

**GOVERNANCE DECENTRALIZATION AND SERVICE DELIVERY IN BOMET  
COUNTY GOVERNMENT, KENYA**

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FOR THE AWARD OF MASTER OF ARTS IN PUBLIC ADMINISTRATION AND  
MANAGEMENT OF  
MOUNT KENYA UNIVERSITY**

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# DECLARATION

## DECLARATION AND APPROVAL

### Declaration

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

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## **DEDICATION**

I dedicate this project to my parents, Mr. and Mrs. Paul Korir, and Mr. David Rono, for their support, guidance, and unwavering belief in me.



## **ACKNOWLEDGEMENT**

I am incredibly appreciative to God for giving me the courage, discernment, and tenacity to complete this study paper. I sincerely thank Dr. Anthony Alexis, my supervisor, for his unwavering leadership, incisive criticism, and ongoing assistance. The direction of this research has been greatly influenced by his knowledge and support. His expertise and encouragement have been instrumental in shaping the direction of this research. I would like to also express my gratitude to Mount Kenya University for providing me with the invaluable opportunity to pursue my Master's degree and fostering an environment conducive to academic growth. I am also indebted to my friends for their encouragement, understanding, and unwavering belief in my abilities. Their moral support and shared experiences have served as a basis of encouragement and spur.



Mount Kenya

University

## ABSTRACT

Service delivery is a vital component of decentralized governance, aiming to improve institutional efficiency and responsiveness to citizens' needs. This study seeks to assess how different dimensions of decentralization affect service delivery in Bomet County. Specifically, it will examine the impact of financial, political, and administrative decentralization, as well as the role of citizen participation in enhancing service delivery. The study will be guided by three key theoretical frameworks: the principal-Agent Theory, which explores the challenges of delegation and accountability; the Sequential Theory of Decentralization, which outlines the staged implementation of decentralization; and the New Public Management Theory, which focuses on efficiency and performance in public service reforms. A mixed-methods approach will be used for data collection. Quantitative data will be gathered through structured surveys, while qualitative insights will be obtained through interviews and document analysis. This combination will ensure a comprehensive understanding of the decentralization-service delivery nexus. The expected outcomes of the study suggest that financial, political, and administrative decentralization each significantly influence service delivery, though in distinct ways. Moreover, citizen participation is anticipated to be a key determinant of service quality and responsiveness. The findings will likely recommend a holistic approach to decentralization—integrating all four dimensions—as essential for improving service delivery in county governments like Bomet. This research aims to provide practical insights for policymakers and stakeholders to strengthen decentralization frameworks and enhance public service outcomes at the county level.

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## LIST OF ABBREVIATIONS AND ACRONYMS

AD	Administrative Decentralization
CDF	Constituency Development Fund
CF	Citizen Participation
EG	E-Government
FD	Financial Decentralization
LATF	Local Authority Transfer Fund
MCA	Member of County Assembly
PD	Political Decentralization
SAP	Social Accountability Practices
SD	Service Delivery
SPSS	Statistic package for social scienc

## **CHAPTER ONE**

### **1.0 INTRODUCTION**

#### **1.1 Background of the Study**

The delegation of an international governance can occur only due to the fact that different governments of the world can be distinguished. For instance, the World Bank has included decentralization as one of the key governance reform policies (World Bank, 2020). It has been widely assumed that decentralization has been the principal institutional force behind industrialization. It is also viewed by some people as a method of improving responsibilities and performance of governments in the society.

In development, devolution of power has been considered as key reform agenda in the international, continental and national development agendas. The normative argument for decentralization is backed up very well by the dogmatic low-cost thesis of devolution improving amenity conveyance (Aslam & Yilmaz, 2023). Over the last decade, numerous evolving nations have devolved for a variety of declared purposes including: to improve public service delivery; for strengthening public administration, government and accountability; to foster economic growth; to promote equity in service delivery and development; and for stability and reduced violence within the state inter alia (Smoke, 2019). In the contemporary society in the global world, decentralization has become the fashion in the analysis of governance and economy.

Decentralization has also been pointed out by Dasgupta and Victoria (2017) as another area of governance that has been visible in both the developed as well as the developing societies of the world in the last two decades. The issue of decentralization has been recently revived particularly in developing countries which are in search of a solution towards enhancing the responsiveness of government in the provision of public services (Mookherjee, 2023). Decentralized government systems have been considered to present difficulties in the provision of public services (Wangari, 2022). The advocates of

decentralization of communal amenities including schooling, wellbeing and hygiene believe that the process enhances delivery of the services (Ekpo, 2023). It is increasingly regarded as a way to improve the provision of public services efficiency

Delegation of functions means that regional and local governments are assigned the role of carrying out the operational responsibilities of each function aiming at delivering services within their area of jurisdiction (Lubaale, 2017). They have the duty of overseeing the policies that are set by the national governments for the advancement of their people (Muriu, 2021). This is because, there are times when intergovernmental relations call for strategic changes, which implies a drastic fluctuation between the central and peripheral levels. Worse still, it has been even worse in the case of strategic change within most of the local governments which does not know that their work is to implement strategies; in other words, translating policies into action rather than developing them (O'Toole & Christensen, 2020). But after decentralization counties have tried to implement new policies and strategies in their operations but it has not always fructified. The laws on the IGR framework have been enacted by counties to improve on the delivery of services to the citizens. The most notable aspect is to the counties' tactical oversight. Therefore, the following research question led to the construction of this paper: In this regard, Nwapi and Andrews (2017) contend that in an effort to improve the nation's service quality, the leaders must strengthen the bond amongst both levels of government to bolster county-level provision of services. Lack of efficient and effective provision of services is viewed as a weakness that can be addressed through optimizing the intergovernmental relations system in Nigeria (Ile, 2020).

### **1.1.1 Governance Decentralization in Kenya**

Kenya's devolution of government has its origins in the nation's 1963 declaration of independence. The Lancaster Constitution, which was created during that time, laid the foundation for a decentralized system of government that comprised regions with their own legislatures, each of the two houses of representatives, and other entities. To counteract the widening regional inequities, a number of decentralization initiatives have been implemented over time (Khaunya, Wawire & Chepng'eno, 2015). The establishment of Regional Development Authorities and the introduction of the Special Rural Development Programme in 1972 and the District Focus for Rural Development in 1983 are noteworthy examples of initiatives.

In order to improve local decision-making and promote participatory democracy, the government implemented a number of decentralized programs by the mid-1990s, including the Women Enterprise Fund (WEF), Poverty Eradication Fund (PEF), Local Authorities Transfer Fund (LATF), and Constituency Development Fund (CDF) (ICPAK, 2014; Khaunya et al., 2015).

Kenya has adopted decentralization of governance in four main areas: devolution in general, local government reforms, the Constituency Development Fund (CDF), and rural development through a district-focused strategy (Wangari, 2014). In 2019, the country's new constitution was unveiled along with this decentralization program, indicating cooperation between the municipal and national governments (Wangari, 2016). The 2010 constitution gave county governments more authority over several functions, which drastically changed how services were provided. The creation of 47 county governments, as specified in the Kenyan Constitution, strengthened this change even further.

As allowed by legislative legislation, devolved entities have the power to levy taxes and even determine the rates at which different types of taxes, such entertainment taxes, are levied. According to the

2010 Kenyan Constitution, a county can only obtain a loan if it has the support of the county government assembly and the national government's guarantee. Chapter 11 of the constitution sets the stage for devolution, allowing the 47 counties—each having a separate government under the County Governments Act of 2012—to be created. Additionally, this Act has complex measures intended to maximize and improve the efficacy of devolution. County governments have the power to enact and revoke laws, manage minor revenue streams, formulate policies, create plans and budgets, and administer their governments in compliance with Kenya's 2010 Constitution.

Kenyan devolution is an all-encompassing type of decentralization that combines administrative, financial, and political components on a large scale (Kenya School of Government, 2015). Kenya had a "big bang" approach to decentralization, enacting all three components at once the new constitution was adopted, contrast to other nations where these aspects are introduced progressively (Bagaka & Kobia, 2015). The 2010 Kenyan Constitution emphasizes a number of fundamental devolutionary ideas, including fair distribution of both local and national resources, economic restructuring, and the pursuit of self-governance.

The constitution lays out the goals and tenets of devolution as well as the respective functions and responsibilities of the federal and local governments, as well as their relations. To accomplish these goals, the 2010 Kenyan Constitution established 47 counties in addition to the national government (Ngundo, 2016).

