.746
channels of communication	.204	.836
public contributions	.214	.648

feedback mechanism	.341	.727
Service delivery	.321	.707

(Source, field 2024)

Given that the significance values for Kolmogorov-Smirnov were more than 0.05, Table 17's results for the normality assumption test demonstrated that the data was regularly distributed. Information accessibility had a Kolmogorov-Smirnov significance value of  $p=.547 > 0.05$ , according to the study's findings, whereas capacity building had a value of  $p=.746 > 0.05$ . The communication channels had a significant Kolmogorov-Smirnov value of  $p=.836 > 0.05$ .

The Kolmogorov-Smirnov significance value for public contributions was  $p=.648 > 0.05$ . The Kolmogorov-Smirnov significance value for the feedback mechanism was  $p=.727 > 0.05$ . The Kolmogorov-Smirnov significance value for service delivery in Laikipia County was  $p=.707 > 0.05$ . The data were likely regularly distributed since the p-values were higher than the significance level (0.05).

#### 4.6.3 Multicollinearity Test

Multicollinearity occurs when two or more independent variables are highly correlated with each other. When multicollinearity is present in a regression model, it can be difficult to determine the unique contribution of each independent variable to the outcomes. The study result is presented in Table 18

**Table 18: Multicollinearity Assumption Test Results**

Variables	Tolerance	VIF
information accessibility	.526	1.737
capacity building	.506	1.714
channels of communication	.638	1.435
public contributions	.718	1.320

Feedback mechanism	.527	1.627
Service delivery	.681	2.132

(Source, field 2024)

From the finding the tolerance and variance inflation factor value for information accessibility (tolerance=0.526 and VIF=1.737), (capacity building =0.506 and VIF=1.714), for channels of communication (tolerance=0.638 and VIF=1.435) . For public contributions (tolerance=0.718 and VIF=1.320) and for feedback mechanism (tolerance=0.527 and VIF=1.627) and for service delivery in Laikipia County (tolerance=0.681 and VIF=2.132). The study results imply that all tolerance values for the five variables under study were all above 0.10 and VIF values all less than 10, this implies that the data used had no Multicollinearity.

#### 4.6.4 Homoscedasticity Test Results

Homoscedasticity describes the homogeneity of disturbance between independent and dependent variables across the values of the independent variables. It expresses constant residual terms across observations. Conversely, unequal errors lead to heteroscedasticity problem. Heteroscedasticity contribute to inefficient parameter estimates and incorrect confidence intervals. When the value of the dependent variable changes, the error term ought not to vary much. For homoscedastic data, p-value is greater than 0.05. Homoscedasticity test results are shown in Table 19.

**Table 19: Homoscedasticity Test Results**

Model	Unstandardized		Standardized	t	Sig.
	Coefficients		Coefficients		
	B	Std. Error	Beta		
1 (Constant)	.031	.209		.131	.867

information accessibility	.018	.052	.036	-.163	.852
capacity building	.054	.055	.250	1.001	.318
channels of communication	.017	.032	.051	.216	.811
public contributions	.025	.043	.092	-.361	.702
Feedback mechanism	.006	.032	.049	.216	.801

a. Dependent Variable: service delivery

The results in Table 19 shows that information accessibility, capacity building, channels of communication, public contributions and feedback mechanism had p-values 0.852, 0.318, 0.811, 0.702 and 0.801 respectively. All these values are greater than 0.05, implying that the data was homoscedastic and there was no heteroscedasticity problem. The results helped the researcher to validate the appropriateness of the linear regression analysis.

#### 4.6.5 Linearity Test Results

Linearity tests were undertaken to establish the linear relation between information accessibility, capacity building, channels of communication, public contributions and feedback mechanism. Results are presented in Tables 20, 21, 22, 23 and 24.

**Table 20: Linearity between information accessibility and service delivery**

			Sum of	df	Mean	F	Sig.
			Squares		Square		
Service	Between	(Combined)	3.657	194	.347	3.431	.014
delivery	* Groups	Linearity	2.042	19	2.012	19.316	.001

information accessibility	Deviation from Linearity	1.6026	176	.181	1.710	.142
	Within Groups	1.525	194	.106		
	Total	5.232	324			

(Source, field 2024)

Results show that the p-value for the deviation from linearity was 0.172. For linear relationship to exist, the deviation from linearity should be greater than 0.05.  $0.142 > 0.05$  implies that information accessibility and service delivery are linearly related. This linear relationship supported inferential statistical analysis particularly in determining the causal relationship between information accessibility and service delivery in Laikipia county, Kenya.

