

**ROLE OF POLICY RELATED INTERVENTIONS ON ETHICAL PRACTICES
IN KENYAN PUBLIC SERVICE SECTOR**

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**A PROJECT SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENT FOR THE AWARD OF MASTER OF ARTS DEGREE IN
PUBLIC ADMINISTRATION AND MANAGEMENT OF
MOUNT KENYA UNIVERSITY**

MAY 2025

DECLARATION AND APPROVAL

Declaration

This thesis/project is my original work and has never been presented for any academic award in any institution.

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DEDICATION

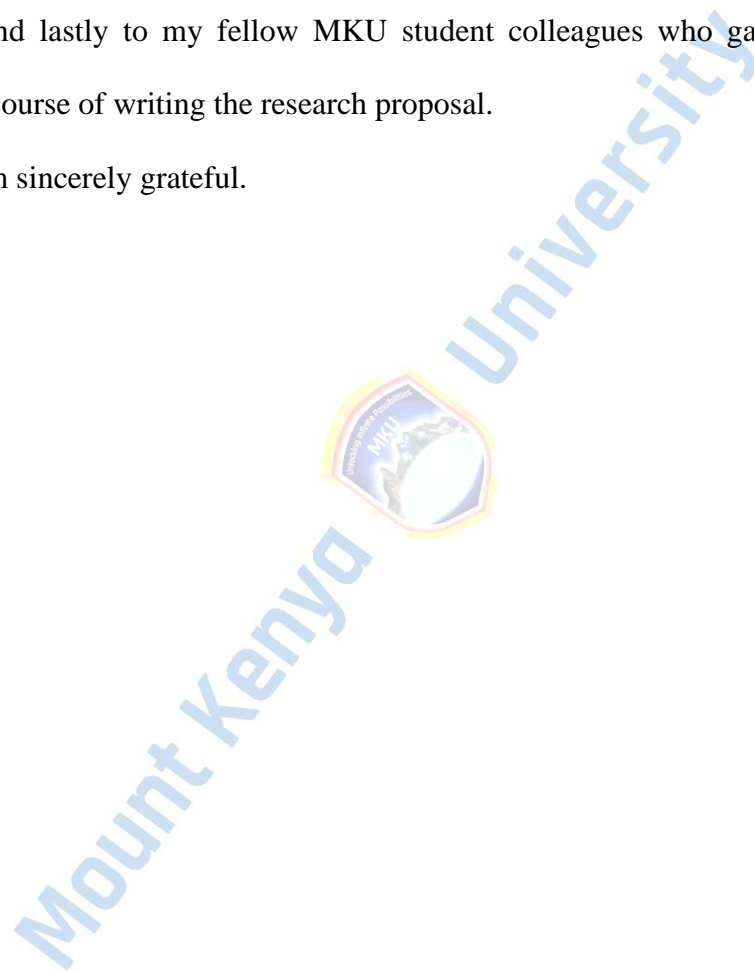
This study is dedicated to my loving family members, Monicah, Lisa, Claire and Vanessa for their overwhelming support during the entire time of study.



ACKNOWLEDGEMENT

I would like to take this opportunity to express my gratitude and satisfaction to a number of people who supported me during the course of the project undertaking and writing. First and foremost, I would like to thank my project supervisors Dr. Kennedy Nyariki for his tireless and professional guidance when undertaking the project. Secondly, to Dr. Issac Mokono, the Post Graduate Coordinator for his effective coordination and lastly to my fellow MKU student colleagues who gave me moral support in the course of writing the research proposal.

To you all, I am sincerely grateful.



ABSTRACT

The main purpose of this study was to investigate the role of policy related interventions on ethical practices in the Kenyan public service sector. The specific focus of the study was the public service sector in Kenya. The study variables under investigation were laws and regulations, institutional framework, e-governance and public opinions. The research adopted a mixed research design. The design incorporated descriptive, quantitative, qualitative and cross-sectional research design. The research study used both primary and secondary data. The secondary data was obtained from various publications and the primary data was obtained from the public sector employees within Nairobi County through use of structured questionnaires. The target population was the three main aspects of civil service, namely the mainstream civil service, the county governments and the state corporations. The sample size for the study was 384 respondents who were selected through disproportionate stratified random sampling. The unit of analysis was developed from the three levels of management, that is strategic level, tactical level and operational level and the employees. The views and opinions of the selected sample lead to the study's generalization. Primary data collection instrument used was the questionnaires while secondary data was obtained by the use of data collection sheet. A data collection sheet was prepared and used to collect data relating to corruption index. The structured questionnaires were self-administered to collect the required data. Questionnaires were subjected to pre-test in a pilot study. In addition, test for validity and reliability using Cronbach Alpha coefficient was done. Descriptive and inferential statistics were done on the computer using SPSS Version 22. The analysis employed mean and standard deviation and the presentation of analyzed data was done using tables. For the inferential statistics, the study employed Pearson's correlation. This was critical in determining the relationship between the study variables. The analysis from the secondary literature reviewed that the four study variables, the policy related interventions namely laws and regulations, institutional framework, e-governance and public opinions are critical variables in relation to public sector ethical practices and therefore need for a detailed empirical study in this area and sector. The final analysis of collected data indicate that the four policy related interventions have significant role to play and influence on ethical practices in the Kenyan public service sector.

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LIST OF ABBREVIATIONS AND ACRONYMS

ANOVA	-	Analysis of Variances
ARA	-	Asset Recovery Authority
DCI	-	Directorate of Criminal Investigation
EACC	-	Ethics and Anti-Corruption Commission
EMU	-	Efficiency Monitoring Unit
FRC	-	Financial Reporting Centre
GOK	-	Government of Kenya
ICT	-	Information Communication Technology
IEBC	-	Independent Electoral and Boundaries Commission
IT	-	Information Technology
JSC	-	Judicial Service Commission
KLB	-	Kenya Literature Bureau
KIPPRA	-	Kenya Institute for Public Policy Research and Analysis
KES	-	Kenya Shillings
KNBS	-	Kenya National Bureau of Statistics
KNCHR	-	Kenya National Commission on Human Rights
KRA	-	Kenya Revenue Authority
MKU	-	Mount Kenya University
NIS	-	National Intelligence Service
ODPP	-	Office of the Director of Public Prosecution
PPRA	-	Public Procurement and Regulatory Authority
PSC	-	Public Service Commission
SPSS	-	Statistical Package for the Social Sciences
WPA	-	Witness Protection Agency

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

This research study intended to study role of policy related interventions on ethical practices in the Kenyan public service sector. This chapter presents the background of the study and the concepts of the study in terms of the hypothesized study variables, policy related interventions namely laws and regulations, institutional framework, e-governance and public opinions. Public policy is key in solving various societal problems among them ethical issues in the public service sector. The process of policy making involves formulation and implementation. The two must work hand in hand in ensuring efficiency of the policy.

Public policy can be regarded as a framework of laws and regulations, and actions governments use to implement and achieve social and economic objectives and goals.

It is basically a statement of the government intent and commitment to address a particular issue or problem that is facing it. Public policy assist in shaping the decisions of government, government officials and agencies, thus creating the desires effect to the society in terms of economic, social, political and other related issues.

Public policy covers various areas and issues, including economic, social, education, health, political, environmental policies among others. Political ideologies that is the current state of politics in a country, societal values and behaviors, and the economic environmental conditions influence public policy to a great extent, and thus assist in shaping the future of any country. Public policy is crucial in addressing societal problems and challenges plays a crucial role in shaping societies and addressing societal challenges.

The genesis of public policy can be traced to the early dates back to ancient civilizations, that is the Rome and the Greece times where the rulers of the then generations used decrees and laws and regulations in order to govern the people and the society in general. The current and contemporary study in relation to public policy can be traced in the 19th century and the American scholars played critical contribution to these new emergences. It is worth noting the significance of World War II, which brought about the establishment of the field of public policy with focus of solving social, economic, political and related problems and challenges.

The study of public policy has significantly evolved and various models of public policy emerged over time. These such as the rational model, the incremental model, and the advocacy coalition framework, which are used by policy makers to assist in decision making.

This field or area of public policy has evolved over time, from historical, social, and political factors perspective which was primarily the concern of the field with economic matters and the regulation of trade and commerce key becoming part of this field.

As societies became more complex, integrated and more interconnected, the scope and depth of public policy was expanded to include various social, environmental, and technological issues faced in the society.

Public policy making and implementation can be regarded as a purposeful undertaking in that it is designed to solve specific problems and consequently address particular societal needs.

In its implementation public policy is non-random in its approach and nor haphazard but a deliberate to address identified problem and issues. In general policies aim to address and improve the economy, enhance public related issues such as education and

health, reduce crime, assist in mitigating the effects of climate change, address political issues and many others.

Public policy also a systematic undertaking and not a one- off decision. In its implementation public policy consists of well-coordinated actions that are geared towards achievement of very desired objective and goal. Policies are carefully developed, systematically implemented, with the engagement of various stakeholders to enable proper decision making and achievement of the desired outcome.

Public policy is a strategic undertaking in that it aims at achieving both long-term goals in addition to short term and medium term goals. In public policy development and implementation, policymakers take key interest in the potential consequences of the decision made in order to come up with long lasting policies and long lasting impact. Consequently, this results to significant need for investment in resources ranging from human to financial.

1.1.1 Public Policy Formation Process

The process of public policy formation can be analyzed as a stage based process. It involves various critical stages. These stages include problem identification, agenda setting, policy formulation, decision-making or legitimation, implementation, and evaluation, Howard, 2005.

The first stage is problem identification which entails the identification of a problem or issue that requires government intervention. During this stage research is done in order to gather data leading to the understanding of the scope and severity of the problem.

The next thing is to define the problem clearly and the potential impact on the society.

The second stage is agenda setting which involves the determination of the significance of the problem and priority related issues on the policy agenda. At this stage the political, economic, and social context in which the problem exists are critically

examined and a decision on the how of addressing the issue, whether through legislation, regulation, or other available means.

The third stage is policy formulation which comprises the generation of alternative solution to address the identified problem. Evaluation is done to determine the feasibility and effectiveness of each solution under consideration. It is important to consider both the short-term and long-term impact of each solution. Finally, the best solution is chosen and plan to ensure implementation developed.

The fourth stage is decision making or legitimation where the proposed policy solution is presented for consideration by the decision makers. At this stage input and feedback from stakeholders and interested parties are sought and put into consideration. Debates and discussions on the merits and demerits of the proposal are put on the table for consideration. It is at this stage where the final decision on the policy and its implementation is made.

The fifth stage is implementation and evaluation which involves putting the policy into the actual practice. This is done through legislation, regulation, or other appropriate means. Monitoring the implementation of the policy is very critical in order to ensure corrective action and ensure effectiveness and efficacy of the policy. Feedback should be gathered from stakeholders and interested parties and used to refine and improve the policy over time.

The last stage is policy maintenance, succession or termination which considers whether the policy should be continued, modified or discontinued.

1.1.2 Public Policy Interventions

Public policy has its origin is rooted back as early as the fourth millennia where ancient Sumerian monarchs used the concept of policy making in decision making on safety and protection of their cities from enemies. The age of revolution which dates back in

the 18th century, created the emergence of the use of government policy making approach characterized by written constitution.

Policy interventions refer to any course of action, program or activities undertaken or mandated by county, national and international authorities and any other relevant non state actors. These interventions include the development of relevant laws and regulations, use of incentives, information and service schemes and provision of specific and defined infrastructure.

In the policy making process, several actors can be identified. These include the following among others, the constitutional actors, the executive, the judiciary, the legislature, non-constitutional actors, citizens, interest groups and the media.

Mintron (2019) proposes that the key interest in policy is the promotion of social equality and social order in the society, a key tool for government in solving social problems. Other writers, Reinfret, Scheberle and Pautz (2019) have defined public policy from the perspective of the course of action by the policy adopted by a government in order to solve public or society problems.

Thomas in his writing (2019) has put forward a definition of public policy by concluding that it is actually a statement at various levels of government meant to address public problems.

There are various arguments in relation to forms of public policy, and various authors have put forward the following key forms. Public policy comes in many forms, and are intended to address various public problems. Some policies are distributive, some redistributive and others are regulative. Distributive policies distribute goods and services, redistributive deal with benefits to foster equality and regulative deal with behavior and establish executive agencies.

May, (2014) in his definition on public policy has argued that, public policy is a wide composition of ideas and related values which constitute the key basis for design, decision making and any action or inaction by government intended to solve public problems.

A Kenyan government agency KIPPRA (2019) in its definition of public policy has emphasized policy as a clear guideline or statement by government which spells out government intention and articulates government principles which are applied in order to attain set goals. The agency further adds that public policy comprises legislation aimed at outlining the intentions of government to address public problems.

Public policy formulation is the first process in the public policy making, a process through which the government translates its vision into achievable actions plans and programs to achieve the desired results. Public policy formulation in Kenya and many other countries involves various stages, namely problem identification, agenda setting, policy design, cabinet or county executive committee approval, parliamentary or county assembly approval, assent, publication and draft bill. Good policies comprise various significant elements, ideas that are open based on the generation, clarification of government objectives, external participation or what is commonly referred to public participation, extensive and exhaustive appraisal, clarification of the national government roles and its accountability, effective feedback mechanisms and evaluation. Public policy implementation challenges are immense and are mainly as a result of failure to implement the policies formulated on the side of the implementers, lack of resources and attitude issues. The issue of attitude has been identified to play a significant role in delimiting implementation process, discretion of the implementers coming up as key component, and thus the need for a clear guideline or framework relating to policy formulation, implementation, monitoring, evaluation and control.

Public policy can be categorized into several types. The categorization is based on various parameters. These include focus, scope, and duration.

Distributive policies are policies that allocate resources among societal groups, and thus ensure fair distribution of resources in the society. Redistributive policies are policies developed in order to reduce income inequality within the society by properly ensuring redistributing of wealth. Regulatory policies are used to control or manage human or institution behaviors in order to protect the public interest and ensure public good within the society. Constitutional policies are policies supported by the constitution in order to establish certain fundamental rules and principles governing society in general. Foreign policies are developed in order to promote national interests, maintain peace and stability, and foster international cooperation among states and ensure peaceful coexistence.