After the general elections scheduled for March 2013, 47 counties were recognized per mapping of 1992. A county assembly and a county executive oversee each county, according to the Constitution. Health care, waste management, transportation, physical infrastructure, lighting, parking, traffic control, water supply, and social well-being are among the functions that have been devolved. Since county governments

are better suited to understand the unique needs and issues of their communities, the 2010 Kenyan Constitution stipulates that county governments, not the national government, are responsible for overseeing these social services. In conclusion, Kenyans now hold county governments to a higher standard for providing high-quality services, as a result of devolution. Devolution encourages policy divergence because it gives devolved authorities the freedom to create policies unique to their regions, but it also promotes some policy convergence because of restrictions that keep policies from sharply opposing directions from the central government. Since county governments now have significant administrative, political, and financial authority, the public now expects these local authorities to provide better services.

There is a dearth of empirical study on decentralization governance despite its importance. The majority of local research only provide general understandings of the advantages and disadvantages of devolution (Adbumlingo & Mwirigi, 2015). Moreover, there is a glaring lack of thorough empirical research regarding the effects of decentralized dominance on service delivery in Kenyan county administrations.

### **1.1.2 Service Delivery**

The involvement of local governments and communities in the devolution process has been promoted as a means to improve service delivery in many developing countries. In other words, the pro-decentralization theorists have claimed that decentralization means bringing the decision makers closer to the people, with a view to ensure that local officials are made to answer for the unmet needs through the center (Hooda, 2016). Devolution also eradicates hierarchal systems in decision making and introduces the local participation through the local community and government hence enhancing service delivery. Service delivery plays a crucial role in the relationship between the government and its citizens (Abe & Monisola, 2014). Government performance is often assessed based on the amenities it provides to the public (Eigema, 2017). Therefore, evaluating government effectiveness in terms of good governance is best achieved by

comparing the quality-of-service delivery to the population. According to Abe and Monisola (2018), there is a widespread belief that the government should enhance its service delivery. Indicators of effective service provision include low inflation rates, improved education, affordable healthcare, access to clean water, well-maintained roads, and efficient transportation networks in rural areas for agricultural produce and raw materials. This has led to the decentralization of many governments of the world in order to improve on provision of services. The researchers in the various countries have expressed their opinions that service delivery as a measure of health status of any society and social contract between the government and the people. Another component of quality life and one of the fundamental elements of poverty reduction strategy is public service delivery (Nayak & Samanta, 2014).

### **1.1.3 Definition of E-Government**

There is a growing chorus of dissatisfaction in the modern world regarding the public sector's poor performance, and there are calls for more efficacy, efficiency, and response in government operations (Siddiquee, 2018). Aiming to better connect and serve their residents, numerous governments have implemented reforms in response to these worries, supported by the digital revolution of information and services (Norris, 2010). E-government is increasingly seen as a key factor bringing about change and raising the caliber of governmental services, according to Bhuiyan (2011). This comprises the application of ICTs in running the affairs of the government and in providing government information and services at any given time. E-government or electronic government can therefore be defined as the use of IT in any way to enhance the government-business or government-citizen interactions which may involve other sectors of the government, businesses and the people (Rodríguez-Domínguez et al., 2011).

It has been acknowledged that e-government efforts are efficient and successful ways to provide public services (Hu et al., 2013). Because e-government has the potential to revolutionize the way public

sector services are delivered, it is regarded as a significant advancement in many countries across the world. The capacity for service supply, transparency, and efficiency are strengthened by e-government, according to Chatfield and Alhujran (2009). The evolution of e-government occurs in four stages. Within, particular examples of social computing applications include online purchasing, e-democracy, interaction, and information exchange (Chatfield & Alhujran, 2007; Chatfield&Alhujran,2009). On the side of the advocates of e-government, they assert that the development can be accomplished with the use of technology. Kaisara and Pather (2011) confirmed that one of the ways through which a republic may enhance its competitiveness in intercontinental corporate is through e-government.

It is about the offering of governmental services online as it is a tactic that is practiced by governments of different countries in the world because the process enhances the relations between the government and the citizens since the process is made easier, less time-consuming and complex (Osei-Kojo, 2016). When it comes to the state of e-government research today, the majority of studies have mostly concentrated on the processes of development in industrialized nations (Kim, 2009; Krishnan & Teo, 2012; Pan & Jang, 2008). On the other hand, studies on e-government in Africa have mostly focused on the factors that affect the use of ICT in governance, the effects of switching from traditional to electronic government systems, and the main obstacles to e-government implementation (Osei-Kojo, 2016). Understanding e-government's functioning in low-income nations and how it affects the provision of services is still severely lacking. E-government is critical for efficient service delivery, as prior research has shown (Alaaraj & Ibrahim, 2014), but little theoretical and empirical work has examined its implications from the viewpoints of public management and administration (Bhuiyan, 2011). Furthermore, there aren't many thorough studies in the literature about how e-government affects decentralized governance in the context of service delivery.

In 2004, the Kenyan government implemented an e-government policy at the county level with the goal of enhancing service delivery. Under the Department of Statistics and Communications, the state ICT rule was developed by 2006 (Syamsuddin, 2011; Wamoto, 2015). Since then, the administration has unveiled several e-government projects aimed at improving efficiency, transparency, and democratic engagement.

Restructuring the government to become more efficient, results-oriented, and citizen-focused is the main objective of e-government (Wamoto, 2015). Given this, the study's goal was to investigate how Kenya's county governments' use of decentralized governance affects the provision of services.

## **1.2 Problem Statement**

Devolution in Kenya, institutionalized by the 2010 Constitution, aimed to enhance service delivery through the creation of 47 county governments. However, the effectiveness of this system remains questionable, as issues such as corruption, poor resource allocation, and intergovernmental conflicts persist. While global studies affirm the potential of decentralised governance to improve public services, most focus on Asia and Latin America and often consider only fiscal aspects, neglecting political and administrative dimensions. In Kenya, limited empirical research adopts a multidimensional view of decentralization, and many studies focus solely on physical access to services, overlooking service quality and citizen satisfaction. Notably, over 53% of Kenyans express dissatisfaction with devolved services. Bomet County, which reflects many of the broader national challenges, offers a critical case for evaluating how fiscal, political, and administrative decentralization interact to influence the quality and perception of local service delivery. This study addresses these gaps by adopting a comprehensive analytical framework.

### **1.3 Research Objectives.**

Following the significant changes introduced by Kenya's 2010 Constitution, this study seeks to evaluate the impact of administrative decentralization on the provision of public services in Kenyan counties, with a focus on Bomet County. Decentralization, in this context, refers to the process of transferring authority and responsibility from the central government to sub-national units to enhance service efficiency, improve resource control, foster accountability, and increase public participation. This research aims to support policymakers in understanding the implications of decentralization on service delivery in key sectors such as health, education, and infrastructure, thereby contributing to better governance and progress towards Sustainable Development Goals (SDGs). The study will be guided by the following research objectives:

- i. What is the impact of fiscal decentralization on service delivery in Bomet County?
- ii. How do political and administrative decentralization influence governance and service provision in Bomet County?
- iii. What role does citizen participation and social accountability play in enhancing the effectiveness of decentralized governance in Bomet County?
- iv. How does e-government act as a moderating factor in the decentralization process in Bomet County?

### **1.5 Research Hypothesis**

The following will be the study hypothesis based on the objectives identified above.

H<sub>0</sub>1: Fiscal decentralization has a significant effect on service delivery in Bomet County.

H<sub>0</sub>2: Political decentralization has a significant effect on governance and service provision in Bomet County.

H<sub>0</sub>3: Citizen participation and social accountability have a significant effect on the effectiveness of decentralized governance in Bomet County.

H<sub>0</sub>4: E-government significantly moderates the relationship between decentralization and service delivery in Bomet County.

### **1.6. Importance of the Study**

The following are benefits of the study: The central and county governments stand to benefit a lot from the study results.

#### **1.6.1 Government of Kenya**

The best approach that may be used for the purpose of comparing the effectiveness of the administration is through its service provision to the public. The results of this study may be used by the people who created the procedure to amend, repeal, or strengthen the current laws and regulations pertaining to the devolution process because the study will majorly support the creation of national administration policies regarding devolution and service delivery. Furthermore, the results could lead to the national government developing the appropriate policies to provide sufficient devolution for service delivery to the public and turn Kenya into Vision 2030.

In addition, the national government may also use the findings of this study to develop policies that may help in improving on the devolution process as well as the delivery of services to the citizens. Additionally, it offers details on procedures that must to be followed when trying to alter how services are

delivered locally and at federal levels. Consequently, our research will be able to develop the following policies, which, if put into effect by the federal government, might improve public service delivery.

### **1.6.2 County Governments**

This study examines the effects of governance decentralization on service delivery, and its conclusions could be very helpful to county governments operating under the new constitutional framework. The study's findings regarding whether the devolution of budgetary, political, and administrative powers has actually improved service delivery—as intended by the constitution—could be a useful tool for county assemblies and governors, as these governments are expected to play a significant role in improving services for their communities. Members of county assemblies may be motivated by the results to make changes to the current legislative structure, which would increase the efficiency of service delivery in their areas. In order to improve service delivery within county governments, this research has produced policy recommendations that executives and assemblies of counties can implement.