**Table 21: Linearity between capacity building and service delivery**

			Sum of	df	Mean	F	Sig.
			Squares		Square		
Service delivery* capacity building	Between Groups	(Combined)	2.012	194	.202	.920	.513
		Linearity	1.184	19	1.156	5.339	.031
	Within Groups	Deviation from Linearity	.805	176	.091	.403	.822
		Within Groups	3.232	194	.215		
		Total	5.253	324			

(Source, field 2024)

The results in Table 21 shows that the deviation from linearity between capacity building and service delivery was 0.822. This implies that there was a linear relationship between capacity building and service delivery since 0.822 is greater

than 0.05 level of significance.

Therefore, there existed linear relationship between capacity and service delivery in Laikipia county, Kenya.

**Table 22: Linearity between channels of communication and service delivery**

		Sum of	df	Mean	F	Sig.	
		Squares		Square			
		(Combined)	2.629	194	.239	1.276	.329
Service delivery * channels of communication	Between Groups Deviation from	Linearity	1.542	19	1.542	8.233	.012
		Linearity	1.087	176	.109	.580	.805
		Within Groups	2.623	194	.157		
Total		5.252	324				

Results in table 22 shows that the p-value for the deviation from linearity between channels of communication and service delivery was 0.805. The deviation from linearity was greater than 0.05;  $0.805 > 0.05$ . Therefore, there existed linear relationship between channels of communication and service delivery in Laikipia county, Kenya.

**Table 23: Linearity between public contributions and service delivery**

		Sum of	df	Mean	F	Sig.	
		Squares		Square			
		(Combined)	3.746	194	.365	4.103	.006
Service delivery * Public contributions	Between Groups Deviation from	Linearity	2.746	19	2.746	30.363	.000
		Linearity	1.000	176	.111	1.185	.361
		Within Groups					

Within Groups	1.306	194	.084
Total	5.152	324	

(Source, field 2024)

The findings on table 23 show that the deviation from linearity between public contributions and service delivery was 0.361. This implied that there was a linear relationship between public contributions and service delivery since 0.361 is greater than 0.05 level of significance. Therefore, there existed linear relationship between public contributions and service delivery in Laikipia County, Kenya .

**Table 24: Linearity between feedback mechanism and service delivery**

		Sum of	df	Mean	F	Sig.	
		Squares		Square			
	(Combined)	3.746	194	.365	4.201	.008	
Service delivery *	Between Groups	Linearity	2.516	19	2.746	30.253	.000
		Deviation from Linearity	1.000	176	.131	1.161	.384
Feedback mechanism	Within Groups	1.296	194	.084			
	Total	5.152	324				

(Source, field 2024)

The findings on Table 23 show that the deviation from linearity between feedback mechanism and service delivery was 0.384. This implied that there was a linear relationship between feedback mechanism and service delivery since 0.384 is greater than 0.05 level of significance. Therefore, there existed linear relationship between feedback mechanism and service delivery in Laikipia county, Kenya .

## 4.7 Inferential Statistics

### 4.7.1 Correlation Analysis

#### 4.7.1.1 Information accessibility on service delivery

The purpose of the study was to determine whether service delivery and information accessibility were related in Kenya's Laikipia County. The study's conclusions are displayed in Table 25.

**Table 25 : Information accessibility and service delivery**

		Service delivery
Information accessibility	Pearson Correlation	.523**
	Sig. (2-tailed)	.000
	N	324

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

According to the study, there was a moderately favorable and statistically significant association ( $r = 0.523$ ;  $p < 0.05$ ) between information accessibility and service delivery in Laikipia County, as shown in Table 25.

This implies that efficient information accessibility enhance service delivery in Laikipia County, Kenya. Efficient information accessibility gives a clear direction for public participation. Clear information accessibility helps citizens to understand fully the essence of public participation.

#### 4.7.1.2 Capacity building on service delivery

The study sought to establish the correlation between capacity building on service delivery in Laikipia County, Kenya. The findings of the study are as shown in Table 26.