All these types of public policies policy play a crucial role and critical intervention in addressing various social, economic, and political challenges among other issues.

1.1.3 Ethical Practices

Ethics and ethical practices has been seen to gain a lot of concern all over the world of late. In line with this prominence, there has emerged a perception and an observation on the ever declining standards of ethical practices in the public sector. This is a matter of great significance to the public in that delivery of service is highly dependent on ethical practices among other things.

The issue of ethical practices in Kenya and especially in the public service sector has been of interest for several years. The constitution of Kenya 2010 under Chapter 6 on leadership and integrity is the key document for reference in relation to ethical practices in the public sector. The chapter spells the requirement for a state officer and the requirement to avoid conflict at both personal and public life or duties, avoid

compromise of public and personal interest which may demean the office held at any one time (Government of Kenya, 2010). In Kenya ethics in the public service are governed by the public service (values and principle) act No.1A of 2015. The act regulates on the following, values and principles of public service, public participation, complaints and other many other general provisions. (GOK, 2015). This forms the reference point in relation to ethical values and principles of public office.

A government agency in Kenya EACC (2018), has noted that ethical conduct ought to be characterized by the following major values: honesty, fairness, dignity and respect for right of individuals and group.

In Kenya various interventions have been put in place to curb unethical practices. These interventions include the establishment of institutional frameworks comprising of multi-agency approach, e-governance systems characterized by deployment of ICT, laws and regulations including a modern constitution and various acts of parliament in addition to delegated legislation, and presence of multiple interest and pressure groups.

Despite all, these interventions, EACC research report (2018) corruption and unethical conduct in Kenya concluded that there is rampant corruption an unethical practice in both public and private sector. The report further indicated that country's security, economic growth and democratic gains continue to be threatened by heightened corruption and unethical conduct experienced in the public service sector. Among other issues failure by institutions to continually review and update their systems and procedures of work together with the slow reviews of processes, laws and policies to address emerging issues was identified as a key contributor to the current state of corruption and other unethical practice in the country.

Mwakera and Mathias (2016) a case study on Kenya Ports Authority indicated that Kenya public sector has faced many problems relating to unethical practices, poor

leadership, governance problems among other problems resulting to overall wastages, inefficiencies, corruption, poor service delivery and low performance in the public sector.

1.2 Statement of the Problem

Policy and ethical issues have significant relationship in that public policy have been deployed effectively to cause changes in public sector service. Ethics has been defined differently by various writers and one of the key definitions by Solomon (2005) who conceptualized it as that part of thinking concerned with good living, being human, doing the right thing and coping well with people.

Ethics has been identified as essential to living in the society in relation to various traditions, practices and institutions. Various government functions emphasize the importance of ethics, one of them being public procurement which identifies ethical procurement practices and proper use of public resources as a key contributor towards better service delivery (Ayoyi and Mukoswa, 2015).

Public policy formulation has been identified as a key process in policy making followed by well-planned implementation to ensure success (Cerna, 2013). Most failures of public policies can be identified with the problem of the policy to achieve the intended or target results to the beneficiaries or the public (Dziani, 2011).

Imurana, Haruna and Kofi (2014) on the problems of public policy in Africa have categorically political interference and implementation challenges as key hindrances to public policy success.

Of critical interest and centre of ethical issues is the EACC report on national ethics and corruption (2022) which points out that the one stop shop Huduma Centre,

government institution meant to deliver services and curb corruption are currently perceived as encouraging or promoting unethical practices and corruption.

The report further points to the issue of communication in relation to intake of ethical information, education, inadequacy of reach of information by the public in addition to unemployment, poverty and high cost of living related problems were factors noted to cause citizens to corruption and unethical practices. The report also reviewed a worrying trend that corruption and unethical practices are deeply rooted and entrenched as a common way of life as far as seeking public service in Kenya is concerned. Corruption has been a major unethical issue for many years, negatively affecting the public service performance in Kenya, despite there being several policies related interventions.

1.3 Objectives

1.3.1 General Objective

The general objective of the study was to examine the role of policy related interventions on ethical practices in Kenyan public service sector.

1.3.2 Specific Objectives

The following four specific objectives were formulated to assist examine the role of policy related interventions on ethical practices in Kenyan public service sector.

- i. To examine the role of laws and regulations in determining ethical practices in Kenyan public service sector.
- ii. To evaluate the role of institutional framework in determining ethical practices in Kenyan public service sector.
- iii. To examine the role of e-governance in determining ethical practices in Kenyan public service sector.

- iv. To evaluate the role of public opinions in determining ethical practices in Kenyan public service sector.

1.4 Research Questions

The study focused on the following research questions:

- i. What is the role of laws and regulations in determining ethical practices in Kenyan public service sector?
- ii. What is the role of institutional framework in determining ethical practices in Kenyan public service sector?
- iii. What is the role of e-governance in determining ethical practices in Kenyan public service sector?
- iv. What is the role of public opinions in determining ethical practices in Kenyan public service sector?



1.5 Significance/Rationale/Justification of the Study

Public service sector in Kenya is an administrative system put in place to better serve the needs of both government and the citizens with improved delivery of public services to reduce poverty, improve livelihoods, and sustain good governance.

The sector has undertaken several reforms and transformation since the year 1960, and by the late 1990s major efforts have been put in place causing visible transformation in the public service sector which has contributed significantly towards public sector management, service delivery and performance. Among the key service delivery indicators is ethical practices in the public service sector. Consequently, the need to examine the role of policy related interventions on ethical practices in Kenyan public service sector. This research study provides an empirical evidence in relation to policy related interventions on ethical practices in Kenyan public service sector.

1.5.1 The Executive

These study findings and recommendations will be of interest to the executive arm of the government in that this arm of the government is responsible for execution, implementation and application of laws and policies. Laws and regulations have been identified as key interventions in assisting sort out the problems of unethical practices. In Kenya the executive is headed by the president who is the head of government and state. The government of the day has a mandate to fulfil to the citizen, some of which emanate from politics of the day. These mandates are achievable through public policy development.

1.5.2 The Legislature

These study findings and recommendations will be of interest to the legislative arm of government since the branch is responsible for making policies by enacting laws and overseeing the implementation of the laws in addition to conducting necessary research to enact necessary laws. For example, laws have to be passed by the legislative arm of the government, institution responsible for fighting corruption are created through legislation. Legist ration is a critical part of public policy, the fourth stage which is decision making or legitimation where the proposed policy solution is presented for consideration by the decision makers. In Kenya, legislation takes place at the two levels of government, the county government and the national government. At this stage input and feedback from stakeholders and interested parties are sought and put into consideration. In Kenya, public participation which is anchored in the Kenya 2010 constitution plays a critical role in ensuring all stake holders engagement. Debates and discussions on the merits and demerits of the proposal are put on the table for consideration. It is at this stage where the final decision on the policy and its implementation is made. The recommendations from this study forms critical source of

information for public policy formulation in relation to ethical issues in the public service sector.

1.5.3 The Judiciary

These study findings and recommendations will be of interest to the judiciary since it is the arm responsible for administration of justice, upholding the rule of law, advancement of indigenous jurisprudence and protection of the constitution. This arm is critical in fighting unethical practices and putting forward jurisprudence in relation to ethics and ethical practices in the public sector. The recommendations in this report forms necessary part of critical information which can be used by this arm of government while executing its mandate.

1.5.4 Government and Policy Makers in General

This study is also beneficial to the government of Kenya, policy makers and other stakeholders in the Kenyan public service sector in that it will bring the light required in the public service sector for formulating and implementation right policies that will lead to significant improvement in public service sector ethical practices. This covers all other sectors of government such as those responsible for any delegated legislation, government agencies such as law enforcement agencies, oversight institutions, policy regulatory institutions, partnerships and other good governance initiatives and other policy makers and interest groups.

1.5.5 Academicians and Researchers

The study will also be a good source of literature to the researchers and academic fraternity and especially those studying public policy, administration and management in general and related disciplines. The study will assist academicians and especially students pursuing higher education in that they will have appropriate references in this area policy discipline.

1.6 Scope of the Study

The research was carried out within the Kenyan public service sector. It narrowed down and focused on the three key public sector areas, the mainstream civil service, the county and the governments state corporations within Nairobi County.

The study employed sample survey which focused on the three levels of management, the executive management, the middle management and supervisory management and the employees in the public service sector.

The scope of the study was basically limited to the study variables, policy related interventions on ethical practices namely, laws and regulations, institutional framework, e-governance, and public opinions. The stud used primary data and the data was collected through questionnaires from the tree levels of management and the employees in general.

1.7 Study Limitations

In carrying out any study access to informa always comes in as a challenge to many researchers. Consequently, the researcher expected to face constraints in accessing relevant data from the public service sector servants. Consequently, this consumed more time. This is due to the fact that people or the respondents and especially civil servants are generally reluctant to give any information.

Secondly, a lot of data given is prone to bias. To mitigate this, the researcher provided necessary assurance to the respondents that the information given was purely for academic purpose. This yielded the intended confidence leading to collection of accurate and reliable data for the study.

In addition, the researcher exercised a lot of patience and professional approach and care when it comes to handling of the respondents to ensure accuracy of data and reliability.

1.8 Delimitations

The study was confined to the Kenyan civil service employees within Nairobi County and the focus is only on four policy related interventions on ethical practices, namely laws and regulations, institutional framework, e-governance and public opinions.

1.9 Assumptions of the Study

The researcher assumed that during the study, the respondents will adequately peruse and understand the content of the research instrument enabling them make informed input into the research study.

The second assumption was; the findings of the study would yield a significant relationship on ethical practices from the information provided by respondents in the Kenyan public service sector. The following assumptions were proved right in that the researcher was able to get reasonable result which lead to reasonable conclusion and recommendations in line with related literature from other empirical studies necessary to enhance ethical practices in the Kenyan public service sector.

1.10 Operational Definition of Key Terms

Ethics: Ethics can be defined as the standard of behavior or conduct which indicate how a human being should conduct himself or herself with respect to moral duties and virtues arising from the principles of right and wrong (EACC, 2018).

E-Governance: This refers to refers to the use of information technologies and related technologies in order to enhance and improve efficiency and effectiveness of service delivery and performance in the public sector (Haris, 2000).

Governance: This refers to the ability by government to use and enforce rules and regulation in order to deliver services to the people regardless on the nature of rule (Fukuyam, 2013).

Institutions: Institutions are well organized and spelt out social structures that have achieved very high level of existence or resilience, Scott (1995).

Policy :Policy is a guide to action to change what would otherwise occur, a decision about amounts and allocations of resources, Exworthy, (2008).

Policy Making: Policymaking involves the construction and/or implementation of specific policies. One of the most popular accounts of policymaking posits that it involves a number of linked stages, Hogmood & Gunn (1984).

Politics: Politics can be defined to mean partisan political competition, which is how it is often used within political science, Bambra & Scott-Samuel (2007).

Public Policy: Public policy is a directive statement indicating the intentions of the government through well thought out principles in order to attain specified goals. It can be considered as a legislative document outlining

the intentions of government and what it intend to do for the society.

KIPPRA (2019).

Public Sector: This refers to all government institutions and agencies that are financed by the public to deliver service to the people (Dube & Danescu, 2011).

Regulatory Framework: Refers to an organized setting for specific cause such as anti-corruption comprising of law enforcement agencies, oversight institutions, policy regulatory institutions, partnerships and other good governance initiatives in Kenya (GOK, 2018).



CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter comprises the empirical, theoretical review, conceptual framework, conceptual review and recap of literature review in relation to the role of policy related interventions of ethical practices in Kenyan public service sector.

2.2 Empirical Literature

This section is a discussion of the past studies related to the objectives of the study. The section makes a review policy related interventions on ethical practices in the Kenyan public service sector. An empirical review is critical approach in establishing research gaps, a foundation on which to build on in this research study.

2.2.1 Laws and Regulations

A study by Lee and Lim (2010) on public administration specifically, governance and policy performance in Korea identified the importance of use of fair rules in reduction of overall costs of transaction. The study further noted that cost reduction in policy formulation and implementation process is necessary in building trust among the parties involved.

The costs involved have been identified as a key contributor to the existence of engagement in unethical practices and thus the need to work on cost reduction.

A report by EACC (2017) involving a survey on the national ethics has recommended the use of policies and laws in order to protect the whistle blowers in the effort to curb unethical practices and especially corruption.

A thorough research on various government agencies indicate that most of them are heavily reliant on clear written laws and regulations which are in tandem with the

public officer act 2003 (GOK 2009). This adoption by the agencies provide the right legal guidance on ethical practices as per the law of Kenya.

2.2.1 Institutional Framework

Procurement is a major function in the public service sector and an area prone to unethical practices and especially corruption. This is evidenced by several case scenarios, one a case study by Ndolo and Njagi (2014) of EWASCO, in Embu County on the ethics in the procurement process and its effectiveness in the water sector in Kenya found that EWASCO procurement process, a public procurement process was not effective. The study high lightened various process gaps in the procurement process leading to inefficiencies.

A report by ethics and anticorruption agency in Kenya, EACC (2017) survey on national ethics and corruption recommended the need for the agency to conduct its operations free from any political and executive interference. In line with this the agency is further mandated to move a step ahead to ensure asset recovery and restitution. In order to effectively achieve its mandate, the agency plans decentralization of its services in order to create reach to the citizens. This form the basis for institutional approach to fighting unethical practices in the civil service.

2.2.3 e-Governance

E-Governance in the governance is a deployment of ICT technologies with the aim of improving service delivery to the public. A report by KIPPRA (2019) on public transformation and reforms in the Kenyan public service sector notes that introduction of ICT and e-governance in civil sector has played a critical role in improving institutional functions, consequently causing an improvement in basic norms. In addition, the ICT and e-governance has assisted in improving people behavior, a critical

role as compared to the deployment of structures, processes and regulations in the formal setting.