### **1.6.3 The Society**

The study is important to society because it aims to understand how devolution affects the provision of services. Although the study's main focus is on how decentralization affects county governments in Kenya in terms of governance and service delivery, these insights can also contribute to a larger national dialogue regarding devolution. Furthermore, by illuminating how devolution affects service delivery, the study's conclusions stand to benefit all facets of Kenyan society, including those in the private sector. The results may also be relevant to other developing African countries, especially those in the East African Community, which have close political, economic, and cultural ties to Kenya.

## **1.7 The study limitations**

This research will be driven at the Bomet county in the month of July and August 2024. Another weakness of this study would be in the method of gathering information from the employees because of the nature of information that would be sought from them. Some of the information might be sensitive or could be detrimental to the employee, and hence the employee may be reluctant to supply the information. Another limitation could be attributed to issues concerning the type of information which would have been usually offered. They would also be concerned with the risk of these people gaining access to their information and using it in some way that the user did not want or was not prepared for.

## **1.8 Study Area and Population Delimitation**

The study will only be conducted in Bomet County only

## **1.9. The study will be based on the following assumptions:**

These assumptions are as follows. According to this research, the concept of service delivery is assumed to be manageable and assessable in terms of the traditional performance benchmarks. It assumes that the overall performance of the institution across the different industries and context can be deduced from the selected service delivery streams.

1.Operationization of Key Concepts: A Concept Map that identifies the operational definitions of the important concepts of the study.

Administrative Decentralization: It refers to decentralisation of power to subordinates or other authorities at the other level of central government

Citizen Participation: Means the situation where the people of a given country are directly involved in making of laws or legal provisions.

Decentralization: Focuses on processes especially those related to planning and decision making which are decentralised from central control.

E-Government: Means a plan which defines the goals and activities in the process of modernization of Government

Financial Decentralization: This means that fiscal policy belongs to the various tiers of government as the implementers.

Governance: It also means how people or state is governed.

Service Delivery: Issues on the delivery of services to the masses

Social Accountability: Is an action taken by the people with the intention of ensuring that authorities and service providers are answerable for the manner they utilize public resources and the goods and services that they provide.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This section shall present studies that have been conducted to extend the understanding of the effect of decentralisation on rendering of services on devolved units of government. The following topics will be covered in the paper: literature review, research question, and justification, and theories associated with the study.

#### **2.2 Empirical Literature Review**

Empirical studies on decentralization reveal a mixed picture, with both benefits and drawbacks depending largely on the local context in which decentralization is implemented. For instance, Bardhan and Mookherjee (2022) observed improvements in health facility efficiency in India following decentralization. The reform allowed for more targeted interventions and quicker responses to local needs, contributing to better performance in the health sector. In contrast, Faguet (2019) reported inefficiencies in Bolivia, attributed to limited local capacity and challenges in coordination. Similarly, Smoke (2015), along with Francis and James (2023), found that higher overhead and administrative costs in Kenya significantly undermined the effectiveness of decentralized service delivery, especially in poorly resourced local governments.

Decentralization also has the potential to promote or hinder equity in service delivery. In Uganda, it was found to enhance equity by allowing services to be delivered based on local needs, addressing historical imbalances and disparities among regions. However, Boex et al. (2017) observed the opposite effect in Indonesia, where decentralization led to growing inequalities among districts, partly due to disparities in resource allocation and administrative capabilities.

The impact on accountability and transparency is similarly varied. In South Africa, Devarajan et al. (2017) reported that decentralization improved accountability and transparency, especially in areas with strong subnational government institutions and a robust legal framework. However, in Ghana, where institutional systems were weak or underdeveloped, decentralization contributed to corruption, patronage, and what Crook and Sverrisson (2021) described as the dominance of the “almighty dollar” in governance processes. Citizen satisfaction presents another complex outcome. Ahmad et al. (2015) highlighted that in Indonesia, satisfaction increased because services became more responsive and relevant to local communities. Conversely, Connerley and Eaton (2017) noted that in Uganda, decentralization contributed to inefficiency and inequity, ultimately lowering public satisfaction with local governance and service provision.

These contrasting findings underscore the need for further research to determine the specific conditions under which decentralization succeeds. Future studies should explore how policymakers can effectively leverage local capacities, align legal frameworks, and implement robust regulatory systems to enhance the positive impacts of decentralization while mitigating its risks.

### **2.3 Theoretical framework**

The principal-agent theory, which is frequently used hypothetical frameworks have been employed to explain and document the communal domination transformations. The principle was developed by Jensen and Meckling as early as in 1976. It shows that there is an entity that has goals and that there are juniors who are expected to carry out operations with an aim of achieving the set goals. This paper employs the principal-agent theory whereby agency relationship is determined by power dynamics and information accessibility to the principals and agents; this is the theoretical framework that is applied in explaining the influence of delegation on rendering of services in Kenya’s regional administrations. The theory discusses how principals, in this case the central government, and the agents, in this case counties, can reach the

targets of the central authority while dealing with the challenges and risks that come with decentralised authorities.

In the Kenyan context, national government transfers power and resources to the county governments being the agents with the expectation that they would work to the anticipated optimum in the realization of the intended objectives of devolution which include provision of key public services such as health, education and physical infrastructure. From the principal-agent perspective, this delegation is supposed to take advantage of the understanding of county governments of their clients and proximity to provide services that are more desirable and appropriate. But this delegation also causes principal-agent issues in which county government may have different objectives or is not sufficiently overseen by the central government to enforce compliance with national norms.

To minimize the above risks, it is imperative that the central government should have sound control measures and accountability measures in place. This involves the application of measures including performance benchmarks, examination and assessment, and feedback mechanisms to check that the county governments are discharging their obligation of service delivery. This also implies that the goals of the central government can also be supported or discouraged in order to achieve the set goals and or objectives. For example, where the counties have provided or even exceeded the service delivery benchmarks, they may be given more resources or other incentives while the poor performers may be sanctioned or receive much attention.

In this research, principal-agent theory means the examination of the accountability and monitoring systems in the Kenyan structure of devolved government. This also involves the evaluation of these mechanisms in terms of their efficiency in monitoring the compliance of the county governments with the national policies and delivery of sound public services. The study will also seek to establish the impact of

information asymmetry between the central and local government in their decisions and provision of service.

### **2.3.1 Principal-Agent Theory**

The principal-Agent theory is a theoretical model which has been frequently applied in the description and analysis of municipal management reform. Jensen and Meckling created the concept as early as 1976. It gives a principal (researcher) a set of goals and self-actors (respondents) who are expected to carry out actions to meet the goals. The agency connection, which in turn depends on elements like power and information asymmetry between the heads and agents, is the foundation of the principal-agent theory. The subject of how principals could connect representatives' self-interest with the objectives and desires they would like to see in the agents dominated this discussion (Masanyiwa & Termeer, 2015).

According to the theory, principals—in this case, the county government—must complete two fundamental duties in order to select and manage their representatives or employees: first, they must select the appropriate agents and the kinds of incentives that will motivate the agents to perform as necessary. In order to guarantee that their representatives behave as intended, they must, secondly, regulate their behavior (Ayee, 2015).

The following issue emerges: when the goals are divergent or when the cost of acquiring more precise information about the agent's actions is high. According to Simiyu et al. (2014), information asymmetry in this situation leads to two problems: a moral hazard problem and a detrimental choice problem. Because it involves three different but related principal-agent relationships—the politician-client interaction, the politician-frontline provider interface, and multi-agency interfaces in the delivery value

chain—the matter of responsibility is best illustrated in the need side of rendering of communal services (Kamara, et al., 2018).

### **2.3.2 A Sequential theory of decentralization**

Falleti (2004) created the decentralization Sequential Theory. The notion defines devolution as a series of national adjustments. Devolution, then, does not imply giving authority to other people or social groupings. As per Akorsu (2015), who embraced Falleti (2015), it is imperative to demonstrate that authoritarian nations are capable of implementing decentralization changes; hence, democratization and decentralization are not synonymous terms. Falleti (2014) and Falleti (2015), however, contend that the ordered concept of devolution makes a distinction between geographical devolution in the domains of politics, administration, and finance.

Awortwi (2017) argues that, first, Dichotomy of devolution procedures and characteristics of institutional design of decentralization policies differ in the fact that decentralization may occur in the early or middle stages of reforms. Falleti (2014) finds that first-stage political and fiscal decentralization policies enhance the authority of local government actors while authority is diminished by first-stage administrative decentralization reforms. Second, a set of favorites of state and sub-state performers concerning certain kinds of devolution. The most preferred type of decentralisation is the fiscal decentralisation (F) followed by the administrative decentralisation (A) and then the political decentralisation (P). To sum up, the type of decentralisation, state context of decentralisation and timing of each decentralisation is important (Awortwi, 2017).