**Table 26: Capacity building on service delivery**

		<b>Service delivery</b>
capacity building	Pearson Correlation	.631**
	Sig. (2-tailed)	.000
	N	324

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

According to the study, capacity building and service delivery in Laikipia County had a moderately favorable and statistically significant association ( $r = 0.631$ ;  $p < 0.05$ ), as shown in Table 20. This suggests that increasing capacity will improve Laikipia County's service delivery. Building capacity fosters awareness of public involvement, which improves the provision of services.

#### **4.7.1.3 Communication channels on service delivery**

The goal of the study was to determine how communication channels and service delivery are related. Table 27 presents the study's conclusions.

**Table 27: Communication channels on service delivery in Laikipa county.**

		<b>Service delivery</b>
channels of communication	Pearson Correlation	.434**
	Sig. (2-tailed)	.000
	N	324

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

According to the study, there was a moderately favorable and statistically significant connection ( $r = 0.434$ ;  $p < 0.05$ ) between communication channels and service delivery in Laikipia County, as shown in Table 27. This suggests that improved channels of communication improve Laikipia County's service delivery. Public

engagement can be clearly understood with the aid of communication networks. This improves Laikipia County's service delivery.

#### 4.7.1.4 Public contribution on Service Delivery in Laikipia County

The study sought to establish the correlation between public contributions on service delivery in Laikipia County, Kenya. The findings of the study are as shown in Table 28.

**Table 28 : Public contributions on service delivery in Laikipia county**

		Service delivery
public contributions	Pearson Correlation	.645**
	Sig. (2-tailed)	.000
	N	324

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

According to the study, there was a moderately favorable and statistically significant association ( $r = 0.645$ ;  $p < 0.05$ ) between public donations and service delivery in Laikipia County, as shown in Table 28. This implies that public contributions by the members of the public promotes public participation enhancing service delivery in Laikipia County, Kenya.

#### 4.7.1.5 Feedback mechanism on service delivery in Laikipia county.

The study sought to establish the correlation between feedback mechanism on service delivery in Laikipia County, Kenya .

**Table 29 : Feedback mechanism on service delivery in Laikipia county**

		Service delivery
Feedback mechanism	Pearson Correlation	.605**
	Sig. (2-tailed)	.000
	N	324

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

As indicated in Table 29 , the study indicates that there was a moderate positive and statistically significant correlation between feedback mechanism on service delivery in Laikipia County , Kenya (r = 0.605; p < 0.05). This implies that feedback mechanism by the members of the public promotes public participation enhancing service delivery in Laikipia County, Kenya.

#### 4.7.2 Regression Analysis

The study carried out a regression analysis to evaluate the combined influence of information accessibility, capacity building , channels of communication , public contributions and feedback mechanism on service delivery in Laikipia County was established. The model summary was shown in Table 30.

**Table 30 : Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Sig. F Change
1	.876 <sup>a</sup>	.769	.739	.3763	.000

The percentage of the dependent variable's variance that the independent variables can account for is expressed as the R-Squared. This study's R-squared value was 0.769, indicating that the four independent variables (information accessibility, capacity building , channels of communication , public contributions and feedback mechanism) can explain 769.0% of service delivery in Laikipia County , Kenya while other factors explain 23.1%.

**Table 31 : ANOVA**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.52	5	7.140	100.346	.000 <sup>b</sup>
	Residual	8.443	319	.1008		
	Total	37.095	324			

a. Dependent Variable: service delivery in Laikipia county, Kenya

b. Predictors: (Constant), information accessibility, capacity building, channels of communication, public contributions and feedback mechanism.

In this study, the analysis of variance was employed to assess the model's suitability for the data. The model is effective at forecasting how the five independent variables—information accessibility, capacity building, communication channels, public contributions, and feedback mechanism—influence service delivery in Laikipia County, Kenya, according to the findings, where the p-value was 0.000, which is less than 0.05. Additionally, the F-value of 100.346 indicates that the model fit the data in terms of predicting how the independent factors will affect the dependent variable.

**Table 32: Regression Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.037	.135		.250	.786
information accessibility	.318	.117	.538	5.560	.014
1 capacity building	.123	.071	.235	2.867	.005
channels of communication	.235	.114	.169	2.256	.023
public contributions	.222	.116	.231	3.037	.004
feedback mechanism	.276	.109	.225	5.550	.011

Table 32 shows the overall significant test results for the hypothesized research model. The interpretations of the findings indicated follow the following regression model.

