

# **EFFECTS OF PERFORMANCE CONTRACT ON SERVICE DELIVERY IN LOCAL AUTHORITIES IN KENYA (A CASE OF ELDORET MUNICIPAL COUNCIL)**

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## **ABSTRACT**

The impact of performance contracts on service delivery in Kenya's public service has become significant. There is need to establish why after the introduction and implementation of performance contracts in the Local authorities, some problems associated with service delivery are still prevalent in Municipalities sparking public protests. The purpose of this study was to assess effects of performance contracts on service delivery in municipal councils. Data was collected from employees in the Eldoret municipal council. The study will be guided by the principal-agent theory and the goal setting theory by Dr. Edwin Locke. Descriptive survey research design was used.

Stratified sampling was used to select the respondents because they are grouped in several distinctive departments. A sample of 132 respondents will be selected and questionnaires administered to them. Data will be collected by the use of interviews and a questionnaire. The primary data collected will be analyzed with the help of an SPSS (Statistical Packages for Social Sciences) Programme. The data will be presented in the form of frequency tables, percentages and graphs. The study is expected to increase the body of knowledge to the scholars of performance management. The findings of this study will provide Local authorities with relevant information on performance management frameworks. They will also fill knowledge gaps in the performance measurements in state owned enterprises as well as generate knowledge that can be used to improve the existing frameworks of performance management in organizations. It will also highlight knowledge on the quality of service offered by employees in Local authorities.