Over time, the use of ICT to drive e-governance has been formally accepted as an important input in regard to the required coordination and oversight of any government operations for efficiency, effectiveness, service delivery and overall performance. This has proven instrumental in reforming service delivery and contributed to speed, in addition to minimizing interaction which create room for unethical practices and especially corruption in public service delivery.

2.2.4 Public Opinions

Public opinions are exercised in various ways in different countries in the world. In Kenya, public participation is anchored in the constitution, a necessary avenue where the public contributes to issues of interest in the development agenda among other issues of interest.

Public participation has been studied by various researchers. A study on public interests, understanding and participation in ethical issues, a comparison between China and other countries Liu, Xiang and Haitao (2021) found the need to improve or beef up the understanding and participation of the public through right promotion awareness and sensitization through the use of science. This study underscores the critical importance of public engagements in order to improve problem solving in the public sector.

In Kenya, a study by a government agency KIPPRA (2019) on public reforms in Kenya, has identified the importance of public participation, citing that it creates an avenue for engagement of all stakeholders, a critical component in governance and structuring. Public policy should be guided by diverse input from all the stake holders. This is only possible through public participation. The report further points further

indicate that engagement of citizens in the development process is paramount in that it presents an opportunity necessary for addressing the needs and priorities of the public with a view of enhancing public service delivery.

The report finally addresses out an ethical issues and point out that public participation serves to entrench a desired culture of transparency and openness, enhance the ownership and legitimacy of the reform process, and represents the aspirations of all the citizens.

A report by EACC (2017) following a survey on national ethics and corruption has identified the need to improve through strengthening of partnerships against corruption and any other unethical practices. Public education and sensitization are identified as key strategies in the fight against unethical practices and conduct in the public sector.

Oloo (2016) study on the effects of stakeholder's participation on performance of Kenya National Highways Authority, identified a positive correlation between public participation and overall organizational performance citing improvements in feasibility among the benefits. The study used a descriptive research design characterized by both qualitative and quantitative analysis methods.

A study by Konyango et. al. (2018) on public participation in the public sector in Kenya, specifically on influence of public participation on policy implementation, using descriptive correlational design found that public participation contributed positively on the success of policy implementation, a key determinant in policy implementation in Kenya. This study underscores the importance of use of correlation in establishing the relationship between public participation and any public policy formulation and implementation yields.

Another study by Wachera (2010) on public participation in Kenyan newly created county government found the need to improve civic education, a component of public

participation in order to ensure that the public is well informed of civic rights. The study specifically emphasizes on the sovereignty of public participation. These study recommendations underscore the importance of public participation as enshrined in the Kenya constitution 2010.

2.3 Theoretical Literature

In relation to this, the study used various relevant theories related to policy and ethical practices to explain the variables used in the study. Specifically, the theories used in the study were public interest theory, institutional theory, task technology fit theory, and stakeholder theory.

2.3.1 Public Interest Theory

Public interest theory is one of the key frameworks for understanding regulation, particularly social regulation. This theory, initially articulated by Arrow (1970), posits that government regulation is a common and effective approach to achieving efficiency in the allocation of public resources. Regulation serves as a critical tool for addressing various market failures, including imperfect competition, market imbalances, missing markets, and other undesirable outcomes. This perspective underscores the necessity of regulatory frameworks in ensuring fairness and efficiency in markets while safeguarding the public's welfare. Recent studies further validate the importance of regulatory measures in managing ethical standards and ensuring accountability within public institutions (Perry et al., 2018).

In the realm of public service, public servants play a vital role in facilitating operations such as market functionality for businesses, service provision to citizens, and fostering overall societal development. According to public interest theory, laws and regulations are pivotal in preventing or correcting undesirable market outcomes. In the context of

the public sector, unethical practices—such as corruption, favoritism, and mismanagement are quintessential examples of undesirable outcomes. Such practices not only undermine public trust but also erode the efficiency and effectiveness of public service delivery. Consequently, the enactment and enforcement of appropriate laws and regulations become essential to mitigate these vices and promote ethical conduct among public servants (Okech & Mburu, 2020).

The Kenyan public service sector provides an illustrative case study for the application of public interest theory. The Kenyan Constitution emphasizes public interest through provisions such as public participation, which offers citizens an opportunity to voice their opinions on governance, public service delivery, and policy formulation. Public participation serves as a cornerstone for enhancing transparency, accountability, and ethical standards within the public sector. By incorporating public input into laws and regulations, the government aims to align policies with societal needs and expectations, thereby improving service delivery and addressing unethical practices (Njiru, 2021).

Unethical practices in the public service sector are a significant concern in Kenya. Instances of corruption, nepotism, and inefficiency have often hindered the delivery of quality services. According to Transparency International (2022), Kenya consistently ranks among countries struggling with high levels of corruption. Such unethical practices distort resource allocation, discourage investment, and undermine public trust in institutions. Public interest theory provides a theoretical foundation for addressing these challenges by advocating for the establishment of robust regulatory frameworks that prioritize the collective welfare of society over individual or sectional interests (Waweru et al., 2021).

One of the key objectives of this study is to examine the role of laws and regulations in determining ethical practices within the Kenyan public service sector. Public interest

theory suggests that regulations should be designed to address market failures and undesirable outcomes effectively. In the context of public service, this entails crafting policies and legal frameworks that promote transparency, accountability, and integrity among public servants. For instance, the Public Officer Ethics Act (2003) and the Leadership and Integrity Act (2012) in Kenya are designed to promote ethical behavior and prevent corruption. These laws, along with others, establish clear standards for ethical conduct and provide mechanisms for enforcement, thereby aligning with the principles of public interest theory (Korir & Odhiambo, 2019).

The link between public participation and ethical practices in the Kenyan public service sector further underscores the relevance of public interest theory. Public participation allows citizens to contribute to the policymaking process, ensuring that laws and regulations reflect the collective interests of society. This participatory approach not only enhances the legitimacy of public policies but also serves as a mechanism for holding public officials accountable. Research by Otieno and Mwangi (2020) highlights that active citizen engagement in governance processes is associated with reduced instances of corruption and improved service delivery. By integrating public input into the regulatory framework, the Kenyan government demonstrates its commitment to upholding the principles of public interest theory.

Moreover, the role of laws and regulations in promoting ethical practices extends beyond merely addressing unethical behavior. It involves creating an enabling environment for ethical conduct to thrive. For example, the establishment of independent oversight bodies such as the Ethics and Anti-Corruption Commission (EACC) reflects an institutional commitment to fostering integrity and accountability. The EACC is tasked with investigating and preventing corruption, providing advisory services to public institutions, and promoting ethical awareness among public servants.

These functions align with the objectives of public interest theory by ensuring that public resources are managed responsibly and transparently (Kimani & Wambua, 2022).

The study's focus on the role of policy-related interventions in the Kenyan public service sector aligns with the broader objective of enhancing ethical practices. Public interest theory provides a theoretical lens through which to evaluate the effectiveness of these interventions. By emphasizing the collective welfare of society, the theory underscores the importance of formulating and implementing policies that address systemic issues such as corruption, inefficiency, and inequality. For instance, the adoption of e-governance platforms in Kenya has been identified as a significant policy intervention aimed at enhancing transparency and reducing opportunities for unethical behavior. Studies by Chege and Ndungu (2019) indicate that the digitization of public services has led to increased efficiency and accountability, thereby contributing to the realization of ethical practices.

The importance of aligning laws and regulations with ethical standards cannot be overstated. Public interest theory highlights the need for continuous evaluation and reform of regulatory frameworks to ensure their relevance and effectiveness. In the Kenyan context, this involves addressing emerging challenges such as technological advancements, demographic changes, and shifting societal expectations. For example, the enactment of the Data Protection Act (2019) demonstrates a proactive approach to safeguarding citizens' rights in the digital age. By establishing clear guidelines for data collection, storage, and usage, the law seeks to prevent misuse and promote ethical practices within the public and private sectors (Mutua & Kinyua, 2021).

Furthermore, the study contributes to the understanding of how policy-related interventions can address systemic issues in the public service sector. By examining the

relationship between laws, regulations, and ethical practices, the study provides valuable insights into the mechanisms through which public interest theory can be operationalized. For instance, the introduction of performance contracting in the Kenyan public service has been identified as a key policy intervention aimed at enhancing accountability and service delivery. Performance contracts set clear targets and indicators for public servants, thereby promoting a culture of transparency and responsibility. Research by Karanja and Oloo (2020) indicates that performance contracting has contributed to improved efficiency and reduced corruption in various public institutions.

In conclusion, public interest theory offers a compelling framework for understanding the role of regulation in promoting ethical practices within the Kenyan public service sector. By emphasizing the collective welfare of society, the theory underscores the importance of laws and regulations in addressing systemic challenges such as corruption, inefficiency, and unethical behavior. The Kenyan government's commitment to public participation and the enactment of relevant legal frameworks reflect the principles of public interest theory. Policy-related interventions such as e-governance, performance contracting, and the establishment of oversight bodies further demonstrate the practical application of the theory in enhancing ethical standards. As the study highlights, aligning laws and regulations with the objectives of public interest theory is essential for fostering integrity, accountability, and transparency in the public service sector. This alignment not only addresses immediate challenges but also contributes to the long-term sustainability and effectiveness of public institutions.

2.3.2 Institutional Theory

Public interest theory is a critical framework for understanding regulation, particularly social regulation. Originating from the works of Arrow (1970), this theory underscores

government regulation as one of the most effective mechanisms for ensuring efficiency in the allocation of public resources. Regulation, according to Arrow, serves as a solution to various economic and social challenges, such as imperfect competition, market imbalances, missing markets, and undesirable outcomes that harm societal well-being. This theoretical lens is essential for examining the Kenyan public service sector, where regulation plays a pivotal role in promoting ethical practices and safeguarding the public interest.

In the context of public service, public servants are entrusted with the responsibility of facilitating operations that benefit both businesses and citizens. These include promoting market operations for business people and ensuring the provision of essential services to citizens. Public interest theory argues that laws and regulations are indispensable tools for preventing or correcting undesirable market outcomes. Such outcomes often manifest as unethical practices, which undermine the efficiency and fairness of public service delivery. Therefore, establishing and enforcing appropriate legal and regulatory frameworks is critical for addressing these challenges.

Unethical practices in the public service sector, such as corruption, nepotism, and embezzlement, are clear examples of undesirable market outcomes. Public interest theory emphasizes that such practices disrupt the equitable distribution of resources and services, necessitating intervention through robust laws and regulations. The theory provides a foundation for understanding how institutional frameworks can influence ethical practices in public service. By prioritizing public interest, these frameworks ensure that the actions of public servants align with the broader societal goals of fairness, efficiency, and accountability.

In Kenya, public interest has been a focal point in the public service sector, as enshrined in the Constitution of Kenya, 2010. One of the most significant mechanisms

for promoting public interest is public participation. Public participation offers citizens an opportunity to express their views on issues related to governance, service delivery, and reporting. This democratic process is instrumental in enhancing transparency, improving service delivery, and curbing unethical practices in public service. According to Mutua et al. (2018), public participation serves as a vital tool for holding public officials accountable and ensuring that the needs of citizens are prioritized.

The Kenyan government has developed various laws and regulations to institutionalize public participation and align public service delivery with the needs and aspirations of its citizens. For instance, the Public Participation Act and the Access to Information Act provide legal frameworks that empower citizens to contribute to decision-making processes and demand accountability from public officials. These laws reflect the principles of public interest theory by emphasizing the role of regulation in achieving desirable societal outcomes. Research by Otieno and Omondi (2019) highlights the effectiveness of these frameworks in promoting transparency and reducing unethical practices in the public service sector.

The study "Role of Policy-Related Interventions on Ethical Practices in the Kenyan Public Service Sector" aligns with the principles of public interest theory by focusing on the role of institutional frameworks in determining ethical practices. Institutional frameworks, which include laws, policies, and regulatory bodies, are essential for shaping the behavior of public servants and ensuring adherence to ethical standards. This study aims to evaluate how these frameworks influence ethical practices in the Kenyan public service sector, providing insights into their effectiveness and areas for improvement.

Public interest theory provides a theoretical foundation for examining the relationship between institutional frameworks and ethical practices. According to the theory,

regulations are designed to serve the collective interests of society by addressing market failures and ensuring that resources are allocated efficiently. In the Kenyan context, institutional frameworks such as the Leadership and Integrity Act, the Ethics and Anti-Corruption Commission (EACC), and the Office of the Ombudsman play a crucial role in promoting ethical practices. These frameworks are aligned with public interest principles, as they aim to enhance accountability, transparency, and integrity in public service.

One of the key objectives of the study is to evaluate the role of institutional frameworks in determining ethical practices in the Kenyan public service sector. This objective is grounded in the recognition that effective institutional frameworks are essential for promoting ethical behavior and curbing unethical practices. For instance, the Leadership and Integrity Act sets out specific ethical standards for public officials, while the EACC is mandated to investigate and prosecute cases of corruption. By analyzing the effectiveness of these frameworks, the study seeks to provide evidence-based recommendations for improving ethical practices in the public service sector.

The importance of public participation in promoting ethical practices cannot be overstated. Public participation not only empowers citizens to hold public officials accountable but also ensures that the formulation of laws and regulations is informed by public input. According to Mwangi and Wanjiru (2020), public participation has been instrumental in improving service delivery and curbing unethical practices in the Kenyan public service sector. The study builds on this understanding by examining how institutional frameworks facilitate or hinder public participation and its impact on ethical practices.

The study also explores the role of policy-related interventions in addressing the root causes of unethical practices. These interventions include anti-corruption policies,

capacity-building programs for public servants, and the establishment of whistleblower protection mechanisms. Research by Kamau and Kinyanjui (2021) highlights the significance of such interventions in promoting ethical behavior and enhancing public trust in government institutions. By linking these interventions to the broader principles of public interest theory, the study provides a comprehensive analysis of their effectiveness in the Kenyan context.