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5$$

Therefore,

$$Y = 0.037 + 0.318 X_1 + 0.123 X_2 + 0.235 X_3 + 0.222 X_4 + 0.276 X_5$$

The value of service delivery in Laikipia County, Kenya was found to be 0.037 when the five independent variables were held constant, as indicated by the intercept ( $\beta_0$ ). Furthermore, in Laikipia County, Kenya, a unit increase in information accessibility would result in a 0.318 improvement in service performance, all other independent factors being held constant. Furthermore, a unit increase in capacity building would result in a 0.123 improvement in service delivery in Laikipia County, leaving the other independent variables constant.

The intercept ( $\beta_0$ ) indicates that, when the five independent variables were held constant, the value of service delivery in Laikipia County, Kenya, was found to be 0.037. Furthermore, assuming all other independent factors remain constant, a unit increase in information accessibility in Laikipia County, Kenya, would lead to a 0.318 improvement in service performance. Moreover, assuming the other independent variables remain same, a unit increase in capacity building would lead to a 0.123 improvement in service performance in Laikipia County.

#### **4.8 Answers to research questions**

The study carried out using Pearson correlation in Table 19,20,21,22 and 23 sought to answer the research questions Pearson Correlation. The study sought to answer the questions: What is the influence of information accessibility on service

delivery in Laikipia County, Kenya ? From the findings the Pearson Correlation was 0.523 . Therefore, This implies that efficient information accessibility has an influence on service delivery in Laikipia County. Kenya.

The study sought to answer the questions : How does capacity building influence service delivery in Laikipia County, Kenya ? From the findings From the findings the Pearson Correlation was 0.631 . Therefore, This implies that capacity building has an influence on service delivery in Laikipia County. Kenya.

The study sought to answer the question that: Do effective channels of communication influence service delivery in Laikipia County ,Kenya. From the findings the Pearson Correlation was 0.434 . Therefore, This implies that effective channels of communication has an influence on service delivery in Laikipia County. Kenya.

The study sought to answer the question that: How does public contribution influence on service delivery in Laikipia County, Kenya ? From the findings the Pearson Correlation was 0.645 . Therefore, This implies that public contribution has an influence on service delivery in Laikipia County. Kenya.

The study sought to answer the question that: Does feedback mechanism have influence on service delivery in Laikipia County, Kenya ? From the findings the Pearson Correlation was 0.605 . Therefore, This implies that feedback mechanism has an influence on service delivery in Laikipia County. Kenya.

In summary the results showed that information accessibility, capacity building , channels of communication , public contributions and feedback mechanism has positive Pearson correlation therefore accept that all the five variables have

influence on service delivery in Laikipia County. Kenya.

**Table 33: Summary Table**

<b>Research question</b>	<b>Pearson findings</b>	<b>Decision</b>
Information accessibility	.523	Accept
capacity building	.631	Accept
communication channels	.434	Accept
public contributions	.645	Accept
Feedback mechanism	.605	Accept



## **CHAPTER FIVE**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter offers a thorough synopsis of the main discoveries made throughout the investigation; it then makes inferences and addresses the ramifications of these discoveries. In conclusion, it offers a few recommendations and ideas for future research directions. The primary goal of the study was to evaluate how public involvement affected the provision of services in Kenya's Laikipia County.

#### **5.2 Summary of Major Findings**

The goal of the study was to compile a summary of the main conclusions. The summary was arranged according to distinct goals.

##### **5.2.1 Information accessibility and service delivery in Laikipia County , Kenya**

From the analysis the study findings revealed that the county administration has created clear laws, regulations, guidelines, and means for putting them into practice regarding public engagement has an influence on service delivery. The county government including the populace in governance and decision-making processes has an influence on service delivery. Information about planned development programmes available to residents in the county has an influence on service delivery.

The research findings also revealed that the county administration hosts public forums where residents can debate initiatives that could have an impact on them has an influence on service delivery. In addition the results showed that before the actual day(s) of the forum, citizens are informed of the themes to be covered at the public participation forum has an influence on service delivery. Finally

guaranteeing effective citizen participation in county management issues, the county administration creating sufficient public engagement platforms has an influence on service delivery. These results implied that information accessibility statements have an influence on service delivery in Laikipia county Kenya.