### **2.3.3 Principal-Agent Theory**

Developed by Jensen and Meckling (1976), focuses on the relationship between principals—those who delegate authority—and agents—those who carry out delegated responsibilities. Within the context of Bomet

County, the county government acts as the principal, while public officers, departments, and local service providers are the agents tasked with delivering services to citizens. However, this delegation creates inherent challenges, particularly in situations characterized by information asymmetry, where the principal lacks complete knowledge of the agent's actions. This often leads to accountability gaps, manifesting as moral hazard (where agents act in self-interest without fear of consequence) and adverse selection (where inappropriate or underqualified individuals are selected for key roles). In Bomet County, such dynamics may explain instances where service providers act contrary to the public interest, owing to inadequate oversight, unclear incentives, or weak monitoring systems. Additionally, the theory is relevant in explaining how elected leaders, themselves agents of the electorate, may fail to hold frontline providers accountable, especially in the presence of political patronage or limited citizen engagement mechanisms. It illuminates the internal dynamics and accountability relationships within the county government

#### **2.3.4 Sequential Theory of Decentralization**

As proposed by Falleti (2016), the theory emphasizes the importance of the order, timing, and type of decentralization reforms. This theory distinguishes between three main types of decentralization—political, administrative, and fiscal—and argues that the sequence in which they are implemented significantly influences their effectiveness. In Bomet County, the nature and timing of devolution reforms have had a profound impact on governance structures and service delivery outcomes. For instance, if administrative responsibilities were devolved before adequate fiscal or political decentralization, local actors might have the responsibility for service delivery without the corresponding authority or resources. Conversely, fiscal decentralization without proper administrative capacity may result in inefficient allocation of funds. The theory also stresses that decentralization is shaped by broader political contexts and institutional preferences. In the Kenyan case, particularly following the 2010 Constitution, counties like Bomet have experienced rapid devolution, but the sequencing and integration of reforms have been

uneven, contributing to fragmented service delivery systems. It provides insight into the broader institutional and structural evolution of decentralization in Kenya.

### **2.3.5 New Public Management Theory.**

In an attempt to understand the reform theory that guides the public management, it is helpful to comprehend the New Public Management Theory, along with its key tenets and general framework.

New public management theory was developed in the 1980s and 1990s. Hood (1991) advanced this theory in an argument that the state can only be reconfigured in the less costly and effective manner if the public sector will be made more responsive to the private sector. Mongkol (2017), citing Balk (1996) and Hughes (2003), pointed out that new public management reforms were intended to enhance the quality of public service delivery, reduce public expenditure, enhance the efficiency of governmental operations, and optimize the processes of policy implementation. It was one of the reasons for the new public management, that big and monopolistic public bureaucracies can be highly ineffective. The modern bureaucracy can be described as a set of ideas, assumptions, and practices that are intended to mimic privatization in the public sector (Bourgon, 2020).

### **2.3.6 Financial decentralization and service delivery**

For example, from empirical analysis, Adam et al. (2022) evaluated the impact of fiscal decentralization on the efficiency of public sector in Europe and America. Additionally, the study also provided the evidence that regardless of the kind of efficiency of the public sector engaged in delivering either educational or health services, the efficiency of government in the said services has an inverted 'U' form relationship with financial devolution. Conversely, Elhiraika (2017) used information gathered from nine South African regions to investigate how devolution of finances affects the provision of essential amenities, namely the generation of income.

Similarly, the analysis also showed that the own-source revenue variable was statistically significantly and negatively related to the demand of health as compared to other public service. The researchers concluded that if local governments in South Africa are to be encouraged to enhance the provision of services by raising accountability to the people, then there has to be a greater decentralization of fiscal institutions, particularly the autonomy of revenues. Diaz-Serrano and Rodríguez-Pose (2012) observed in their cross-sectional research that devolution had a small but significant impact on a nation's contentment with its freedom, administration, and financial condition. More specifically, they contend that contentment with political organizations positively correlates with decentralization of finances, which is defined as the ability of municipalities to make expenditures.

But at the same time, they also mentioned that, if decentralization is measured with revenue, then it has a negative sign. In supporting the above, Balunywa et al (2014) found out that financial devolution assist in reducing sleaze, enhance the general performance of revenues collection, assist in planning for collection of revenues, assist in reducing on tax evasion, and enable the local that fiscal decentralization does not determine the elements including schools, technology, and early childhood education that affect high school , although decentralization has a good effect on raising the mean exam Oriak investigator made the assumption that the following factors contributed to the municipalities' poor service delivery: extortion, a lack of oversight over public spending, uneven revenue sources and expenditure assignments, a vertically imbalanced formula that preferred the national government, and so on.

Uchimura and Jütting (2015) used cross-sectional panel data from 31 Chinese provinces, as well as cross-sectional data at the county level, to examine the effect of financial devolution on wellbeing status in China. They found that, provided the following criteria are satisfied, the IMRs are lower in the counties

of the fiscally decentralized provinces than in the counties where the provincial government spends the most. This study was able to determine that fiscal decentralization did, in fact, result in a rise in local public goods and listed some of the prerequisites that must be satisfied for this to occur. Olatona and Olomola (2015) then used data from 1999 to 2012 to investigate the impact of financial decentralization on wellbeing and education.

The study also revealed that there is a positive relationship between fiscal decentralization and delivery of education services while the delivery of health care services is inversely related to high degree of fiscal decentralization.

Similar to this, Ibok (2014) found in the research on municipalities and rendering services that the LG has insufficient internal revenue mobilization as a result of inadequate funding, which makes the delivery of communal properties at the resident level inadequate as a result of insufficient budgetary allocation. Simiyu et al. (2014) conducted an empirical investigation in Kimilili, Kenya, utilizing a graphic examination approach to determine the influence of decentralized financing for social and economic protection programs. The study involved 98 respondents. Investigators advised lawmakers to improve the management of decentralized money, noting CDF has social and economic repercussions on every aspect of the local population.

### **2.3.7 Politics decentralization and service delivery**

Sujarwoto (2022) carried out a cross-sectional survey in Indonesia using self-administered questionnaires to investigate the connection between LPS delivery and political decentralization, involving 8,320 households across 120 LGs. Based on the research findings, the research concludes that the social group within the community, the local electoral institution, informed citizens and accountability, and

citizen involvement in politics through community-based initiatives are all important for improving the effectiveness of local public service.

In their empirical analysis that employs "Cross-sectional and longitudinal data on emerging and transitional nations", Enikolopov and Zhuravskaya established that political centralization, which entails strong national parties combined with a fiscally decentralised system has a positive effect on government quality as measured by government efficiency, regulatory quality, control of corruption, and rule of law besides availability of public goods especially health and education.

However, in the context of Spain, Kyriacou and Roca-Sagale (2019) determined that political decentralisation negatively affects the correlation between fiscal decentralisation and the superiority of administration with an illustration of 101 countries. Therefore, the authors stated that political decentralisation, subnational elections, bicameralism, federalism and autonomy are inversely correlated with quality of government where fiscal decentralisation is present. They said these observations could be explained by the fact that the Senate is regionally elected and has the power of vote over the financial legislation of the lower chamber, which might be excluding the enhancement of the efficiency of the government.

In particular to South Africa, Bogopane (2014) employed political decentralisation and service delivery concerning the North West provincial government which includes twelve provincial departments and the legislature. This study also established the fact that there is no highly developed public bureaucracy that implements government policies and decisions without any delay and hesitation and, at the same time, acts as a check to the politicians so that they should not misuse political power. This study also found it useful in that it pointed out that political vices were not prevalent and hence novices in errors of judgement that led to poor governance and service delivery. Furthermore, Lambright (2014) pointed out that political

partisanship influences service delivery in several ways in terms of funding, tax measures, and active meddling in the strategies and actions of the municipal in Kampala.

For instance, Nir and Kafle (2023) have made a comparison between the effects of political stability on education quality between 26 politically stable and 21 politically unstable countries over a decade (1998-2008). The study established that the level of political stability was set to play a decisive role when used as a single variable or when it was used in association with the GDP per capita on the survival rate in education. Diaz-Serrano and Rodriguez-Pose (2014) conducted research in the European region whereby the authors used data from European survey of 160,000 people in 31 European countries and realized that political decentralization varies in the extent to which it influences the satisfaction of citizens regarding delivery of education and health. The level of political decentralization is thus defined in terms of the extent to which the local or regional government can independently affect the citizens (self-governance) or participate in policy making in the central level (co-governance). In a similar vein, in another study, Kumar & Prakash (2016) have also analyzed the effect of political decentralization and gender quota in local governance on some other aspect of health and health related behaviour in the Indian context. Regarding the political decentralization, the established results of the study show that it is positively correlated with the increased likelihood of institutional deliveries, safe births as well as births in the health facility.