In conclusion, public interest theory provides a valuable framework for understanding the role of regulation and institutional frameworks in promoting ethical practices in the Kenyan public service sector. The theory emphasizes the importance of laws and regulations in addressing undesirable market outcomes, such as unethical practices. By prioritizing public interest, institutional frameworks ensure that public servants act in a manner that aligns with societal goals of fairness, efficiency, and accountability. The study "Role of Policy-Related Interventions on Ethical Practices in the Kenyan Public Service Sector" aligns with these principles by evaluating the effectiveness of institutional frameworks in shaping ethical behavior. Through a focus on public participation, anti-corruption policies, and other policy-related interventions, the study aims to provide actionable recommendations for improving ethical practices in the Kenyan public service sector. This approach reflects the broader principles of public interest theory and underscores the critical role of regulation in achieving desirable societal outcomes.

2.3.3 Task Technology Fit Theory

Technology plays a pivotal role in the execution of tasks, as evidenced by the Task-Technology Fit (TTF) theory proposed by Goodhue and Thompson (1995). This theory underscores the importance of aligning technology with the task requirements, asserting

that the effectiveness of technology is contingent upon its suitability for the task at hand. According to TTF theory, when there is a mismatch between the task and the functionality of the technology, user attitudes become inconsequential, as the misalignment renders the technology ineffective regardless of user perception. This highlights the need for a strong fit between the tasks to be executed and the technological requirements to ensure optimal outcomes.

E-governance represents the integration of electronic and related technologies into public service delivery, fundamentally transforming how governments interact with citizens and manage internal operations. Jackson (2000) elaborates on this by defining e-governance as the deployment of technologies that facilitate effective governance by enabling public officers and citizens to engage in service delivery processes more efficiently. The implementation of e-governance necessitates robust regulatory frameworks and policy-making capabilities to ensure its effectiveness. These capabilities, coupled with comprehensive stakeholder engagement in policy formulation and decision-making, underscore the critical fit required between technological solutions and governance objectives. The alignment of ICT capabilities with governance needs exemplifies the principles of TTF theory, emphasizing that technology must be purpose-built to address the unique challenges of public service delivery.

The role of e-governance in promoting ethical practices within the Kenyan public service sector can be analyzed through the lens of TTF theory. Ethical practices in governance are often hindered by systemic inefficiencies, lack of transparency, and corruption. The integration of ICT in governance processes offers a pathway to address these challenges by enhancing transparency, accountability, and efficiency. However, for e-governance to effectively promote ethical practices, the deployed technologies

must align with the specific ethical and operational challenges faced by the public service sector. This alignment underscores the significance of policy-related interventions that ensure the right fit between the technology and the governance objectives, particularly in the Kenyan context.

Research on the role of e-governance in fostering ethical practices highlights the necessity of a strategic approach to ICT adoption in public administration. Recent studies have demonstrated that e-governance initiatives significantly improve transparency and accountability by enabling real-time tracking of public expenditures and decision-making processes (Heeks, 2020). These technological advancements empower citizens to hold public officials accountable, thereby reducing opportunities for unethical behavior. Moreover, the digitalization of public services minimizes human interaction in service delivery, which is often a breeding ground for corruption. By automating processes and introducing digital audit trails, e-governance facilitates a culture of integrity and ethical conduct in public service.

The Kenyan public service sector has experienced a gradual shift toward the adoption of e-governance, driven by the need to address pervasive corruption and inefficiency. The implementation of platforms such as e-Citizen, which consolidates various government services into a single online portal, exemplifies how technology can streamline service delivery and reduce opportunities for unethical practices. However, the success of such initiatives hinges on the existence of supportive policy frameworks that ensure the technologies are designed and deployed to meet the specific needs of the Kenyan public service. According to recent research, the lack of a clear policy direction often undermines the effectiveness of e-governance initiatives, as technological solutions fail to address the root causes of unethical practices in governance (Mutula & Wamukoya, 2019).

The relationship between e-governance and ethical practices in the public sector is further reinforced by the need for inclusive stakeholder engagement in policy formulation and implementation. Policies governing the adoption and use of ICT in public service must be informed by the perspectives of all stakeholders, including public officials, citizens, and civil society organizations. This participatory approach ensures that the deployed technologies are not only fit for purpose but also address the diverse needs and expectations of the society they are meant to serve. For instance, policies that promote open data initiatives and citizen feedback mechanisms have been shown to enhance transparency and accountability, thereby fostering ethical governance (Bannister & Connolly, 2020).

The role of policy-related interventions in enhancing the ethical practices of the Kenyan public service sector cannot be overstated. Policies that mandate the use of ICT in key governance processes, such as procurement and financial management, have the potential to significantly reduce corruption and promote accountability. For example, the adoption of e-procurement systems in Kenya has been associated with increased transparency and reduced opportunities for unethical behavior (Chepken, 2021). These systems enable the monitoring of procurement processes in real-time, ensuring compliance with established regulations and deterring corrupt practices. By aligning technology with governance objectives, such interventions exemplify the principles of TTF theory, highlighting the importance of fit in achieving desired outcomes.

In addition to enhancing transparency and accountability, e-governance initiatives contribute to capacity building within the public service. The integration of ICT in governance processes necessitates the training and upskilling of public officials to ensure they can effectively utilize the technology. This capacity-building effort not only enhances the efficiency of service delivery but also fosters a culture of professionalism

and ethical conduct. Recent studies have emphasized the role of capacity building in ensuring the sustainability of e-governance initiatives, noting that well-trained public officials are more likely to adhere to ethical standards and embrace accountability (Mungai & Maina, 2022).

Despite the significant potential of e-governance to promote ethical practices, its success in the Kenyan public service sector is contingent upon addressing several challenges. These include the digital divide, inadequate infrastructure, and resistance to change among public officials. Bridging the digital divide requires targeted investments in ICT infrastructure and the promotion of digital literacy among citizens and public officials alike. Additionally, overcoming resistance to change necessitates the implementation of change management strategies that address the concerns of stakeholders and foster a shared vision for the benefits of e-governance. These strategies align with the principles of TTF theory by ensuring that the deployed technologies are not only functional but also acceptable to users (Heeks, 2020).

In conclusion, the Task-Technology Fit theory provides a valuable framework for understanding the role of e-governance in promoting ethical practices within the Kenyan public service sector. By emphasizing the need for alignment between technological solutions and governance objectives, the theory underscores the importance of policy-related interventions in ensuring the success of e-governance initiatives. Recent research highlights the potential of e-governance to enhance transparency, accountability, and efficiency in public service delivery, thereby fostering a culture of ethical governance. However, the realization of these benefits requires a strategic approach to ICT adoption, supported by robust policy frameworks and inclusive stakeholder engagement. As Kenya continues to embrace e-governance, addressing challenges such as the digital divide and resistance to change will be critical

to ensuring the sustainability and effectiveness of these initiatives. Through targeted investments in technology and capacity building, the Kenyan public service sector can leverage e-governance to uphold ethical standards and deliver value to its citizens.

2.3.4 Stakeholder Theory

The Stakeholder Theory, first introduced by Freeman in 1984, emphasizes the need for organizations to foster accountability to a diverse range of stakeholders. This theory expands beyond the traditional focus on shareholders to include individuals or groups who can affect or be affected by an organization's actions. Freeman (1984) argued that organizations must consider the needs and expectations of these stakeholders to achieve sustainable success. Sundaram and Inkpen (2004) elaborate on this perspective, stating that Stakeholder Theory seeks to address the interests of all legitimate stakeholders involved in a specific undertaking, as they deserve and require management attention.

Stakeholder Theory also underscores the necessity of value creation, a process heavily reliant on the willingness and active participation of stakeholders. Freeman et al. (2020) highlight that value creation is integral to achieving objectives and outcomes, underscoring the interconnectedness of stakeholders in organizational decision-making. This concept implies that no significant results can be realized without the collaborative efforts of the stakeholders involved. Jones and Wicks (1999) further emphasize the intrinsic value of all legitimate stakeholders, advocating for ethical norms and collaborative interactions that transcend individual ego for the collective good. These norms form a moral foundation essential for fostering efficient capitalism and promoting ethical practices within organizations.

A critical element of Stakeholder Theory is its moral component, which stresses the importance of concern for others. This concern is not merely an ethical obligation but also a practical necessity for organizations aiming to sustain their operations and

achieve long-term goals. The theory highlights that stakeholders' interests must be integrated into decision-making processes to address broader societal concerns effectively. Public opinion, in particular, is identified as a significant force that emanates from various sectors, reflecting the interests of groups concerned with matters of public interest. This underscores the role of stakeholders in shaping and promoting ethical practices within organizations.

In the context of Kenyan public service, Stakeholder Theory becomes particularly relevant as it provides a framework for evaluating the role of public opinion in determining ethical practices. Public opinion, as a collective expression of stakeholders' concerns and expectations, significantly influences the ethical standards upheld in public service. Ethical practices in the Kenyan public service sector are critical for ensuring accountability, transparency, and the equitable delivery of services. The Constitution of Kenya (2010) acknowledges the Kenyan public as key stakeholders by mandating public participation in governance processes. This constitutional provision aligns with the principles of Stakeholder Theory, as it underscores the importance of engaging diverse stakeholders to promote ethical governance.

The objective of this study, which seeks to evaluate the role of public opinions in determining ethical practices in the Kenyan public service sector, aligns with the foundational principles of Stakeholder Theory. Public opinion serves as a mechanism through which stakeholders communicate their expectations and hold public institutions accountable. By incorporating public feedback, policymakers can identify gaps in ethical practices and develop interventions that address these shortcomings. Freeman et al. (2020) argue that stakeholder engagement is essential for creating value and achieving sustainable outcomes. Similarly, engaging the public as stakeholders in the

Kenyan context fosters a culture of ethical governance that is responsive to societal needs.

Ethical practices in the Kenyan public service sector are influenced by various factors, including policy interventions, stakeholder engagement, and societal expectations. Stakeholder Theory provides a lens through which these dynamics can be understood, emphasizing the interconnectedness of different actors in shaping ethical norms. According to Donaldson and Preston (1995), the theory advocates for inclusive decision-making processes that consider the interests of all stakeholders. This inclusivity ensures that ethical practices are not only aligned with organizational goals but also reflect the values and aspirations of society.

Recent studies have highlighted the significance of public participation in promoting ethical governance in Kenya. For instance, research by Ogola et al. (2019) demonstrates that public engagement in policymaking processes enhances transparency and accountability in public institutions. This finding aligns with the principles of Stakeholder Theory, which advocate for the active involvement of stakeholders in decision-making to achieve desirable outcomes. By incorporating public opinions, Kenyan public institutions can identify ethical lapses and implement corrective measures that address stakeholders' concerns.

Furthermore, the role of public opinion in shaping ethical practices is supported by empirical evidence from other contexts. For example, studies by Agaba and Shipman (2017) emphasize that stakeholder engagement is critical for addressing ethical challenges in public service. These studies highlight that public opinion serves as a barometer for assessing the ethical standards upheld by public institutions. In the Kenyan context, public opinion has played a significant role in exposing unethical practices such as corruption, nepotism, and misuse of public resources. The active

participation of citizens as stakeholders has led to increased scrutiny of public officials and institutions, thereby promoting accountability.

The Constitution of Kenya (2010) provides a legal framework for public participation, reinforcing the principles of Stakeholder Theory. Article 10 of the Constitution outlines the national values and principles of governance, including transparency, accountability, and public participation. These values serve as a foundation for promoting ethical practices in the public service sector. According to Nzomo and Wanyama (2021), the constitutional mandate for public participation has created opportunities for stakeholders to influence governance processes and demand ethical behavior from public officials. This aligns with Freeman et al. (2020), who emphasize the importance of stakeholder engagement in fostering value creation and ethical governance.

Policy-related interventions also play a crucial role in promoting ethical practices in the Kenyan public service sector. These interventions are informed by public opinions and stakeholder input, reflecting the principles of Stakeholder Theory. For instance, the implementation of anti-corruption policies and codes of conduct in public institutions has been influenced by public demands for accountability and integrity. Research by Gikonyo et al. (2020) highlights that stakeholder involvement in policy formulation enhances the effectiveness of such interventions, as they are tailored to address the specific needs and expectations of stakeholders.

The link between Stakeholder Theory and the study objective is evident in the emphasis on public opinion as a critical factor in shaping ethical practices. By evaluating the role of public opinions, the study seeks to understand how stakeholder engagement influences ethical governance in the Kenyan public service sector. This aligns with the theory's core tenet that stakeholders are essential for achieving organizational

objectives and creating value. Public opinions provide valuable insights into the ethical challenges facing public institutions and offer guidance on potential solutions. According to Freeman et al. (2020), stakeholder input is indispensable for identifying and addressing ethical concerns in a manner that aligns with societal values and expectations.

In conclusion, Stakeholder Theory provides a robust framework for understanding the role of public opinions in determining ethical practices in the Kenyan public service sector. The theory emphasizes the importance of engaging diverse stakeholders, including the public, in decision-making processes to promote accountability, transparency, and ethical governance. By incorporating public feedback, policymakers can develop interventions that address ethical challenges and align with stakeholders' expectations. This study contributes to the growing body of literature on Stakeholder Theory by highlighting its relevance in the Kenyan context and its potential for informing policy-related interventions that promote ethical practices in public service. Through active stakeholder engagement, Kenya can foster a culture of ethical governance that reflects the values and aspirations of its citizens.

2.3 Conceptual Framework

The conceptual framework can be regarded as graphical illustration of the theorized interrelationships of the variables of the study in research (Odhiambo & Waiganjo, 2014). In this research study on the role of policy related interventions on ethical practices in Kenyan public service sector, the independent variables conceptualized are the policy related interventions on ethical practices in the Kenyan public service sector namely, laws and regulations, institutional framework, e-governance and public opinions. Laws and regulations has been operationalized using written laws, written

regulations, the code of conduct act and the chapter 6 of the Kenyan constitution. Institutional framework has been operationalized using enforcement, oversight, institutional regulations, partnerships and governance. The e-governance variable has been operationalized using public enhancement, transparency, accountability and good governance. Public opinion has been operationalized using public participation/input, civil society engagement, capacity building among stakeholders and communication. On the other hand, the dependent variable, ethical practices in the Kenyan public service sector has been operationalized by corruption eradication, values, good governance and service delivery.



