

**CHALLENGES FACING REVENUE COLLECTION AND THEIR
EFFECTS ON SERVICE DELIVERY AT MUNICIPAL COUNCIL OF
NAIVASHA,
NAKURU COUNTY**



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Abstract

This study analyzes challenges that have continued to affect revenue collection and service delivery in many local authorities both globally and locally where majority of municipalities are unable to deliver sufficient service to their residents due to financial instability. Naivasha Municipal Council is among the municipalities that are experiencing financial pressure which consequently affects quality of service delivery to the public.

The findings of the study based on qualitative and quantitative data analysis closely associate revenue collection and service delivery as affected and influenced by similar factors. The respondents associated poor service delivery to lack of enough revenue. Employees from the local authority linked it to the insufficient revenue collection due to lack of specific competencies and staff motivational strategies to boost morale the most critical challenges were corruption and lack of understanding of mandate in work performance and service delivery as stated in the council's service charter. Poor record keeping in the council has discouraged payment of taxes.

The study proposes intervention measures to enhance revenue collection and improve service delivery to the public such as adoption of e-government technology and payment, twinning and sister city approaches, embracing ICT and regular staff performance appraisals coupled with in depth staff training on council service charter.