### **2.3.8 Administrative decentralization and service delivery**

Kosec and Mogues (2015) looked at the effect of directorial devolution on rendering of services in agriculture and rural areas. The research effort included 1, 899 respondents and 1, 117 families, using samples from eight districts spread throughout seven regions of Ethiopia. The research confirmed that the use of better supplies like fertilizers and higher-quality seeds has increased along with the uptake of

agricultural extension services due to the decentralization of administration. Saavedra (2020) conducted a study in the United States to investigate the impact of managerial devolution on the availability of two critical services, which are healthcare facilities and potable water, which is a basic human need.

It could also be argued that the study offered positive and significant evidence on the decentralization of the administrative structure on health and access to health care services as well as the provision of water. Likewise, a cross-sectional survey of Brazilian municipalities conducted by Mobarak, Rajkumar, and Cropper (2006) also pointed out that bureaucratic decentralization was effective only if there was good governance.

Stanton conducted a study in south Africa to determine the extent to which the challenges of delivering basic services today are felt in municipalities due to decentralized scheme of domination. Hence, the research provided evidence that commissions possess legislative power in relation to the formulation of bylaws concerning discharge of legal delegated functions and duties. However, municipalities possessed limited decision-making authority and can operate only singly if they want to subcontract processes and activities with the approval of the province. In a similar manner, Bogopane (2014) sought to analyse the effects of perceived blurring of the politics-administration divide on good governance and service delivery. Therefore, this study postulated that the increased functionality and performance of politics-administration dichotomy relations is as a result of visionary political and administrative leadership, apolitical strong public bureaucracy, and integrated political and administrative systems.

In Ghana, Alornyeku (2011) has explored the administrative structure and service delivery through a case study of Kumasi metropolis. The study also showed that even though there is division of labour in the department, it lacks technical equipment to perform its functions in the manner expected by a citizen. In addition, low productivity of assembly also affected the performance of the central government due to

over bureaucratization. Boris (2015) did a qualitative investigation carried out in Nigeria to identify some of the obstacles that prevented municipalities from providing successful and productive communal support at the level of the community. Therefore, the study found from the secondary data that the local government had difficulties in providing services because of a number of issues, including a lack of funding, corruption, and excessive political meddling.

### **2.3.9 Citizen's Participation and Service Delivery**

Likewise, in their study, Abe and Monisola (2014) to establish the correlation between the participation of the citizens and the delivery of services, a sample of 100 respondents was adopted. The findings of this study showed that lack of political activities prevent efficient rendering of service. It also leads to lack of accountability and transparency that is essential to ensure proper utilization of available resources for the welfare of the people in the society. As the municipal officials rightly pointed by Bovaird and Downe (2008) found out through survey, the involvement of the citizens in the delivery of public services results to enhanced services that address the needs of the citizens, better choices, proper and efficient use of the taxpayers' money on the services.

Other local research studies include but not limited to Akinboade et al (2017) who examined the role of citizens in protests related to communal provision of services within the Sedibeng District Municipality in South Africa. It was also found that those taking part in the service delivery protest think that it's the only route the city can go forward. This indicated that, in the instance of the Sedibeng district municipality in South Africa, the citizen's involvement in the provision of services was minimal. Another study carried out in India by Nayak and Samanta (2014) sought to ascertain the connection between public service delivery and the citizen's involvement build, which is the degree of meeting attendance, vocalization, complaining, and input provision.

The primary poll of 250 households in the East Midnapore area of West Bengal, India, was used to help perform the study. Investigators also observed that contributing and speaking up had a favourable impact on the provision of services. The probability ratio for joining conferences, nevertheless, is equally large yet low, suggesting that a family needs more than just attending meetings to have the deciding factor in its benefit when it comes to a particular topic.

Beuermann and Amelina (2014) studied the effect of the participatory budgeting methodology within Russia and improved the public service satisfaction rates. The anticipated benefits of decentralizing public services are anticipated to depend on the degree of citizen participation in the decision-making process.

Olken (2020) verified this by conducting a study in 49 randomly chosen Indonesian villages and drawing conclusions on the rise in legitimacy and satisfaction that come with direct involvement in political decision-making. Goncalves (2014) did research in Brazil for the publication "The effect of the implementation of the resident involvement in budget planning in Brazilian municipalities from 1990 to 2004 on the structure of local government spending and the quality of life of residents."

From the research, it was discovered that the municipalities that adopted the PB preferred the distribution of the public spending in a manner that is chosen by the community. Moreover, they also identified that IMR was inversely related to the proportion of expenditure made on investments in sanitation and health services. By doing so, the researchers were able to demonstrate that the direct involvement of the service users in the formulation of the budgetary policy has a direct bearing on the local resource expenditure and the implications on the living standards.

In a cross-sectional study of four types of citizen involvement in 20 nations using a sample of 100 cases, the authors Gaventa and Barrett (2017) discovered more than 30 samples of public participation had an influence on the way services were provided. These are the kinds of amenities, like health and education,

that can be provided online. In Brazil, the councils for participatory government have played a substantial part in improving the standards and accessibility of medical care. In other instances, guardians of girls enrolled in Bangladeshi colleges established associations to make sure that instructors are present and to monitor instances of teacher absence (Gaveta & Barlett, 2016).

The effects of public participation in decentralized service delivery in Kenya, specifically in Kipipiri constituency, Nyandarua county, were evaluated by Macharia et al. (2014). The findings from the descriptive research, which involved a sample of 192 participants, indicated that allocative efficiency positively influenced decentralized service delivery in the context of this study. Furthermore, the researchers also found out that citizens' involvement in the process of implementing projects also enhances accountability. Therefore, they found it with evidence that, citizens' participation in the affairs of counties exhibit positive effects in decentralised service provision in Kipipiri constituency.

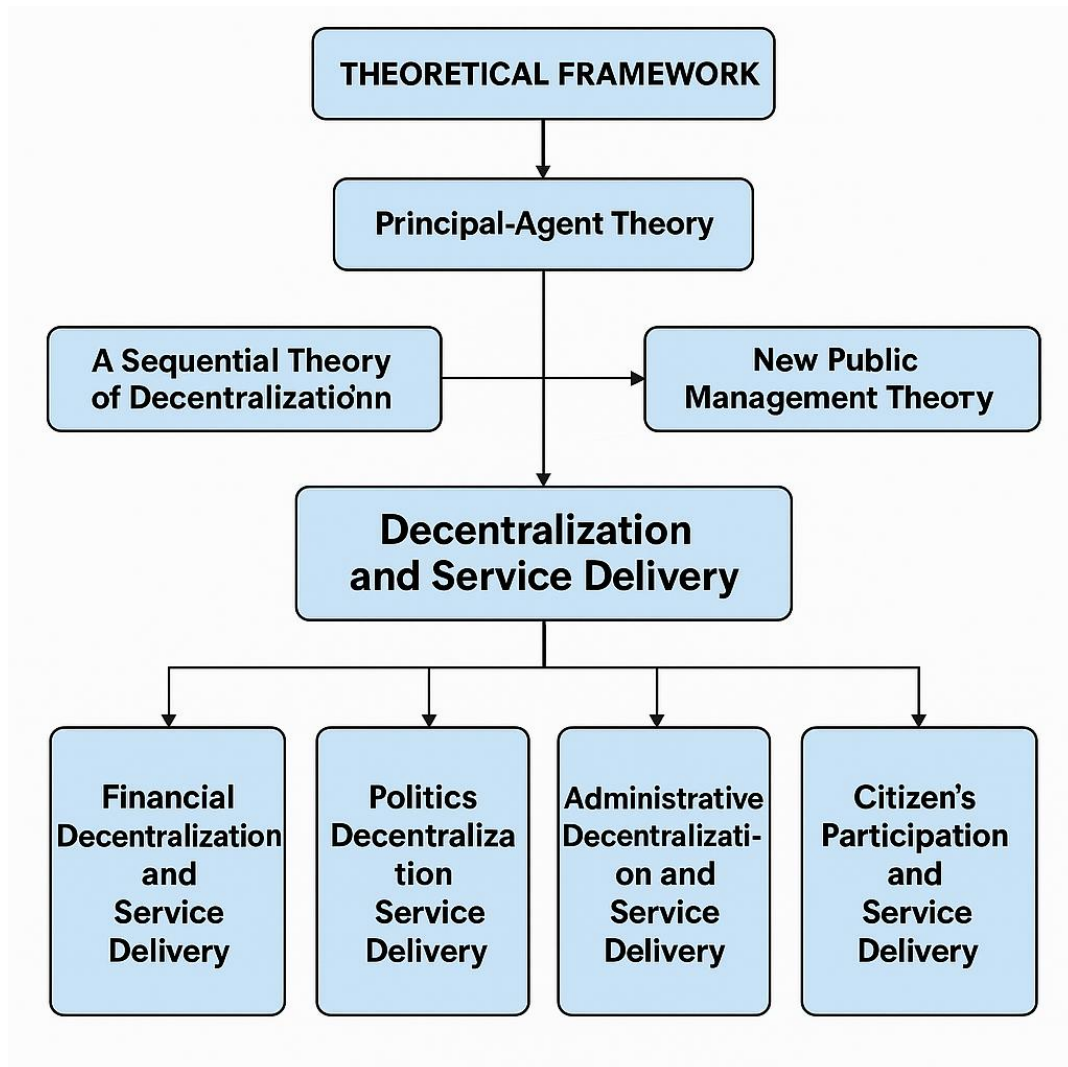


Figure 1: Theoretical Framework

## 2.4 Conceptual Framework

Conceptual framework is a diagrammatic representation of the variables where the findings of the study explain how an autonomous inconstant influence the reliant on inconstant (Mugenda & Mugenda, 2019). The assumed links between the DV (service delivery) and the IV (devolution factors) through a digital government are shown in the following mod

