

**FACTORS HINDERING EFFECTIVE SERVICE DELIVERY IN LOCAL
GOVERNMENT AUTHORITIES IN KENYA**

A case study of Karuri Town council

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ABSTRACT

The main objective of this study was to investigate the factors hindering delivery in local government authorities. The specific objectives of the study were to determine if poor compensation, poor management planning and management leadership style, hinders effective service delivery in local government authorities in Kenya. The study adopted a descriptive research design, the target population for this study was 62 comprising of 2 top level management, 5 middle level management and 55 subordinates. The study used stratified random sampling to pick 2 top level management, 3 middle level management and 43 subordinates. For data collection purposes the study used a questionnaire with closed-ended questions. These were administered by a research assistant. Data was analyzed using the SPSS package and presented using tables and pie-charts. The study revealed that poor compensation, poor management leadership style effect service delivery in local government authorities in Kenya. The study recommended that employees should be appraised regularly and awarded accordingly, they should attend training and development courses, jobs should be distributed fairly, management planning should be improved.