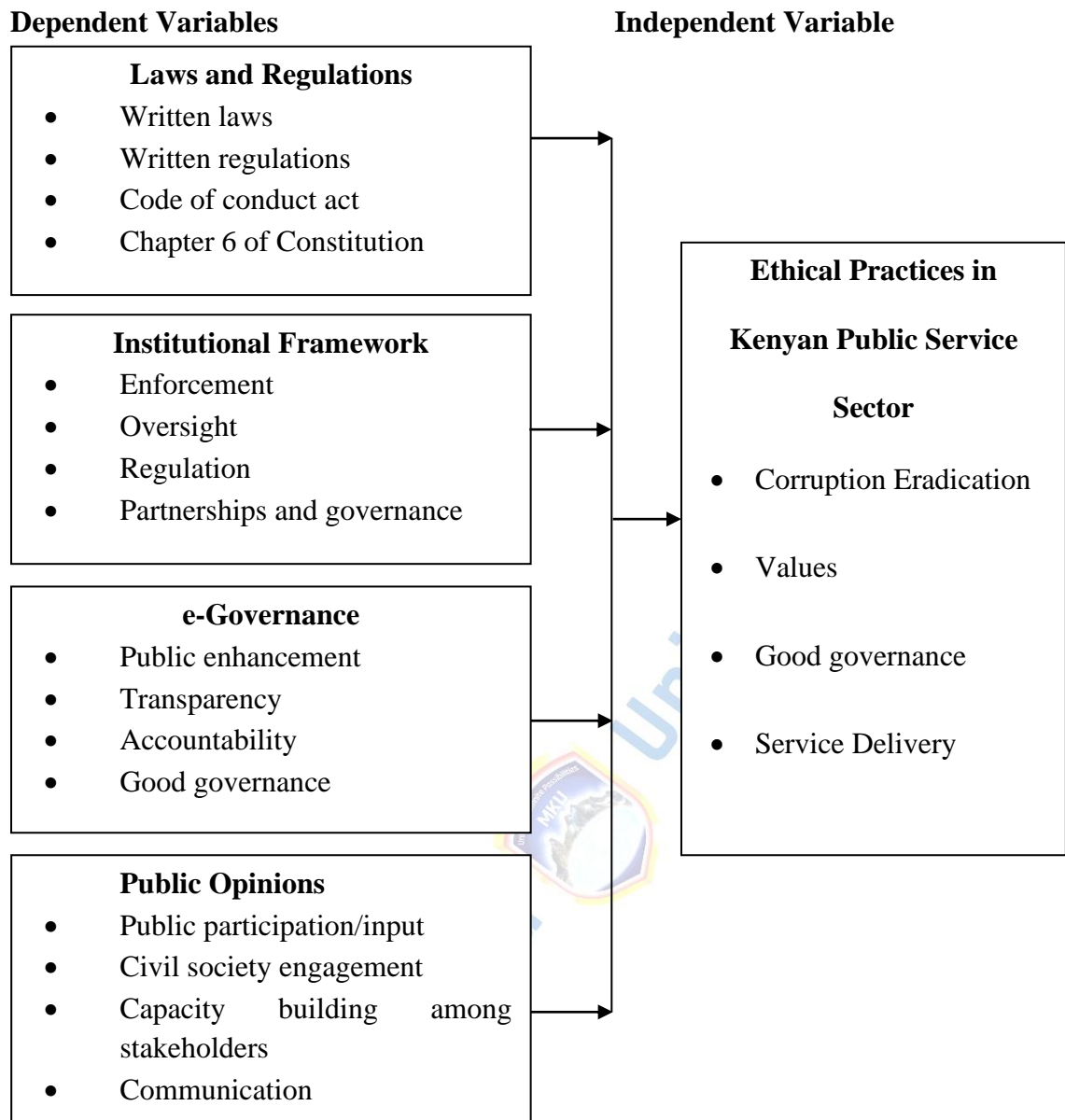


Figure 1: Conceptual Framework

Source: Researcher (2024)

2.3.1 Laws and Regulations and Ethical Practices

Laws and regulations are critical in shaping ethical practices. Poor implementation of laws and regulations has been identified and often attributed to implementation gaps in the key areas of governance namely, accountability, transparency and public oversight Nadgrodkiewicz, Nakagaki, and Tomicic (2012).

The Kenya Public Procurement and Disposal Act (PPADA) is responsible for regulation of acquisition, contracting and disposal process within integrity and utmost fidelity to the law. This is an illustration of laws and regulations in procurement function for ensuring ethical practices and curbing vices such as corruption in this professional practice.

Code of conduct comprises laws and regulations. According to SCMA (2014) professionals in supply chain management are governed to comply with the code of conduct prescribed by SCMA which are also adopted by government all institutions and agencies in order to promote ethics and integrity. These codes of conduct are critical laws and regulations for enforcing ethical behavior.

Ongera (2013), has identified the Kenya Revenue Authority code of conduct formulated with a view of enforcing procurement code of ethics and to assist in promoting ethical behavior. Cocklin, Mautner and Dibden (2007) argue that professionals and organizations often use issue of standards and conduct of conduct in their professional practice, a well formulated code of conduct which are in express form to control behavior.

2.3.2 Institutional Framework and Ethical Practices

In Kenya the institutional framework for ethics and anti-corruption comprises law enforcement agencies, oversight institutions, policy regulatory institutions, partnerships and other good governance initiatives. Law enforcement agencies include Ethics and Anti-Corruption Commission (EACC), The Office of the Director of Public Prosecution (ODPP), The Judiciary, National Police Service, Directorate of Criminal Investigations (DCI), Kenya Revenue Authority (KRA), Assets Recovery Agency (ARA), Financial Reporting Centre (FRC), National Intelligence Service (NIS) and Witness Protection Agency (WPA). Policy regulatory institutions The Judiciary, Office

of the Attorney General and Department of Justice. Oversight agencies include The Parliament, The County Assemblies, The office of the Auditor General, The Controller of Budget, The Independent Electoral and Boundaries Commission (IEBC), The Judicial Service Commission (JSC), The Public Service Commission (PSC), The Kenya National Commission on Human Rights (KNCHR), The Public Procurement and Regulatory Authority (PPRA), The Internal Audit Department (National Treasury), The Efficiency Monitoring Unit (EMU), Responsible Commissions (Under Public Officer Ethics Act, 2003), The Commission on Administrative Justice, The Inspectorate of State Corporations and The Council of Governors. Partnership and other Good Governance Initiative include National Anti-Corruption Campaign Committee, Open Government Initiative Office of the Deputy Presidency, Kenya Leadership and Integrity Forum, Multi-agency Team and The Integrated Public Complaints Referral Mechanism (GOK, 2018).

The government has set various institution to deal with ethical issues in the public service sector. In Kenya, the Ethics and Anti-Corruption Commission (EACC) is legally responsible for corruption prevention, law enforcement, investigation and promotion of ethics and integrity standards (Kenya Law Review 2013). The Ethics and Anti-Corruption Commission (EACC) bill was passed into law on 27th August, 2011, pursuant to constitutional provision of Article 79 of the Kenya Constitution 2010 which required the parliament to enact a legislation to facilitate the establishment of an independent Ethics and Anti-Corruption Commission. The Constitution of Kenya, 2010 forms the basis of the Anti-Corruption function giving it powers to oversee the implementation process and compliance with the provisions of chapter six of the constitution on leadership and integrity (Kenya Law Review, 2013).

2.3.3 E-Governance and Ethical Practices

The use of ICT has been identified as critical in enforcing ethical practices. Currently, the government is digitalizing all aspects of service delivery in order to minimize interaction between public officers and the public, an avenue for promoting unethical conduct such as corruption.

E-Governance comprises of the deployment of IT enabled service provided by different government agencies in order to improve and upgrade service delivery and overall effectiveness (Mahalik, 2010). E-governance and the use electronic technologies aim at aims at enhancing transparency, accountability and good governance resulting to a result oriented governance, efficiency, citizen centered governance, access to service and information through the internet and other forms of communication (GOK, 2004).

E-Government from the practical application enable users to visit state or government agencies and institution websites to communicate and interact with employees through various means including the internet, instant messaging, email and audio or video platforms (Kaylor, Deshazo and Van 2001).

In public policy, formulation and implementation plays a key role in solving public problems. Kumar and Best (2006) have identified e-governance as a critical solution to problems in the government, a tool for assisting in serving their constituencies by improving service quality, saving on cost, improving on transparency, administration and reducing corruption.

The issue of e-governance permitting for government transparency and accountability consequently facilitating the public with relevant information needed and informing the public on government plans in relation to implementation of policies has been supported by various authors (Atkinson and Daniel 2008).

The emergence of pandemic led to various public transformation, with EACC research report on ethics and corruption (2022) on Covid-19 pandemic reporting tremendous transformation on the public sector in terms of work place re-organization by minimizing human interactions and hence the need to adopt modern electronic solutions for the public sector service delivery. E-governance is critical for public enhancement, promoting transparency and accountability and good governance. Kaptein (2017) defines transparency by citing the aspect of visibility therein, and the degree to which ethical and unethical practices are observable to those involved or concerned.

E-Governance focuses mainly on government services that are electronically provided to public through the use of appropriate technology. E-Governance provides some interactive dynamics between government offices and the citizens.

This presents a favorable platform for public interactions with the government and its agencies. Recent studies on the deployment of technologies indicate that technology and management in public sector organizations should entail the examination of how governments present themselves to public and other stakeholders on the Internet.

Electronic service delivery has emerged as a critical element of governance resulting to e-Governance. However, West (2000) has alluded the e-governance, the use of ICT technologies has fallen short of its actual potential to transform government in the area of service delivery. This indicates lapses in the use of technologies in delivery of public service. However various characteristics of e-government have been highlighted. Some of the earliest developments include policy and regulatory information posted electronically, a key component of informing the public and other players.

The end results of ethical implementation of e-governance are creation of what is referred to as good governance. Good governance is of fundamental concern to the

public and every government must strive to offer the same to its people, a critical element of every elected government and especially on democratic grounds. Thus governments ought to abide by the roles and responsibilities bestowed upon it as a government, irrespective of the type of government. Good governance is a fundamental right from the basic principles of governance, which ensures dignity, freedom and security, in addition to ensuring that the public is able to take advantage of various opportunities and services available (Barnes and Vidgen, 2006). This is possible through government enhancement, use of ICT and e-governance playing critical role.

2.3.4 Public Opinions and Ethical Practices

According to a United Nations body, UNDESCA (2007), public participation is a very key part of civil society which aims at enhancing and promoting public participation and input in the areas of decision making, budgeting and other plans. The public participation is well entrenched in the Kenya 2010 constitution in order to promote self-governance, enhance participation, promote rights of community management and further their development and interest in the running of government (Government of Kenya, 2010).

Public opinions are critical in fighting unethical practices. EACC report on national ethics and corruption (2022) underscores the important role of various interest groups namely, the media and religious organizations among others in the fight against corruption and other unethical practices. The report further identifies mass communication media, the radio and especially the local vernacular stations as the most effective means of communicating in relation to ethical and anticorruption messages due to their large coverage. Other social media platforms such as Instagram, Facebook, TikTok and WhatsApp were identified as significant instant avenues for

communicating relevant information in the fight against corruption and unethical practices.

Mikiko (2017) alludes that community participation, an aspect of public participation assists in overcoming the barrier of mistrust among stakeholders thus assisting in overcoming the problem of gaps in communication and nurturing transparency, trust and common goal.

2.4 Recap of Literature Review

Various empirical studies have established relationship between the policy related interventions on ethical practices in the Kenyan public service sector namely, laws and regulations, institutional framework, e-governance and public opinions and ethical practices. However, there is need for in-depth study on whether the major stakeholders in the public service are significantly affected by the determinants under study. This is critical in determining the extent to which the determinants in the study affect ethical practices in the Kenyan public service sector.

The studies present various gaps which need to be addressed. EACC (2017) survey on national ethics and corruption recommends enhancement of policies and laws to govern protection of whistle-blowers meaning that laws and regulations in Kenya are not well implemented to yield good governance.

A key government agency EACC (2017) survey on national ethics and corruption recommends decentralization of the ethics and anti-corruption commission services to create reach, in addition to curbing interferences from quarters such as political and executives. This presents institutional deficit in operations. Procurement process in one of the studies was found not effective, a signal for ineffective regulations.

The chapter reviewed various theories and literature relevant to the study. The study review indicates that there is a relationship between the policy related determinants of ethical practices in the Kenyan public service sector namely, laws and regulations, institutional framework, e-governance and public opinions and ethical practices.

However, various issues worth addressing in relation to the determinants under study including ineffective implementation of laws and regulations, interference of institutions, deficiency in adoption of e-governance and poor public participation have been captured.



CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter critically discusses the methodology applied in this study. The chapter comprise of research methodology, research design, population of the study, sampling frame, sampling and sampling technique, data collection instrument, data collection procedures, pilot test and data analysis and presentation.

3.2 Research Methodology

Research methodology has been defined by various authors differently and one Jackson (2009) defines it as that section of the research study which deals with research procedures in line with the audience's expectations. Various procedures are put in place to assist the researcher to follow a scientific approach in the study in order to yield credible results. This included plan, the structure and appropriate sampling.

3.3 Research Design

Research design can be defined as the arrangement of all conditions that affect research ranging from data conditions to data analysis. This research study adopted a mixed research design, an appropriate design since it incorporates various sub-designs. Researchers argue that no one design is appropriate in giving conclusive and reliable results. The study also incorporated descriptive, quantitative, qualitative and cross-sectional research design. This mixed design approach was necessary to give the researcher more room and flexibility in carrying out the research study.