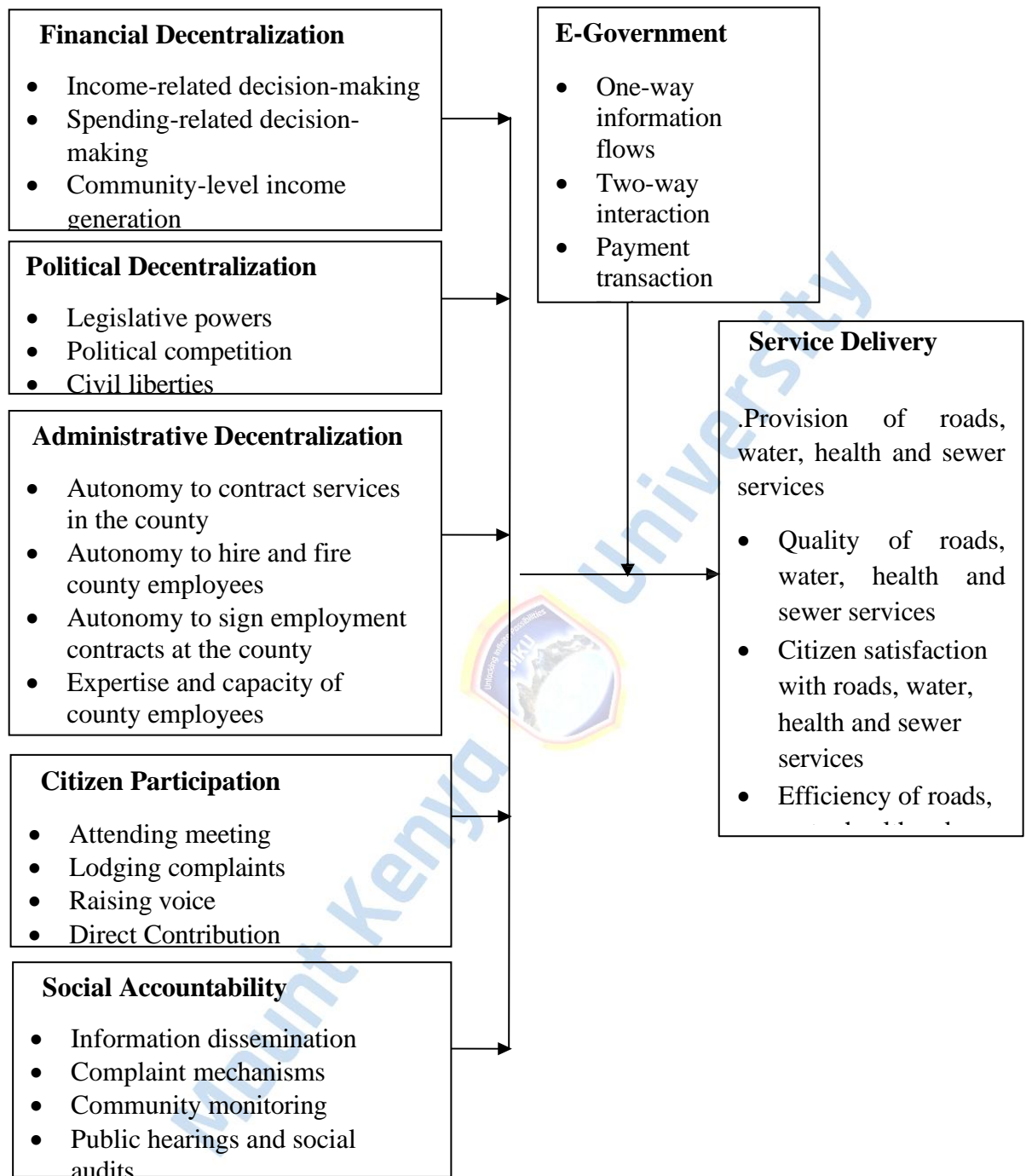


Figure 2: Conceptual framework

Independent Variable

Controlling Variable

Reliant on Variable

**Figure 1: The Development of the Conceptual Framework**

Source: researcher (2024)

## **2.5 Empirical Literature Review**

The previous literature on decentralisation of governance and the impact on service delivery will be also explored and possibly supplemented by empirical analysis to identify the existing research gaps. The purpose of this section is to suggest which issues should be further investigated in the future to shed light on impact of decentralisation of devolution on service provision because some of these issues have not been examined extensively in the literature.



## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter provides an understanding of the research method that is to be used in the course of carrying out the research study. These are the research approach, research design, target population, as well as the sample size. It also describes how data was gathered and sampling techniques used and also how data was analyzed and the procedure.

#### **3.2 Research Design**

According to Cooper and Schindler (2016), study design is the structural foundation that directs investigators in addressing their research questions through the collection, measurement, and analysis of data. It is envisioned as a strategic plan defining the procedures for data collecting and analysis, with the purpose of achieving the research goals with the highest relevance and efficiency, according to Kothari and Garg (2014).

The study will hence employ descriptive survey research design in an effort to assist in identifying, describing and analyzing the governance decentralization and delivery of amenities in the Bomet County, Kenya. This study will therefore use descriptive survey research as its quantitative research method since the main reason for survey research is to describe the nature of either the population or the phenomenon being investigated on. It will involve the administration of questionnaires, interviews or observation with a view to collecting data on the attitude, behavior, perception, and demographic details of a set of people. The main goal of the overview is to give the reader a general understanding of what the topic is at a given point in time only.

Descriptive survey research is particularly suitable for this study because it enables the researcher to gather quantifiable data that reflects the current situation, which can then be used to analyze and interpret the

prevailing conditions in Bomet County regarding decentralized governance and the delivery of public services. This method also provides a structured approach to collecting primary data, which is crucial for comparing variables, identifying relationships, and drawing informed conclusions. The selection of this design ensures that the findings are not only relevant and accurate but also replicable, thereby enhancing the reliability and credibility of the research outcomes.

### **3.3 Study Area**

This research will be conducted in Bomet County, situated in the Rift Valley region of Kenya. Bomet County is characterized by its diverse agricultural activities, including tea, coffee, maize, and dairy farming, which form the backbone of its economy. The county is subdivided into five administrative sub-counties: Bomet Central, Bomet East, Chepalungu, Sotik, and Konoin, with Bomet Town serving as the administrative center and commercial hub.

Bomet County's selection as the study location is strategic due to its rural setting and significant reliance on agriculture, offering a unique perspective on how governance decentralization influences service delivery. By examining sectors such as healthcare, education, and infrastructure within Bomet County, this research aims to uncover the local dynamics of decentralization and provide insights into improving public service effectiveness and efficiency in similar contexts across Kenya.

### **3.4 Target Population**

Target population refers to the whole population to which the researcher wants to generalize the findings of the study (Kothari & Garg, 2014; Mugenda & Mugenda, 1999; Mugenda & Mugenda, 2003). Thus, population refers to the sum total of all the persons who meet a given condition or attribute. As

highlighted by Kothari (2004), population refers to all objects under investigation in a field of enquiry. The target population for the current study will be the County Government officials of Bomet County.

### 3.4.1 Sample Size

According to Holloway and Wheeler (2022), there are no hard and fast rules for figuring out sample size in qualitative research, and the size of the sample has no bearing on the importance or value of the sample itself. As a study develops, qualitative researchers frequently modify the sample size, which may even result in modifications to the study's design. A sample size of 30 to 500 is typically seen to be ideal for data analysis. It will comprise of the 7 CECs together with the Secretary; the Speaker of the county assembly; 36 members of county assembly; 5 sub-county administrators; 25 ward administrators and 139 of administration staff.