### **5.2.2 Capacity building and service delivery in Laikipia County, Kenya.**

The study findings revealed that the county government's enhancing individuals' abilities to better comprehend public engagement has an influence on service delivery. The county administration often holding civic education programmes to increase the ability of the populace to take part in governance has an influence on service delivery. The county administration running awareness-raising campaigns to inform the populace about how to take part in public participation forums has an influence on service delivery.

Moreover the research findings showed that the county government maintaining a department that educates the public on county government governance and decision-making processes has an influence on service delivery. Both residents and county officials are aware of their roles and duties when it comes to county government ideas that might have an impact on them has an influence on service delivery. These results revealed that capacity building has an influence on service delivery in Laikipia county, Kenya. effective communication channels.

### **5.2.3 Effective communication channels and service delivery in Laikipia county, Kenya.**

The analysis's conclusions showed that service delivery is impacted when the county government notifies the public at least two weeks in advance of the dates and

locations of public participation forums. Service delivery is impacted when the county government chooses a location for the participation forums based on public preferences. Service delivery is impacted by the county administration's publication of a schedule of forums it hopes participants would attend at the beginning of each fiscal year.

The research findings also revealed that the majority of residents are reached via the county government's communication channels for public outreach has an influence on service delivery. The county government communicating with its constituents through a variety of outlets, including local radio, local government, village elders, and internet platforms has an influence on service delivery. The findings also revealed that the public is occasionally not being told in advance when venues are altered on the spot has an influence on service delivery. The county government engaging in special outreach to disadvantaged populations in society, such as those with disabilities has an influence on service delivery. The overall results implied effective communication channels has an influence on service delivery in Laikipia county, Kenya.

#### **5.2.4 Public contribution on service delivery in Laikipia county Kenya.**

From the finding of the study, it was revealed that during the public participation forums, Laikipia county citizens joining in the conversation and provide their input has an influence on service delivery. The results also revealed that during the open discussion forums, anyone from all diverse categories, including both men and women and the most vulnerable members of society contributing has an influence on service delivery. It was also revealed that during the open forums, the county government offers technical assistance to the public in order to aid in their understanding of information that may be technical but is pertinent to the

discussions has an influence on service delivery. The results also showed that residents were pleased with their involvement in venues for public input which has an influence on service delivery. The overall results also showed that public contribution has an influence on service delivery in Laikipia County, Kenya.

#### **5.2.5 Feedback mechanism on service delivery in Laikipia county Kenya.**

The results of the study demonstrated that the county government has put in place systems for individuals to provide input on decisions the county makes that affect how services are provided. Service delivery is impacted when the general public is informed about how their input during public participation influenced the county government's final decision. The county employing a number of platforms to provide residents feedback on their contributions to public involvement forums has an influence on service delivery. The county government informing the public of the reasoning behind choices when the inputs of the public are not included in the final decision has an influence on service delivery. The overall results also showed that feedback mechanism has an influence on service delivery in Laikipia County, Kenya.

### **5.3 Conclusions**

Based on the results, the study came to the conclusion that service delivery and information accessibility in Laikipia County had a moderately favorable and statistically significant association ( $r = 0.523$ ;  $p < 0.05$ ). This suggests that improved information accessibility affects how services are provided in Kenya's Laikipia County. Additionally, the study found that capacity building and service delivery in Laikipia County had a moderately favorable and statistically significant link ( $r =$

0.631;  $p < 0.05$ ). This suggests that Laikipia County's service delivery is improved by ongoing capacity building.

Furthermore, a statistically significant and moderately favorable association was seen between the provision of services in Laikipia County and effective routes of communication ( $r = 0.434$ ;  $p < 0.05$ ). This suggests that improved channels of communication improve Laikipia County's service delivery. The study also found that in Laikipia County, there was a statistically significant and moderately favorable association between public contribution and service delivery ( $r = 0.645$ ;  $p < 0.05$ ). This suggests that increased public involvement improves Laikipia County's service delivery. The study also found that service delivery in Laikipia County and the feedback system had a somewhat positive and statistically significant association ( $r = 0.605$ ;  $p < 0.05$ ). This suggests that improved feedback mechanisms improve Laikipia County, Kenya's service delivery.

In summary, service delivery was impacted by the overall findings on information accessibility, capacity building, efficient communication channels, public participation, and feedback mechanisms. In Laikipia County, Kenya, this took the shape of effective service allocation, accessibility, equity, accountability, and quality of services.