3.4 Location of the Study

The study sought to examine policy related interventions and ethical practices in Kenyan public service sector. Thus the focus and location was the Kenyan public service and specifically Nairobi County.

3.5 Target Population

Population is the target number of individuals or respondents about which a researcher is interested in describing or making statistical inference. The population for this study was the employees in the Kenyan civil service, comprising the mainstream civil service (ministerial employees), the counties and the state corporations and the target population was the employees of the public service within Nairobi County. This was necessary to permit for generalization of the study results. In addition, this allowed the researcher to concentrate and optimize on the available resources.

3.6 Sampling Procedures and Techniques

Sampling has been defined by various authors, and a key definition is Orodho (2009) who defines it as an appropriate way of selecting the number of respondents or objects with the desired characteristics from the population.

The researcher used random sampling method, specifically stratified disproportionate sampling to enhance in the selection of relevant respondents from the Kenyan public service sector in Nairobi county. Mugenda and Mugenda (2003) define that stratified random sampling as a probability based method in which the samples are randomly picked from the population from each sub-group. In this case the sub-groups are the three segments of the public service sector, the ministerial segment, the county governments and the state corporations which forms the public service sector.

3.7 Sample Population

Sampling assist in selection of that part of individuals with relevant knowledge to yield right inferences for the research study and the statistical inferences.

For this study the sampling frame was formed from the three sections of the Kenyan civil service sector and the unit of enquiry was developed from the three levels of management and the employees from the three sectors of the civil service in Kenya.

The following formula as proposed by Fisher was applied to get the sample size;

$$\text{Sample Size} = \frac{(z\text{-Score})^2 (\text{Std Dev})(1\text{-Std Dev})}{(\text{Confidence Interval})^2} = \frac{1.96^2 (0.5)(0.5)}{(0.05)^2} = 384$$

In determining the sample size in this case, the population for the civil servants in Nairobi County is not known thus the use of a standard deviation of 0.5 which is regarded as safe. The confidence level is 95%.

Table 1: Sample Population and Sampling Frame

Population	Sample	Strata	Sub Strata	Sample	Unit of Inquiry Top(T), Middle(M), Operational(O) Employees(E)	Sub Total	Total
Unknown >10,000	384	Mainstream Civil Service	04	256	T	12	256
					M	24	
					O	36	
					E	56	
		Counties	04	128	T	12	128
					M	24	
					O	36	
					E	56	
		State Corporation	04	128	T	12	128
					M	24	
					O	36	
					E	56	
			12	384		384	

Source: Researcher (2024_

3.8 Construction of Research Instrument

A questionnaire was well designed in order to assure the researcher of high reliability. In relation to this study, the questionnaires were found to work appropriately and conveniently for the task at hand in that it was easily and conveniently administered with the study sample of 384 respondents within the Nairobi County. The use of questionnaires has proven effective for standardized questions that can be interpreted the same way by respondents (Cooper & Schindler, 2013). In addition, the use of questionnaires is cost effective in addition to time saving as compared to use of other research instruments such as the interviews.

Data collected through the use of well-structured questionnaires is also easy to feed on the computer and analyze using the available statistical analysis package such as SPSS. The researcher used structured questionnaires to collect data from the civil servants as the key respondents. A likert scale of 1 to 5, where 5 are the highest and 1 is the lowest, was used to collect data. The scale was critical for effective measurability of the study variables.

3.9 Testing for Validity and Reliability

In research study, pilot study is a process of giving few questionnaires to respondents with an intention of pre-testing the applicability of the questions, and the instrument in general for the sake of improvements and reliability Sekram (2006). Authors, Cooper and Schindler (2013) point out that the main importance of piloting is to test the weakness in the design of the research instrument. A pilot study was conducted among from the three segments of the Kenya civil service. A good sample for pilot testing should be guided by time constraints, cost and practicality in the administration of the instrument.

The study used Cronbach Alpha coefficient for checking the reliability of the research instrument, the questionnaire. Cronbach Alpha coefficient, Cronbach (1951) has been defined as the quantitative measure of the appropriateness on the use of the research instrument (Sekram and Bougie, 2011). Many researchers agree that a coefficient of 0.5 to 0.7 is deemed sufficient. The researcher further considered face validity, content validity, criterion related validity and content validity. For content validity, the researcher achieved it by basing the design of the instrument on various related and relevant theoretical and empirical relationships. In order to incorporate criterion related validity the researcher employed a comparative approach methodology in the design of the instrument to capture the true measure. And lastly, in order to achieve construct validity, that is proper construction of the instrument to capture intended constructs, the researcher was able to examine both related theoretical and empirical relationship in order to create concurrence of the instrument and literature.

3.10 Data Collection Methods and Procedures

The researcher used primary and secondary data sources to ensure sufficiency in terms of collected data. Structured questionnaires were used to collect primary data from respondents. The questionnaires were self-administered to the respondents and collected within some weeks after their administration to respondents. This however, took more time than the expected. Assistance on the administration of the questionnaires was sought to save on time and enhance on convenience

Secondary data was sought from related materials and publications such as the internet, reports, journals, periodicals and text books relevant to the study. The data was well cleaned before entry to computer for SPSS analysis to ensure relevance of input a key determinant of the output, the study results.

3.11 Data Analysis and Presentation

Kothari (2009) points to the relevance of collected data and the need for right processing, analysis and presentation in line with the plan. Data analysis involves the transformation of data into meaningful information for decision making and results. It involves basic editing, error correction, rectification of any omission and the consolidation of the data collected from the field.

The collected data was analyzed quantitatively and qualitatively. Descriptive and inferential statistics was done using SPSS Version 22. The research study used mean and standard deviation for descriptive analysis, and the presentations was done using tables. Pearson's correlation was used for inferential analysis to determine the relationship of the study variables.

3.12 Ethics Considerations

The researcher strictly adhered to appropriate research procedures including acknowledgement of all sources of information through proper citations. In relation to administration of questionnaires to the respondents, proper consent was sought in addition to an official introduction. The researcher maintained full confidentiality in all matters relating to the study. This assisted in winning confidence from the respondents, a critical element in assisting in getting true and reliable data.

CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSIONS

4.1 Introduction

This chapter comprises the research findings, analysis and presentation. The main study objective was to investigate the role of policy related interventions on ethical practices in the Kenyan public service sector. The specific focus of the public service sector in Kenya. The study variables under investigation are laws and regulations, institutional framework, e-governance and public opinions.

4.2 Research Presentation, Interpretation and Discussions

This chapter presents study data analysis in terms of, pilot test results, response rate, demographics, descriptive and inferential data analysis. The data is presented in tabular form and various analysis done to bring out the required meaning. Such analytics include, frequencies, percentages, mean and standard deviation.

4.3 Pilot Test Results/Reliability Results

The reliability of the research instrument was conducted using Cronbach Alpha Coefficient on SPSS. This assisted in determining the adequacy of the research instrument, the questionnaire. From the table below, the questionnaire was found reliable. From the table laws and regulation had a score of 0.654, institutional frameworks 0.711, e-governance 0.748 and public opinions 0.624. All these Cronbach's coefficients values indicate that the reliability was good enough.

Any coefficient of above 0.6, is considered reliable to yield good results. This is in comparison to anything below 0.5 which is considered low and unreliable, while anything above 0.8 is considered high.

Table 2: Results of Reliability Test from the Pilot Study

Variables	Cronbach's Alpha	No. of Questionnaires	Comment
Law and Regulation	0.654	20	RELIABLE
Institutional Frameworks	0.711	20	RELIABLE
E-Governance	0.748	20	RELIABLE
Public Opinions	0.624	20	RELIABLE

Source: Field Data (2024)

4.4 Response Rate

The researcher distributed 384 questionnaires to the respondents and 323 were returned. After clean-up, 312 questionnaires representing 81.25% were found to have sufficient data for analysis.

Table 3: Response Rate

Variables	Frequency	Percentage
Returned (Before Clean-up)	323.0	84.11
Unreturned	61.0	15.88
Clean-Up	11.0	2.86
Total (After Clean-up)	312.0	81.25

Source: Field Data (2024)

4.5 Demographics Characteristics

4.5.1 Employment Characteristics

The employment characteristics were analyzed using SPSS and as projected the returns captured the three government departments proportionally. This provided reliable data for further analysis.

Table 4: Employment Characteristics

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ministerial	162	51.9	51.9	51.9
County	80	25.6	25.6	77.6
State	70	22.4	22.4	100.0
Total	312	100.0	100.0	

Source: Field Data (2024)

4.5.2 Job Position Level

The job positions level characteristics were analyzed using SPSS and the returns percentages were as follows, 2.2% for top management, 3.5% for middle management, 6.1% for operational level and 88.1 % for other employees. This provided reliable data for further analysis in that all the levels of management were proportionally represented.

The table below illustrates the tabulation of the respondent's jobs position distribution which formed reliable basis for the conclusion that the respondents were picked well, taking into consideration inclusivity of all job cadres and were consequently in a position to give informed responses in relation to the role of policy related interventions on ethical practices in the Kenyan public service sector.

Table 5: Job Position Level

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Top	7	2.2	2.2	2.2
Middle	11	3.5	3.5	5.8
Operational	19	6.1	6.1	11.9
Employee	275	88.1	88.1	100.0
Total	312	100.0	100.0	

Source: Field Data (2024)

In addition, the decision on involvement of all levels of employment can be regarded as a key indicator of involvement of all significant players in the Kenyan public service sector and a means of mitigating against bias, in addition to equitable distribution relevance of knowledge of the Kenyan public service sector about the issue under investigation, that is the role of policy related interventions on ethical practices in the Kenyan public service sector.

4.5.3 Education Level

The education level characteristics were analyzed using SPSS and the returns percentages were as follows, 26.6% for secondary school level, 21.8% for certificate level, 21.2% for diploma level, 22.8 % for degree level, masters level 7.4% and PhD level 0.3%.

This indicates that employees of government, the Kenyan civil service is knowledgeable enough to respond to the issues under investigation, that is ethical issues in the public service sector. It is common knowledge that educated workforce is up to date with contemporary issues. Ethical issues in the public service sector is a very critical issue. Thus any research touching on this issue has to be conducted on well informed and educated respondent in order to yield reliable results.

Education level can be regarded as a key indicator of whether the Kenyan public service sector is knowledgeable about the issue under investigation, that is the role of policy related interventions on ethical practices in the Kenyan public service sector.

The table below illustrates the tabulation of the respondent’s education levels which formed reliable basis for the conclusion that the respondents have good education background and consequently in a position to give informed responses.

Table 6: Education Level

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Secondary	83	26.6	26.6	26.6
Certificate	68	21.8	21.8	48.4
Diploma	66	21.2	21.2	69.6
Degree	71	22.8	22.8	92.3
Master	23	7.4	7.4	99.7
PhD	1	.3	.3	100.0
Total	312	100.0	100.0	

Source: Field Data (2024)

4.5.4 Work Experiences

The analysis on employees work experience characteristics were analyzed using SPSS and the returns percentages were as follows, 14.4% for 0-5 years, 25.3% for 6-10 years, 16.7% for 16-20 years, and 2.2 % for over 20 years’ experience.

Work experiences can be regarded as a key indicator of whether the Kenyan public service sector is knowledgeable about the issue under investigation, that is the role of policy related interventions on ethical practices in the Kenyan public service sector.

This indicated that employees of government, the civil service is experienced enough to respond to the issues under investigation, that is ethical issues in the public service sector.

The table below illustrates the tabulation of the respondent’s work experiences which formed reliable basis for the conclusion that the respondents have reliable work experiences and consequently in a position to give informed responses in relation to the role of policy related interventions on ethical practices in the Kenyan public service sector.

Table 7: Work Experiences

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0-5	45	14.4	14.4	14.4
6-10	79	25.3	25.3	39.7
11-15	129	41.3	41.3	81.1
16-20	52	16.7	16.7	97.8
Over 20	7	2.2	2.2	100.0
Total	312	100.0	100.0	

Source: Field Data (2024)

4.6 Descriptive Analysis of Study Variables

The descriptive analysis of all study variables was done on SPSS and tables were used to display the findings of the study. The analysis involved the use of mean and standard deviation. The descriptive included: descriptive statistics for laws and regulations, descriptive statistics for institutional framework, descriptive statistics for e-governance and descriptive statistics for public opinions.

4.6.1 Descriptive statistics for laws and regulations

Table 8: Descriptive Statistics for Laws and Regulations

	N	Mean	Std. Deviation
The written laws are adequate in enhancing ethical practices in the public service	312	3.9038	.79207
Regulations are adequate in enhancing ethical practices in the public service	312	3.8622	.85071
Our organization has a workable code of conduct to assist in enhancing ethical practices	312	3.8878	.81204
Chapter 6 of the Constitution serves as an effective basis for enhancing ethical practices in the public service	312	3.8814	.77876
Valid N (listwise)	312		

Source: Field Data (2024)

The first objective of the study was to examine the role of laws and regulations in determining ethical practices in Kenyan public service sector. From the SPSS analysis four sub constructs of laws and regulations were measures using means and the scores were as follows, 3.9038, 3.8622, 3.8878 and 3.8814.

These means indicate an agreement that law and regulation plays a role in determining ethical practices in Kenyan public service sector. This is because the means are significantly higher than 3.0 tending towards 4.0. The Constitution of Kenya 2010 has established various laws and regulations and Chapter 6 on ethics and integrity (GOK,

2010) is a key prove of the use of laws and regulations to enhance ethical practices in Kenyan Public Service Sector.

4.6.2 Descriptive Statistics for Institutional Framework

Table 9: Descriptive Statistics for Institutional Framework

	N	Mean	Std. Deviation
There are adequate law enforcement institution to enhance ethical practices in Kenya	312	3.5673	.73412
The preventive measures by government are adequate to enhance ethical practices in Kenya	312	3.8974	.82911
The government has put adequate regulatory efforts on ethics in the public service	312	4.3397	.54768
The government promotion on ethical practices in government has been adequate	312	3.7917	.82847
Valid N (listwise)	312		

Source: Field Data (2024)

The second objective of the study was to examine the role of institutional framework in determining ethical practices in Kenyan public service sector. From the SPSS analysis four sub constructs of regulatory framework were measured using means and the scores were as follows, 3.5673, 3.8974, 4.3397 and 3.7917.