Table 1: Sample size

Serial No	Category	Target Population
•	County Executives	07
•	Speaker	01
•	MCA's	36
•	County secretary	01
•	Sub-County Administrators	05
•	Ward Administrators	25
•	General Staff	139

Source: Researcher (2024)

### **3.5 Sampling procedure**

This research will employ convenience sampling, a type of non-probability sampling in which participants are selected based on their availability and willingness to participate (Kothari, 2018). This method allows for the rapid and cost-effective collection of data, which is particularly valuable when time, budget, and access are constrained.

In this study, convenience sampling involves collecting data from individuals who are readily accessible—such as those present during the data collection period or those working within the organization where the research is being conducted. For example, surveys may be distributed to staff members who are on duty at the time of data collection. This method is practical for gaining initial insights and is often used in exploratory research.

However, it is important to recognize the limitations of this approach. Convenience sampling can introduce selection bias, as it does not provide every member of the population an equal chance of being selected. This may result in overrepresentation of certain groups (e.g., more cooperative or available individuals) and limits the generalizability of the findings to the broader population.

To address this concern, efforts will be made to ensure diversity within the accessible sample, such as including participants from different departments or shifts. Additionally, if time and resources allow, a stratified random sampling approach may be considered in future studies to improve representativeness. Stratified sampling would involve dividing the population into relevant subgroups (e.g., roles, departments, experience levels) and randomly selecting participants from each stratum to ensure more balanced

representation. While convenience sampling serves the practical needs of this research, its limitations are acknowledged, and the findings will be interpreted with these constraints in mind.

### **3.6 Data Collection Instruments**

All the data will be collected using questionnaires which will be developed by the researcher with assistance of a supervisor from a university. The following factors are usually taken into account while selecting the most appropriate data collection method namely: The intricacy of the subject, the response rate, the duration, and the intended audience in most cases, it is very important to select the most appropriate data collection method to enhance the success of a particular research and thus, the instruments used in data collection are questionnaires. According to Kothari (2020), a questionnaire is a set of questions written on a sheet or several sheets of paper in a sequence of their types. There are basically three types of questionnaires that can be distinguished: Questionnaires are generally classified as either closed-ended, open-ended, or a hybrid of the two. Open-ended questionnaires are more popular in standardized study while closed-ended questionnaires are used to collect statistical data for quantitative research (Dawson, 2022). However, some researchers may quantify replies during the analysis phase. The advantages of employing questionnaires, according to Mugenda and Mugenda (2023), include their simplicity in interpreting results, their easy implementation, and their cost-effectiveness in terms of both time and money.

In effort to accomplish the objective of this research, the following type of questions will be used; closed questions and open questions. The questions will be asked to the officials of the County government of Bomet; the County Ministers and the County Secretary, the Speaker of the County Assembly, the Members of County Assembly, county commissioners, managers and chief officers. Questionnaires will be employed where the respondent will have limited opportunities for elaboration of the answer while the

open-ended questions aimed at respondent's view of the variables in question. The questionnaire shall be in Likert scale psychometric constructs where each of the respondents will be required to rate each of the statements given to depict a given variable using a scale of 1- 5. The scale will be 5=SA, 4=A, 3=N, 2=D, and 1=SD. Additional questions will be included after the Likert scale questions for the respondent to give an elaboration that cannot be provided by the Likert scale questions. The identified target audience will be required to complete questionnaires. According to Kothari (2014), validity can be considered as the degree of truth on the conclusions made from the research findings. Validity is therefore the extent to which data collected in research relate to what they are meant to represent. Both apparent and subject consistency will be used in the investigation. The instruments will be structurally administered first, and then university supervisors will assess them and provide their comments and critiques in order to establish their authenticity.

It will then be modified based on the inputs and feedbacks that they will provide after that. The study instrument shall also be subjected to content validation. Content validation refers to a process whereby a set of questions is tested and checked to ensure that it contains valid and relevant questions. The process of constructing the research instrument involves several stages to ensure that it meets the requirements of a scientifically sound tool for data collection. The initial draft of the instrument will be developed based on the objectives of the study and the research questions. This draft will incorporate questions that are both open-ended and closed-ended, as deemed appropriate for the study. The relevance, clarity, and appropriateness of the questions will be evaluated through a thorough review by academic experts.

After the initial draft is completed, the instrument will undergo a pilot testing phase to identify any ambiguities, errors, or misinterpretations in the items. The feedback gathered from the pilot test, along

with the critiques from university supervisors, will be critically analyzed. Necessary revisions and refinements will then be implemented to enhance the quality and precision of the instrument.

Through this rigorous development and validation process, the study aims to ensure that the instrument not only yields reliable data but also measures what it is intended to measure, thereby reinforcing the overall credibility and trustworthiness of the research findings.

### **3.7.2 Validity of the Research Instrument**

Reliability is described as the gradation of weighing device consistently gives identical results throughout time in the forthcoming critique (De Vaus, 2022; Kipkebut, 2017). This suggests that the instrument can be regarded as dependable if a person answers a question in a consistent way on multiple occasions. Kothari (2009) states that consistency of the measure is referred to as reliability, and higher consistency is indicated by greater reliability. The Cronbach alpha coefficient will be used in the current investigation to evaluate the measure's internal uniformity in the pilot study. The expectation that all items are meant to measure similar structures and should, therefore, show positive correlations is the reason for the emphasis on internal consistency (Kipkebut, 2018).

Cronbach's Alpha ( $\alpha$ ) is a measure of the internal consistency of a set of test items, and in as much as this is a measure of reliability, all the items are an index of the same construct (Sekaran, 2019). Cronbach's alpha ( $\alpha$ ) on the other hand is a coefficient used in ranking the internal consistency (Kipkebut, 2020). Therefore, it can be concluded that the higher the alpha coefficient that is obtained, the higher the reliability of the scales. Cronbach's alpha should ideally be more than 0.70, according to a number of criteria (De Vaus, 2002; Hair et al., 1998; Maizura et al., 2019). However, the Cronbach's alpha value varies from 0.80 to 0.95 depending on the study. An alpha value of 0.60 is deemed appropriate for

exploratory research (Kilungu, 2015; Maizura et al., 2019). For exploratory research, a reliability coefficient of 0.50 to 0.60 is sufficient, according to Nunnally (1967).

### **3.8 Data Collection Procedures**

According to Burns & Grove (2017), statistics gathering may be described as a purposeful and planned process of obtaining information on the research sub-problems through techniques like questionnaires, participant observations, focus group discussions, narratives, and case histories. This structured approach ensures that relevant data is gathered systematically to address the study's objectives effectively. The first step in collecting data for this project will be getting permission from Mount Kenya University, which is the academic institution overseeing the research and also the location of the data gathering process. Additionally, authorization will be obtained from the National Commission for Science, Technology, and Innovation (NACOSTI), which is responsible for issuing research permits in Kenya to ensure compliance with ethical and legal standards. Further, the governor's office in the county where the study will be conducted must also provide official clearance to allow the interviewing of county government representatives, ensuring that administrative protocols are followed.

To collect data, the primary tool that will be employed is the questionnaire, which will be distributed to respondents. A letter from the university, serving as an official introduction, along with a forwarding letter, will accompany each questionnaire to authenticate the researcher's identity and explain the purpose of the study. The investigator will personally approach the participants, introduce the research, and seek their consent. Upon agreement, the questionnaires will be left with the respondents, and arrangements will be made for the investigator to return later to collect the completed forms.

The justification for adopting the questionnaire method will be based on Ghauri and Grønhaug's (2022) argument that this is an inexpensive and less intrusive technique used in data collection, especially suitable for gathering large amounts of information from a diverse population in a short time.

### **3.9 Data Analysis and Presentation**

Data analysis in this study will be guided by the recommendations of Sekaran (2019), who emphasized the importance of familiarizing oneself with the data, assessing its quality, and using it to answer the research questions. The Statistical Package for the Social Sciences (SPSS) will be used to analyze the data collected. Prior to conducting any analysis, data will be cleaned, coded, and checked for completeness and consistency. To assess the reliability of the research instruments, Cronbach's Alpha will be calculated for each scale. A Cronbach's alpha coefficient of 0.70 or higher will be considered acceptable, confirming the internal consistency of the items as recommended by Suhr and Shay (2019).

Descriptive statistics such as frequencies, percentages, means, and standard deviations will be used to summarize the demographic characteristics of respondents and provide an overall picture of the levels of decentralization and service delivery. Mean scores will be used to evaluate the degree of implementation of decentralization dimensions, where a mean score below 3.00 indicates minimal implementation, a score between 3.01 and 3.99 indicates moderate implementation, and a score above 4.00 indicates high implementation. Standard deviation values will be used to assess the dispersion of responses; a standard deviation greater than 1.00 will suggest high variability in respondents' perceptions, consistent with the approach outlined by Kothari and Garg (2024).