#### **5.4 Recommendations**

Based on the findings of the study, the researcher recommended that information accessibility should be enhanced in Laikipia county to improve on service delivery. These information should emphasize on clear laws, regulations, guidelines, and means regarding public engagement. The study also recommended that more capacity building forums should be done to enhance service delivery in Laikipia

county. These capacity building forums should focus on building individuals' abilities to better comprehend public engagement. In addition, the study recommended that effective communication channels should be enhanced to improve service delivery in Laikipia County. These should involve communicating to the citizens on the timeline and venue for public participation forums to increase the level of public participation. On feedback mechanism the study recommends that the county should improve feedback mechanisms to inform the citizens on the decisions made by the county through anonymous surveys or regular feedback sessions, fostering a culture of openness and improvement to improve service delivery in Laikipia county Kenya.

### **5.5 Suggestion for further Studies**

Future studies to investigate how different information accessibility methods in laikipia County influence service delivery. Moreover, there is the need to evaluate how capacity buildings forums are conducted to measure their impact on public participation to enhance service delivery in Laikipia county. The study could also recommends to explore how communication channels can be made more effective to promote public participation on service delivery. The study also recommends that there is a need to measure the extent of public contribution on service delivery and lastly more study should be done on how to enhance public participation feedback mechanism on service delivery .

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**APPENDICES**

**APPENDIX I: Informed Consent Form**

Dear sir/madam,

**RE: REQUEST FOR YOUR CONSENT TO PARTICIPATE IN A RESEARCH**

I kindly write to request for your to participation in a research project. The study title is: **ASSESSMENT OF PUBLIC PARTICIPATION AND SERVICE DELIVERY IN KENYA COUNTY GOVERNEMENTS: A CASE OF LAIKIPIA COUNTY**

The study has just a little amount of possible danger and discomfort. This is because your participation will be limited to the questionnaire. All responders will be reminded and asked to maintain the confidentiality of the information disclosed prior to completing the questionnaire. You cannot possibly gain anything personally from taking part in this study. You are being asked to volunteer and offer your thoughts. There will be no compensation for the information you provide or the time you spend with us.

Any information you enter will be kept private and confidential. Data will only be used for this study's purposes and will be deleted after the results are released.

**PARTICIPATION IN THIS STUDY IS ENTIRELY VOLUNTARY. YOU MAY REFUSE TO FILL THE QUESTIONNAIRE AND YOU MAY WITHDRAW AT ANY STAGE IF YOU SO WISH.**

If you accept to participate in this study, please append your signature below:

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

If you have any query, please contact the following:

Mobile phone 0715933690

Or by email [ekalejames78@gmail.com](mailto:ekalejames78@gmail.com)

Sincerely,

**James Ekale**

**RESEARCHER**

## CONSENT

I am aware that participation is completely optional and that I may end it whenever I choose, for any reason, and free. I am aware that a copy of this permission form will be sent to me. I willingly consent to participate in this research.

Participant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Investigator's Signature \_\_\_\_\_ Date \_\_\_\_\_



## Appendix 11: Introduction Letter to Respondents

Date: \_\_\_\_\_

Dear Respondent,

The goal of this survey is to gather information for scholarly study on "The Public Participation and Service Delivery in Laikipia County." The research contributes to the partial fulfilment of the Mount Kenya University's requirements for the award of a master's degree in public administration and management.

Please rest assured that any data gathered through this questionnaire will be handled in the strictest of confidentiality and used solely for research. To guarantee that no reference names of any respondents are used in the study results or reports, rigorous adherence to high level ethical standards will be maintained. I appreciate your cooperation and time in advance.

Yours faithfully,

James Ekale



**A. Access To Information**

What does "public participation" mean, in your own words?

.....

.....

Which of the following statements best describes your County? Please check the applicable box below as appropriate.

Important: 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree, 5 Strongly Agree

<b>Access to Information</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
The county administration has created clear laws, regulations, guidelines, and means for putting them into practice regarding public engagement.					
The county government includes the populace in governance and decision-making processes.					
Information about planned development programmes is available to residents in my county from the county					
The county administration hosts public forums where residents can debate initiatives that could have an impact on them.					
Before the actual day(s) of the forum, citizens are informed of the themes to be covered at the public participation forum.					
To guarantee effective citizen participation in county management issues, the county administration has created sufficient public engagement platforms.					