These means indicate an agreement that regulatory framework plays a role in determining ethical practices in Kenyan public service sector. This is because the means are significantly higher than 3.0 tending towards 4.0 and one above 4.0. This is in line one of the institutions responsible for enhancing ethics and anti-corruption, EACC, whose mandate is to combat and prevent corruption and economic crime through law enforcement, preventive measures, public education and promotion of standards and practices of integrity, ethics and anti-corruption (EACC, 2022).

4.6.3 Descriptive Statistics for e-Governance

Table 10: Descriptive Statistics for e-Governance

	N	Mean	Std. Deviation
ICT in government has contributed positively in promoting public service delivery	312	4.2806	.54712
ICT in government has contributed positively in promoting transparency in public sector	312	4.4904	.56697
ICT in government has contributed positively in promoting accountability in public sector	312	4.4840	.56682
ICT in government has contributed positively in promoting good governance in public sector	312	4.4583	.58781
Valid N (listwise)	312		

Source: Field Data (2024)

The third objective of the study was to examine the role of e-governance in determining ethical practices in Kenyan public service sector. From the SPSS analysis four sub constructs of e-governance were measured using means and the scores were as follows, 4.2806, 4.4904, 4.4840 and 4.4583.

These high means, above 4.0 indicate an agreement that e-governance plays a role in determining ethical practices in Kenyan public service sector. This is because all the means are significantly higher than 4.0 tending towards 5.0. This is in agreement with Kenya e-government strategy which aims at enhancement ethical practices which include transparency, accountability and good governance (GOK, 2004). A study by KIPPRA (2021) recommends the need to continue investing in e-governance in order to assist in curbing unethical practices and especially corruption. Similarly, a cross country study by Nam (2018) established that e-government maturity has potential to control corruption, and identified disparities in political, economic and cultural conditions as having moderating effects. Another study by Wathne (2021), support the results of this study by concluding that e-government participation platforms provide for social auditing and managerial tools that enable citizens to monitor public expenditure, increase transparency and reduce corruption.

4.6.4 Descriptive Statistics for Public Opinions

Table 11: Descriptive Statistics for Public Opinions

	N	Mean	Std. Deviation
Public participation is critical in promoting ethical practices in the public sector	312	4.1667	.29832
Our organization value civil organization engagement in realization of ethical public sector	312	3.9487	.73407
Our organization engages various stakeholders to enhance ethical practices in the public sector	312	3.4583	.70342
Communication is an important tool in enhancing ethical practices in the public sector	312	4.1154	.30744
Valid N (listwise)	312		

Source: Field Data (2024)

The fourth objective of the study was to examine the role of public opinions in determining ethical practices in Kenyan public service sector. From the SPSS analysis four sub constructs of public opinions were measured using means and the scores were as follows, 4.1667, 3.9487, 3.4583 and 4.1154.

These means, two above 4.0, and three above 3.0 indicate an agreement that e-governance plays a role in determining ethical practices in Kenyan public service sector. This is in line with the provisions of the Kenya 2010 Constitution which provides for public participation (GOK, 2010).

On the question posed in relation to comment on the interventions under the study, various comments were put forward. In relation to laws and regulations, respondents mentioned the need for proper enforcement of laws and regulations, corruption as a hindrance to law and regulation enforcement and the need for clarity in relation to enforcement.

In relation to institutional framework, issues relating to the need to streamline the work and operations of these institution was mentioned, duplication of work and conflict within the institution. On the issue of e-governance, many responses were in support of use of electronic systems as means of eradication unethical practices such as corruption. The issue of the ability of e-governance to create separation between public service providers the civil service and the customers that is the public came out as a workable solution to eradication of corruption. On the issue of public opinion as an intervention to enhancing ethical practices, many respondents indicated support and the need to streamline such interventions through better policies.

4.7 Inferential Statistics

4.7.1 Correlation Matrix Between Study Sub-Variables

The test for homoscedasticity that is the assumption of unequal levels of variances across the sub variables and variables was done.

The assumption of homoscedasticity was tested thorough examination of correlation among the sub variables. The results of Pearson Product-Moment correlations indicated positive correlations among all the sub measures used in the study.

The correlations among laws and regulations measures ranged from 0.513 to 0.595. The correlations among institutional framework measures ranged from 0.516 to 0.589 The

correlations among e-governance measures ranged from 0.810 to 0.915 The correlations among public opinions measures ranged from 0.502 to 0.686.

Table 12: Correlation Matrix Between Law and Regulations Sub-Variables

Correlations				
	The written laws are adequate in enhancing ethical practices in the public service	Regulations are adequate in enhancing ethical practices in the public service	Our organization has a workable code of conduct to assist in enhancing ethical practices	Chapter 6 of the Constitution serves as an effective basis for enhancing ethical practices in the public service
The written laws are adequate in enhancing ethical practices in the public service	1	.577 .000 312	.563 .000 312	.550 .000 312
Regulations are adequate in enhancing ethical practices in the public service	.571 .000 312	1 312	.513 .000 312	.595 .000 312
Our organization has a workable code of conduct to assist in enhancing ethical practices	.553 .000 312	.513 .000 312	1 312	.548 .000 312
Chapter 6 of the Constitution serves as an effective basis for enhancing ethical practices in the public service	.550 .000 312	.575 .000 312	.548 .000 312	1 312

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

Source: Field Data (2024)

The assumption of homoscedasticity was tested through examination of correlation among the law and regulations sub variables. The results of Pearson Product-Moment

correlations indicated positive correlations among the sub measures, ranging from 0.513 to 0.595.

Table 13: Correlation Matrix Between Institutional Framework Sub-Variables

Correlations				
	There are adequate law enforcement institution to enhance ethical practices in Kenya	The preventive measures by government are adequate to enhance ethical practices in Kenya	The government has put adequate regulatory efforts on ethics in the public service	The government promotion on ethical practices in government has been adequate
There are adequate law enforcement institution to enhance ethical practices in Kenya	1	.589 .001	.524 .001	.517 .000
	312	312	312	312
The preventive measures by government are adequate to enhance ethical practices in Kenya	.589 .001	1	.583 .000	.577 .000
	312	312	312	312
The government has put adequate regulatory efforts on ethics in the public service	.524 .675	.533 .141	1	.516 .777
	312	312	312	312
The government promotion on ethical practices in government has been adequate	.576 .000	.577 .000	.516 .000	1
	312	312	312	312

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

Source: Field Data (2024)

The assumption of homoscedasticity was tested thorough examination of correlation among the institutional framework sub variables. The results of Pearson Product-Moment correlations indicated positive correlations among the sub measures, ranging from 0.516 to 0.584.

Table 14: Correlation Matrix Between e-Governance Sub-Variables

Correlations				
	ICT in government has contributed positively in promoting public service delivery	ICT in government has contributed positively in promoting transparency in public sector	ICT in government has contributed positively in promoting accountability in public sector	ICT in government has contributed positively in promoting good governance in public sector
ICT in government has contributed positively in promoting public service delivery	1	1.000	.810	.885
Pearson Correlation Sig. (2-tailed) N		.000	.000	.000
	312	312	312	312
ICT in government has contributed positively in promoting transparency in public sect	1.000	1	.900	.915
Pearson Correlation Sig. (2-tailed) N	.000		.000	.000
	312	312	312	312
ICT in government has contributed positively in promoting accountability in public sector	.890	.820	1	.905
Pearson Correlation Sig. (2-tailed) N	.000	.000		.000
	312	312	312	312
ICT in government has contributed positively in	.815	.835	.865	1
Pearson Correlation Sig. (2-tailed)	.000	.000	.000	

promoting good governance in public sector	N	312	312	312	312
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Correlation is significant at the 0.05 level (2-tailed).

Source: Field Data (2024)

The assumption of homoscedasticity was tested through examination of correlation among the e-governance sub variables. The results of Pearson Product-Moment correlations indicated positive correlations among the sub measures, ranging from 0.810 to 0.915.

Table 15: Correlation Matrix Between Public Opinions Sub-Variables

		Correlations			
		Public participation is critical in promoting ethical practices in the public sector	Our organization value civil organization engagement in realization of ethical public sector	Our organization engages various stakeholders to enhance ethical practices in the public sector	Communication is an important tool in enhancing ethical practices in the public sector
Public participation is critical in promoting ethical practices in the public sector	Pearson Correlation Sig. (2-tailed) N	1	.566 .000 312	.545 .000 312	.586 .000 312
Our organization value civil organization engagement in realization of ethical public sector	Pearson Correlation Sig. (2-tailed) N	.531 .000 312	1 .000 312	.502 .000 312	.530 .000 312
Our organization engages	Pearson Correlation	.545	.533	1	.509

various stakeholders to enhance ethical practices in the public sector	Sig. (2-tailed) N	.000 312	.000 312		.000 312
Communication is an important tool in enhancing ethical practices in the public sector	Pearson Correlation Sig. (2-tailed) N	.686 .000 312	.620 .000 312	.544 .000 312	1 312

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

Source: Field Data (2024)

The assumption of homoscedasticity was tested through examination of correlation among the public opinions sub variables. The results of Pearson Product-Moment correlations indicated positive correlations among the sub measures, ranging from 0.502 to 0.686.

4.7.2 Correlation Between the all the Study Variables

The test for homoscedasticity that is the assumption of unequal levels of variances across the study variables. The assumption of homoscedasticity was tested through examination of correlation among the four study variables. The results of Pearson Product-Moment correlations indicated positive correlations among all the study variables ranging from 0.515 to 0.642.

Table 16: Correlation Matrix between all the Study Variables

		CORRELATIONS			
		LRCOM	IFCOM	EGCOM	POCOM
LRCOM	PEARSON CORRELATION	1	.538	.584	.553
	SIG. (2-TAILED)		.000	.000	.000
	N	312	312	312	312
IFCOM	PEARSON CORRELATION	.553	1	.515	.642
	SIG. (2-TAILED)	.000		.000	.000
	N	312	312	312	312
EGCOM	PEARSON CORRELATION	.574	.515	1	.598
	SIG. (2-TAILED)	.000	.000		.000
	N	312	312	312	312
POCOM	PEARSON CORRELATION	.553	.542	.557	1
	SIG. (2-TAILED)	.000	.000	.000	
	N	312	312	312	312

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

Source: Field Data (2024)

Correlation is the statistical association between two variables. This relationship is measured using the linear correlation coefficient also known as Pearson's Product Moment Coefficient, r . The coefficient ranges from -1 to +1, which represent strong, moderate or weak positive or negative relationship.

Table 17: Correlation Matrix Between Laws and Regulations and Ethical Practices in Kenyan Public Service Sector

		Correlations	
		LRcom	CI
LRcom	Pearson Correlation	1	.579
	Sig. (2-tailed)		.000
	N	312	11
CI	Pearson Correlation	.579	1
	Sig. (2-tailed)	.000	
	N	11	11

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

Source: Field Data (2024)

A simple correlation between laws and regulations and ethical practices in Kenyan public service sector indicate a linear correlation coefficient, $r = 0.579$ and a significance of 0.000 two tailed.

The result for this relationship is measured using the linear correlation coefficient, Pearson's Product Moment Coefficient, $r = 0.579$, representing a moderate relationship. This means that there is a moderate and significant relationship between laws and regulations and ethical practices in Kenyan public service sector. This means that laws and regulations have influence on ethical practices in the Kenyan public service sector.

Table 18: Correlation Matrix Between Institutional Framework and Ethical Practices in Kenyan Public Service Sector

Correlations		
	IFcom	CI
IFcom Pearson Correlation	1	.537
Sig. (2-tailed)		.000
N	312	11
CI Pearson Correlation	.537	1
Sig. (2-tailed)	.000	
N	11	11

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

Source: Field Data (2024)

A simple correlation between institutional framework and ethical practices in Kenyan public service sector indicate a linear correlation coefficient, $r = 0.537$ and a significance of 0.000 two tailed.

The result for this relationship is measured using the linear correlation coefficient, Pearson's Product Moment Coefficient, $r = 0.537$, representing a moderate relationship.

This means that there is a moderate and significant relationship between institutional framework and ethical practices in Kenyan public service sector. This means that institutional framework has influence on ethical practices in the Kenyan public service sector.

Table 19: Correlation Matrix Between e-Governance and Ethical Practices in Kenyan Public Service Sector

		Correlations	
		EGcom	CI
EGcom	Pearson Correlation	1	.681
	Sig. (2-tailed)		.000
	N	312	11
CI	Pearson Correlation	.681	1
	Sig. (2-tailed)	.000	
	N	11	11

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

Source: Field Data (2024)

A simple correlation between e-governance and ethical practices in Kenyan public service sector indicate a linear correlation coefficient, $r = 0.681$ and a significance of 0.000 two tailed.

The result for this relationship is measured using the linear correlation coefficient, Pearson's Product Moment Coefficient, $r = 0.681$, representing a moderate relationship.

This means that there is a moderate and significant relationship between e-governance and ethical practices in Kenyan public service sector. This means that e-governance have influence on ethical practices in the Kenyan public service sector.

Table 20: Correlation Matrix Between Public Opinions and Ethical Practices in Kenyan Public Service Sector

		Correlations	
		POcom	CI
POcom	Pearson Correlation	1	.530
	Sig. (2-tailed)		.000
	N	312	11
CI	Pearson Correlation	.530	1
	Sig. (2-tailed)	.000	
	N	11	11

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

Source: Field Data (2024)

A simple correlation between public opinions and ethical practices in Kenyan public service sector indicate a linear correlation coefficient, $r = 0.530$ and a significance of 0.000 two tailed.

The result for this relationship is measured using the linear correlation coefficient, Pearson's Product Moment Coefficient, $r = 0.530$, representing a moderate relationship.

