

**CITIZEN SERVICE CHARTER STRATEGY FOR QUALITY PUBLIC
SERVICE DELIVERY: A SURVEY OF ALALE DIVISION, WEST POKOT
COUNTY**



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ABSTRACT

The purpose of the study was to assess the effect of Citizen Service Charter Strategy on quality of public service delivery in government offices in Alale, North Pokot District, West Pokot County. Citizen's Service Charter (CSC) strategy in Kenya aimed at improving service delivery together with increasing communication between citizens as customers and the respective government departments. However it was observed that many government agencies do not deliver service as per standards outlined in their own CSC. The general idea of charters was that the consumer was informed in advance about what kinds of services can be expected, required and demanded from public authorities. Service charter programme incorporate a range of quality assurance techniques including selling services standards, consultative mechanisms, information to citizens, complaints and redress mechanisms and quality awards. Citizen's Service Charter strategy has been adopted in Kenya for improving service delivery. The objectives of the study were to evaluate the effect of Citizen Service Charter Strategy on transparency and accountability in service delivery, determine the effect of Citizen Service Charter Strategy on efficiency and effectiveness in public service delivery, examine citizens' perception on the effect of Citizen Service Charter Strategy on service quality of services they received and find the effect of Citizen Service Charter Strategy on citizens' satisfaction regarding services they received in government offices in Alale Division. The study utilized a mixed methodology and a descriptive research design. The study used questionnaire and interview schedule to collect primary data from respondents. Questionnaire used to collect data from service providers while interview schedule was used to collect data from service seekers. Data duly collected was analyzed using descriptive statistics. Statistical Package for Social Sciences (SPSS) was used to generate frequency, percentages and means. Analyzed data was presented in form of frequency tables and bar graphs. The results from the analysis revealed that the higher the level of education of the service seeker the more likely he was to report non satisfaction with the government services, that there was no significant association between quality of service and transparency scores hence implying there has been no effect of Citizen Charter Service on transparency , that there was no significant association between CSC and perception of quality of services offered and that there was no significant association between CSC and satisfaction of services offered. The study revealed that younger service seekers (< 36 years) were more likely to be satisfied in contrast to older ones. This means that intervention programmes to sensitize the public on the quality of services should target the younger generation. This means that advertisement experts should be brought in to shape the marketing of these pogrammes according to the tastes of the young generation. A possible area of further research could be to carry out a study on how to phase out some of the routine jobs in the government and look for ways to replace them with technology.