### **B. Capacity Building**

Which of the following statements best describes your County? Please check the applicable box below as appropriate.

Important: 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree, 5 Strongly Agree

<b>Capacity building</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
The county government has enhanced individuals' abilities to better comprehend public engagement.					
The county administration often holds civic education programmes to increase the ability of the populace to take part in governance.					
The county administration runs awareness-raising campaigns to inform the populace about how to take part in public participation forums.					
The county government maintains a department that educates the public on county government governance and decision-making processes.					
Both residents and county officials are aware of their roles and duties when it comes to county government ideas that might have an impact on them.					

### **C. Communication channels**

Which of the following statements best describes your County? Please check the applicable box below as appropriate.

Important: 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree, 5 Strongly Agree

<b>Communication channels</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
At least two weeks prior to the scheduled public participation forums, the county government notifies the public of the schedule and location.					
When choosing a location for the participation forums, the county government takes public preferences into account.					
At the start of each fiscal year, the county administration publishes a calendar of the forums it intends for participants to attend.					
The majority of residents are reached via the county government's communication channels for public outreach.					
The county government communicates with its constituents through a variety of outlets, including local radio, local government, village elders, and internet platforms.					
The public is occasionally not told in advance when venues are altered on the spot.					
The county government engages in special outreach to disadvantaged populations in society, such as those with disabilities.					

**D. Contribution by the public**

Which of the following statements best describes your County? Please check the applicable box below as appropriate.

Important: 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree, 5 Strongly Agree

<b>Contribution by the public</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
During the public participation forums, Laikipia County citizens can join in the conversation and provide their input.					
Everyone is welcome to participate in the open discussion forums, including men and women as well as the most vulnerable sections of society					
During the open forums, the county government offers technical assistance to the public in order to aid in their understanding of information that may be technical but is pertinent to the discussions.					
The residents are pleased with their involvement in venues for public input.					

### **E. Feedback**

Which of the following statements best describes your County? Please check the applicable box below as appropriate. Important: 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly Disagree, 5 Strongly Agree

<b>Feedback</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
The county government has created channels for citizen criticism regarding choices made by the county					
Feedback on how the public's input during public participation influenced the county government's final decision is provided to the broader public.					
The county employs a number of platforms to provide residents feedback on their contributions to public involvement forums.					

When public participation is excluded from the final decision-making process, the county government notifies the public of the rationale behind the decisions made.					
---	--	--	--	--	--

Do you believe that public involvement is important? If so, could you elaborate?.....  
 .....  
 .....

*Thank You For Your Participation*



## Appendix IV: ERC Clearance Letter



REF: MKU/ISERC/3526  
TO: JAMES EKALE

Date: 14 March 2024

REG: MPAM/2018/21882

Dear Sir/Madam,

**RE: ASSESSING THE INFLUENCE OF PUBLIC PARTICIPATION ON SERVICE DELIVERY IN KENYA COUNTY GOVERNEMENTS: A CASE OF LAIKIPIA COUNTY**

This is to inform you that **Mount Kenya University** has reviewed and approved your above research proposal. Your application approval number is **2570**. The approval period is **14/03/2024 - 13/03/2025**.

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,

The Chairman  
Mount Kenya University  
Ethics Review Committee  
P.O. Box 342-01000, Thika

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

## Appendix V: Introductory Letter



### DIRECTORATE OF GRADUATE STUDIES

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MPAM/2018/21882

15<sup>th</sup> March, 2024

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

Dear Sir/Madam,


**RE: JAMES EKALE- REGISTRATION NO. MPAM/2018/21882**

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 "**Assessing the Influence of Public Participation on Service Delivery in Kenya County Governments: A Case of Laikipia County**" 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, 2024 and May, 2024**.

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 VI: County Commission Authorization Letter



**OFFICE OF THE PRESIDENT**  
**MINISTRY OF INTERIOR & NATIONAL ADMINISTRATION**  
**State Department for Internal Security & National Administration**

When replying please quote  
Fax: 062-2031874  
E-MAIL: [cc@laikipiacounty.go.ke](mailto:cc@laikipiacounty.go.ke)

COUNTY COMMISSIONER  
LAIKIPIA COUNTY  
P.O. BOX 11-10400  
NANYUKI

Ref. No. CC.ED/12/14/VOL.II/(189)

8th April, 2024

Deputy County Commissioners,  
**LAIKIPIA**

**RE: RESEARCH AUTHORIZATION - JAMES EKALE REG. NO.**  
**MPAM/2018/21882**

The above named person has been granted necessary research approval by the National Commission for Science, Technology and Innovation (NACOSTI) to conduct research in Laikipia County. The research topic is: ***Assessing the Influence of Public Participation on Service Delivery in Kenya County Governments*** for the period ending 31<sup>st</sup> May 2024.