This means that there is a moderate and significant relationship between public opinions and ethical practices in Kenyan public service sector. This means that public opinions have influence on ethical practices in the Kenyan public service sector.

Table 21: Correlation Matrix Between Independent Variables and Ethical Practices in Kenyan Public Service Sector

		Correlations	
		LIEPcom	CI
LIEPcom	Pearson Correlation	1	.581
	Sig. (2-tailed)		.000
	N	312	11
CI	Pearson Correlation	.581	1
	Sig. (2-tailed)	.000	
	N	11	11

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

Source: Field Data (2024)

A multiple correlation between all the independent study variables, namely laws and regulations, regulatory framework, e-governance and public opinions and the dependent variable ethical practices in Kenyan public service sector indicate a linear correlation coefficient, $r = 0.581$ and a significance of 0.000 two tailed.

This means that there is a moderate and significant relationship between the independent study variables and the dependent variable. This means that all the independent study variables, namely laws and regulations, regulatory framework, e-governance and public opinions have significant moderate influence on ethical practices in the Kenyan public service sector.

The question on factors considered to influence ethical practices in Kenyan Public Sector was raised and several responses were made in relation to the question.

The table below illustrates the tabulation of the responses in relation to this question on factors considered to influence ethical practices in Kenyan Public Sector.

Table 22: Factors considered to influence ethical practices in Kenyan Public Sector

Factors	Frequency	Percentage	Cumulative Percent
Personality/Character	189	50.20	50.2
Religion	56	14.80	65.0
Culture	87	23.30	88.30
Genetical	44	11.70	100.00
Total	376	100.00	

Source: Field Data (2024)



CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter comprises of the summary, conclusion and recommendations in relation to the study the role of policy related interventions on ethical practices in the Kenyan public service sector. The four independent study variables were, laws and regulations, institutional framework, e-governance and the dependent study variable public opinions and the dependent variable ethical practices in Kenyan public service sector.

5.2 Summary of the Results

The study captured all the three government departments proportionally which provided reliable data for further analysis. All the levels of management were proportionally represented.

The data provided indicated that the civil service was knowledgeable enough to respond to the issues under investigation, in addition to experience required to respond to the issues under investigation, that is ethical issues in the public service sector.

The first objective of the study was to examine the role of laws and regulations in determining ethical practices in Kenyan public service sector. From the SPSS analysis, the means indicated that that law and regulation plays a role in determining ethical practices in Kenyan public service sector.

The second objective of the study was to examine the role of institutional framework in determining ethical practices in Kenyan public service sector. From the SPSS analysis, the means indicated that that regulatory framework plays a role in determining ethical practices in Kenyan public service sector.

The third objective of the study was to examine the role of e-governance in determining ethical practices in Kenyan public service sector. From the SPSS analysis, the means

indicated that that e-governance plays a role in determining ethical practices in Kenyan public service sector.

The forth objective of the study was to examine the role of public opinions in determining ethical practices in Kenyan public service sector. From the SPSS analysis, the means indicated that that public opinions plays a role in determining ethical practices in Kenyan public service sector.

Correlation of all the independent study variables, namely laws and regulations, institutional framework, e-governance and public opinions indicate significant but moderate influence of all the variables under study on ethical practices in the Kenyan public service sector.

5.3 Conclusions

The study carefully investigated the four variables, namely laws and regulations, institutional framework, e-governance and public opinions and both descriptive and inferential analysis was done. Specifically, correlation analysis was done and the results were positive, meaning that the results indicated positive relationship among the variables under study.

The Study concludes that all the independent study variables, namely laws and regulations, institutional framework, e-governance and public opinions have significant and moderate influence on ethical practices in the Kenyan public service sector. This means that all the four variables under study significantly intervene in bringing about ethical practices in the Kenyan public service sector.

5.4 Recommendations for Practice

The researcher would like to make the following recommendations:

5.4.1 Authorities for Implementation

The study recommends the need for government and stakeholders to seriously look at laws and regulations specifically those responsible for enhancing ethical values in the public sector. This involve proper legislation and implementation.

The study also recommends the need for proper regulatory enforcement by giving necessary support to institutional bodies created to enhance ethical practices in the public service sector.

5.4.2 Service Users / Beneficiaries

The study recommends more creation of avenues for more engagements between the public and the civil service. Such engagements include activeness by the public on matters such as public participation, public opinions and corruption reporting.

5.4.3 Other Stakeholders

The study recommends active participation by all stakeholders. The government through the public sector should create a favorable environment for all stakeholders' participation. These stakeholders include public opinion groups, non-governmental organizations among others.

5.5 Recommendations for Further Research in this Field of Study

The study recommends a further study on interventions on ethical practices on Kenyan citizens accessing public services. This is because the Kenyan public forms a key stakeholder on ensuring enhancement of ethical practices in the public sector.

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APPENDICES

Appendix I: Consent Form For Participation In Research

Dear Participant,

I invite you to participate in a research study entitled “**ROLE OF POLICY RELATED INTERVENTIONS ON ETHICAL PRACTICES IN KENYAN PUBLIC SERVICE SECTOR**”. I am currently enrolled in the Program Master of Arts in Public Administration and Management at Mount Kenya University and I am currently undertaking research project. The purpose of the research is to determine the role of ethical practices in the Kenyan public service sector.

The attached questionnaire has been designed to collect data related to policy related interventions on ethical practices in Kenyan public service sector.

Your participation in this research project is completely voluntary and there are no known risks to participation. The data provided will be treated as confidential and for academic purpose only.

If you agree to participate in this project, please answer the questions on the questionnaire giving it the best attention. It should take approximately 2 weeks or less to be completed. The collection of the questionnaires will be done by the researcher as agreed.

Please, remember to append your signature below as an indication of voluntary consent.

Thanks.

Researcher.

Signature:.....Date:.....

Appendix II: Research Questionnaire

This academic questionnaire is purposely prepared to assist in data collection relating to the study, **“ROLE OF POLICY RELATED INTERVENTIONS ON ETHICAL PRACTICES IN KENYAN PUBLIC SERVICE SECTOR”**.

As a key respondent you are kindly requested to fill in appropriate responses at the best of your knowledge and sincerity. All responses will be treated with a lot of confidentiality and will only be used for academic purposes.

SECTION A: BACKGROUND INFORMATION

A1. Job Title / Designation (Optional)

A2. Where are you employed?

Ministerial Civil Servant [] County Government [] State Corporation []

A3. What is your position level in the organization?

Top Level []

Middle Level []

Operational Level []

Employee Level []

A4. What is your highest level of education attained?

Secondary School [] Degree []

Certificate Level [] Masters []

Diploma [] PHD []

A5. How long have you been working in this organization?

0-5 Years [] 6-10 Years []

11-15 Years [] 16-20 Years []

Over 20 Year []

SECTION B: Policy Related Interventions

B. Laws and Regulations

B. Please select the most appropriate response to indicate the level of agreement to the following statements:

KEY : 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, 1=Strongly Disagree
--

	Kindly select one column	5	4	3	2	1
B1	The written laws are adequate in enhancing ethical practices in the public service					
B2	Regulations are adequate in enhancing ethical practices in the public service					
B3	Our organization has a workable code of conduct to assist in enhancing ethical practices					
B4	Chapter 6 of the Constitution serves as an effective basis for enhancing ethical practices in the public service					

Any Comment relating to Laws and Regulations and Ethics in the Public Service

.....

C. Institutional Framework

C. Please select the most appropriate response to indicate the level of agreement to the following statements:

KEY : 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, 1=Strongly Disagree						
Kindly select one column		5	4	3	2	1
C1	There are adequate law enforcement institution to enhance ethical practices in Kenya					
C2	The preventive measures by government are adequate to enhance ethical practices in Kenya					

C3	The government has put adequate regulatory efforts on ethics in the public service					
C4	The government promotion on ethical practices in government has been adequate					

Any Comment relating to Institutional Framework and Ethics in the Public Service

.....

D. e-Governance

D. Please select the most appropriate response to indicate the level of agreement to the following statements:

	KEY : 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, 1=Strongly Disagree					
	Kindly select one column	5	4	3	2	1
D1	ICT in government has contributed positively in promoting public service delivery					
D2	ICT in government has contributed positively in promoting transparency in public sector					
D3	ICT in government has contributed positively in promoting accountability in public sector					
D4	ICT in government has contributed					

	positively in promoting good governance in public sector					
--	---	--	--	--	--	--

Any Comment relating to e-governance and Ethics in the Public Service

.....

E. Public Opinions

E. Please select the most appropriate response to indicate the level of agreement to the following statements:

KEY : 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, 1=Strongly Disagree						
Kindly select one column		5	4	3	2	1
E1	Public participation is critical in promoting ethical practices in the public sector					
E2	Our organization value civil organization engagement in realization of ethical public sector					
E3	Our organization engages various stakeholders to enhance ethical practices in the public sector					
E4	Communication is an important tool in enhancing ethical practices in the public sector					

Any Comment relating to Public Opinion and Ethics in the Public Service

.....

F 6. Briefly outline any factors you consider to influence ethical practices in Kenyan Public Sector

.....
.....

Please confirm that you have provided responses to all questions

Thank You.



Appendix III: Data Collection Sheet

CORRUPTION INDEX


S/NO.	YEAR	INDEX
1.	2013	
2.	2014	
3.	2015	
4.	2016	
5.	2017	
6.	2018	
7.	2019	
8.	2020	
9.	2021	
10.	2022	

Appendix IV: Z-Scores For Most Confidence Levels

S/NO.	YEAR	Z-SCORE
1.	80%	1.28
2.	85%	1.44
3.	90%	1.65
4.	95%	1.96
5.	99%	2.58



Appendix V: ERC Letter



Mount Kenya University

REF: MKU/ISERC/3191 Date: 29 September 2023
TO: MAGANJO PETER MURIUKI
REG: MPAM/2020/68299

Dear Sir/Madam,

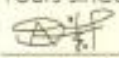
RE: ROLE OF POLICY RELATED INTERVENTIONS ON ETHICAL PRACTICES IN KENYAN PUBLIC SERVICE SECTOR

This is to inform you that **Mount Kenya University** has reviewed and approved your above research proposal. Your application approval number is **2235**. The approval period is **29/09/2023 - 28/09/2024**.

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.


The Chairman
Mount Kenya University
Ethics Review Committee
P. O. Box 342 - 0100, Thika

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

Main Campus, General Kago Road, P.O. Box 342-01000 Thika.
Cell: +254 709 153 000 / +254 709 153 200
Email: info@mku.ac.ke, Web: www.mku.ac.ke
Chartered and ISO 9001 : 2015 Certified Institution.
Unlocking Infinite Possibilities

Appendix VI: Introduction Letter



Mount Kenya University

DIRECTORATE OF GRADUATE STUDIES

MPAM/2020/68299

6th October, 2023

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

Dear Sir/Madam,


RE: MAGANJO PETER MURIUKI - REGISTRATION NO. MPAM/2020/68299


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 "**Role of Policy Related Interventions on Ethical Practices in Kenyan Public Service Sector.**" 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 **October, 2023 and December, 2023.**

Any assistance accorded to the student will be highly appreciated.

Thank you.


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



Main Campus, General Kago Road, P.O. Box 342-01000 Thika.
Tel: 020-2878 000, Cell: +254 709 153 000
Email: info@mku.ac.ke, Web: www.mku.ac.ke
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Unlocking Infinite Possibilities

Appendix VIII: Reserch Authorization – Ministry Of Interior And National Administration



**OFFICE OF THE PRESIDENT
MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION**

Telegrams.....
Telephone: Nairobi 316845, 341666
When replying please quote

**COUNTY COMMISSIONER
NAIROBI
P. O. Box 30124-00100
NAIROBI**

REF: ED 10/6 VOL. XXVIII (32)

23rd November, 2023

Mr. PETER MURIUKI MAGANJO
MOUNT KENYA UNIVERSITY
NAIROBI

RESEARCH AUTHORIZATION

Your letter dated 17th November, 2023 refers.

This office has no objection and authority is hereby granted to conduct research on the topic **“Role of Policy Related Interventions On Ethical Practices in Kenyan Public Service Sector”** in Nairobi County for the period ending 9th November, 2024.


WINFRED MASAKU
For: COUNTY COMMISSIONER

Copy to: All Deputy County Commissioners

Appendix IX: Reserch Authorization – Ministry Of Education



Republic of Kenya

MINISTRY OF EDUCATION STATE DEPARTMENT FOR BASIC EDUCATION

Telegrams: "SCHOOLING", Nairobi
EDUCATION
Telephone; Nairobi 020 2453699
Email: rcenairobi@gmail.com
cdenairobi@gmail.com

REGIONAL DIRECTOR OF

NAIROBI REGION
NYAYO HOUSE
P.O. Box 74629 – 00200
NAIROBI

When replying please quote

Ref: RDE/NRB/RES/1/64Vol.2 (08)

Date: 27th November, 2023

Peter Muriuki Maganjo
Mount Kenya University

RE: RESEARCH AUTHORIZATION

We are in receipt of a letter from National Commission for Science, Technology & Innovation, regarding research authorization in Nairobi County on the topic: "*Role of Policy Related Interventions on Ethical Practices in Kenyan Public Service Sector*". For a period ending 09/11/2024.

This office has no objection and authority is hereby granted on the condition that the exercise will be carried out professionally.

A report on the exercise will be required on completion.


DANIEL KARANJA 7 NOV 2023
FOR: REGIONAL DIRECTOR OF EDUCATION
NAIROBI.




Appendix X: Similarity Index

MAGANJO PETER

ROLE OF POLICY RELATED INTERVENTIONS ON ETHICAL PRACTICES IN KENYAN PUBLIC SERVICE SECTOR

 MBA

 MBA

 Mount Kenya University

Document Details

Submission ID

trn:oid::1:3128720272

Submission Date

Jan 13, 2025, 7:24 PM GMT+3

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115 Pages

22,345 Words

132,446 Characters



Page 1 of 130 • Cover Page

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Mount Kenya