Kindly extend to him all the necessary support that he may require from your office.

O. M. KYATHA, **MBS**  
COUNTY COMMISSIONER  
**LAIKIPIA**

# Appendix VII: NACOSTI Research Permit

 REPUBLIC OF KENYA	 NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION
Ref No: 959224	Date of Issue: 03/April/2024
<b>RESEARCH LICENSE</b>	
	
<p>This is to Certify that Mr. JAMES EKALE 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 Laikipia on the topic: ASSESSING THE INFUENCE OF PUBLIC PARTICIPATION ON SERVICE DELIVERY IN KENYA COUNTY GOVERNEMENTS: A CASE OF LAIKIPIA COUNTY for the period ending : 03/April/2025.</p>	
License No: NACOSTIP/24/34037	
959224	
Applicant Identification Number	Director General 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>	
See overleaf for conditions	

**THE SCIENCE, TECHNOLOGY AND INNOVATION ACT, 2013 (Rev. 2014)**  
Legal Notice No. 108: The Science, Technology and Innovation (Research Licensing) Regulations, 2014

**The National Commission for Science, Technology and Innovation**, hereafter referred to as the Commission, was established under the Science, Technology and Innovation Act 2013 (Revised 2014) herein after referred to as the Act. The objective of the Commission shall be to regulate and assure quality in the science, technology and innovation sector and advise the Government in matters related thereto.

**CONDITIONS OF THE RESEARCH LICENSE**

1. The License is granted subject to provisions of the Constitution of Kenya, the Science, Technology and Innovation Act, and other relevant laws, policies and regulations. Accordingly, the licensee shall adhere to such procedures, standards, code of ethics and guidelines as may be prescribed by regulations made under the Act, or prescribed by provisions of International treaties of which Kenya is a signatory to
2. The research and its related activities as well as outcomes shall be beneficial to the country and shall not in any way;
  - i. Endanger national security
  - ii. Adversely affect the lives of Kenyans
  - iii. Be in contravention of Kenya's international obligations including Biological Weapons Convention (BWC), Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO), Chemical, Biological, Radiological and Nuclear (CBRN).
  - iv. Result in exploitation of intellectual property rights of communities in Kenya
  - v. Adversely affect the environment
  - vi. Adversely affect the rights of communities
  - vii. Endanger public safety and national cohesion
  - viii. Plagiarize someone else's work
3. The License is valid for the proposed research, location and specified period.
4. The license any rights thereunder are non-transferable
5. The Commission reserves the right to cancel the research at any time during the research period if in the opinion of the Commission the research is not implemented in conformity with the provisions of the Act or any other written law.
6. The Licensee shall inform the relevant County Director of Education, County Commissioner and County Governor before commencement of the research.
7. Excavation, filming, movement, and collection of specimens are subject to further necessary clearance from relevant Government Agencies.
8. The License does not give authority to transfer research materials.
9. The Commission may monitor and evaluate the licensed research project for the purpose of assessing and evaluating compliance with the conditions of the License.
10. The Licensee shall submit one hard copy, and upload a soft copy of their final report (thesis) onto a platform designated by the Commission within one year of completion of the research.
11. The Commission reserves the right to modify the conditions of the License including cancellation without prior notice.
12. Research, findings and information regarding research systems shall be stored or disseminated, utilized or applied in such a manner as may be prescribed by the Commission from time to time.
13. The Licensee shall disclose to the Commission, the relevant Institutional Scientific and Ethical Review Committee, and the relevant national agencies any inventions and discoveries that are of National strategic importance.
14. The Commission shall have powers to acquire from any person the right in, or to, any scientific innovation, invention or patent of strategic importance to the country.
15. Relevant Institutional Scientific and Ethical Review Committee shall monitor and evaluate the research periodically, and make a report of its findings to the Commission for necessary action.

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Innovation(NACOSTI),  
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## Appendix VIII: Turnitin Report