To test the research hypotheses and examine the relationships between the independent variables (dimensions of decentralization—political, administrative, and fiscal decentralization) and the dependent variable (service delivery), inferential statistical methods will be employed. Specifically, multiple

regression analysis will be used to determine the impact of each decentralization dimension on service delivery. The regression model will take the form:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon$$

Where:

Y=Service Delivery (dependent variable)

X<sub>1</sub>=Political Decentralization

X<sub>2</sub>=Administrative Decentralization

X<sub>3</sub>=Fiscal Decentralization

β<sub>0</sub>= Constant (intercept)

β<sub>1</sub>–β<sub>3</sub>=Regression coefficients for each independent variable

ε = Error term

This method will help to quantify the strength, direction, and statistical significance of the relationships between variables. Regression coefficients will be examined to identify which dimensions have the most influence, while R-squared values will indicate the proportion of variance in service delivery that can be explained by decentralization. In addition, correlation analysis will be conducted to assess the strength and direction of linear relationships among the study variables. Where applicable, Analysis of Variance (ANOVA) will be used to determine if significant differences in service delivery perceptions exist across different groups, such as administrative levels or geographic regions.

Qualitative data collected from the open-ended questions in the questionnaire will be analyzed using thematic analysis. Responses will be reviewed for common themes and patterns, which will be grouped and coded until thematic saturation is achieved, as described by Jennings (2017). This qualitative

component will provide context to the quantitative findings and offer deeper insights into the lived experiences of stakeholders involved in decentralized governance and service delivery.

### **3.10. Pilot study**

Governance Decentralization and Service Delivery in Bomet County Government, Kenya

#### *1. Introduction*

The 2010 Constitution of Kenya introduced a devolved system of governance aimed at enhancing service delivery, promoting local development, and increasing citizen participation. Bomet County, located in the Rift Valley region, has been implementing this system since its establishment in 2013.

#### *2. Objectives*

To assess the impact of governance decentralization on service delivery in Bomet County.

To identify challenges and opportunities associated with decentralized governance in the county.

#### *3. Methodology*

##### *3.1 Research Design*

A descriptive survey design was employed to collect both qualitative and quantitative data.

##### *3.2 Sampling*

Purposive sampling was used to select key informants, including county officials, ward administrators, and community leaders. A total of 30 participants were involved in the pilot study.

##### *3.3 Data Collection*

Data were collected through structured questionnaires and in-depth interviews. The questionnaires focused on aspects such as resource allocation, public participation, and service delivery outcomes.

#### *4. Findings*

##### *4.1 Enhanced Service Delivery*

The study found that decentralization has led to improvements in service delivery, particularly in the health sector. There has been an increase in medical equipment and infrastructure in public health facilities.

##### *4.2 Public Participation*

Public participation in fiscal planning has been significant, with 75.9% of respondents indicating sufficient involvement. However, participation in monitoring and evaluation remains low.

##### *4.3 Performance Contracting*

The implementation of performance contracting strategies has positively influenced service delivery by enhancing accountability and efficiency among management staff.

#### *5. Challenges*

**Resource Constraints:** Limited financial and human resources have hindered the full realization of decentralized governance benefits.

**Capacity Gaps:** Some county staff lack the necessary skills and training to effectively manage devolved functions.

#### *6. Recommendations*

Capacity Building: Implement training programs to enhance the skills of county staff in managing decentralized functions.

Strengthen Public Participation: Develop mechanisms to increase community involvement in monitoring and evaluation processes.

Resource Mobilization: Explore alternative funding sources to supplement county budgets and improve service delivery.

### *7. Conclusion*

The pilot study indicates that governance decentralization in Bomet County has positively impacted service delivery, especially in the health sector. However, challenges such as resource constraints and capacity gaps need to be addressed to maximize the benefits of devolution.

### **3.11 Ethical Consideration**

This study will be done following approval from the Mount Kenya University Research Ethics Committee, the National Commission for Science, Technology and Innovation (NACOSTI) and the county government of Bomet. In this study, consent will be sought from the respondents and the data collected, processed, analyzed, and disseminated will not be shared with any other third party.

Participants will not be identified and their data will only be shared with members of staff as required. To maintain anonymity of the participants, they will be assigned identification

numbers or given pseudonyms. In regards to disrespect, the researcher will ensure that the participant is handled well and has no reason to harbor any ill feelings. Also, the researcher will ensure that he or she respect other authors' property rights by citing the sources used in the proposal and in cases where there is plagiarism, the researcher will submit the proposal to turn it in and generate a similarity report.



## **CHAPTER FOUR**

### **RESEARCH FINDINGS AND DISCUSSION**

#### **4.0 Introduction**

The major outcomes of the study that intended to establish how decentralization of governance affects service delivery in the Bomet county government are described in this chapter. First, the data relevant to the research sample characteristics and response rate are provided. After that, the chapter presents a comprehensive review of descriptive statistics that indicate how each of the four categories was evaluated. In order to examine the data, draw conclusions, and give solutions, the study correlated the findings with previously studied literature.

#### **4.1 Rate of Response**

The sample size for this study was the complete population of 214 county government officials from Bomet County (Churchill and Brown, 2020). 174 of the 214 issued questionnaires were filled out and reimbursed. This equals out to 81.3% response rate, which is a strong result for the research. Mugenda and Mugenda (2016) reported that this response rate was good. According to them, a response rate of 50% is acceptable for data analysis and reporting, 60% is respectable, and 70% or more is more respectable. This corroborated Babbie's (2024) conclusion that 60% of comments are good, 70% are very good, and 50% are suitable for analysis and publishing. Mwangi (2015), who carried out a study on employee opinion of variables impacting the efficiency of routine administration on delivery of service in Kenyan resident establishments, believes that a response rate of more than 69 percent is adequate for suitable study results. In view of the aforementioned, it was considered that the 81.3% response rate was enough and suitable for the breakdown and extrapolation of the data.

**Table 4.1: Rate of Response***Table 2 :Rate of Response*

<b>Response Rate</b>	<b>Sample Size</b>	<b>Percentage (%)</b>
Recovered Questionnaires	174	81.3
Un-recovered Questionnaires	40	18.7
Total	214	100

**Table 4.2: Sample Characteristics****(a) Gender**

This section outlines the general characteristics of the respondents and the position they hold in the county government. The results are shown below.

*Table 3:Sample characteristics*

<b>Item</b>	<b>Frequency</b>	<b>Percentage (%)</b>	<b>Cumulative (%)</b>
<b>Gender</b>			
Female	80	37.3	37.3
Male	134	62.7	100
Total	214	100	

The results in the above table indicate that the majority of county employees are male (134) representative of 62.7% equated to females (80) which represent 37.3 %

**Position of the Respondents**

<b>Item</b>	<b>Frequency</b>	<b>Percentage (%)</b>	<b>Cumulative (%)</b>
County Executives	7	3.3	3.3
Speaker	1	0.5	3.8
MCAs	36	16.8	20.6
County Secretary	1	0.5	21.1
Sub-County Administrators	5	2.3	23.4

Ward Administrators	25	11.7	35.1
General Staff	139	64.9	100
Total	214	100	

The above table similarly discovered that county administration spots held by respondents the general staff with 64.9% followed by MCAs with 16.8%. Others were ward administrators with 11.7%, county executives with 3.3%, sub-county administrators with 2.3% and lastly the speaker and county secretary each at 0.5%

### 4.3 Descriptive Statistics

This study was set out to determine how decentralization of government affected the provision of services in Kenya's Bomet County. Descriptive statistics for the following observable variables were examined by the researcher: citizen participation, administrative decentralization, political decentralization, and financial decentralization. Descriptive statistics for every study variable are shown in the ensuing subsections.

#### 4.3.1 Descriptive Study for Decentralization in Finance

According to Finzgar and Oplotnik (2018), financial decentralization is the process by which powers, duties, and funds are transferred from the state level to the lower tiers of government. Determining the impact of financial decentralization on service delivery in the Bomet county administration was the study's primary goal.

Table 4.3 below shows that two variables had standard deviations below 1.0. The statement with the lowest standard deviation (0.80) was: "The costs and prices for devolved services may be determined by the county administration." The results indicate that 0.7% and 4.1% of respondents selected "disagree" and "strongly disagree," respectively, while 53.3% and 32.2% responded with "agree" and "strongly agree."

The absence of extreme values suggests that these two items were reliable measures. However, the standard deviation for five of the items exceeded 1.0, indicating that respondents expressed both positive and negative perspectives, contributing to the greater variability observed.

The statement "The national government lends money to the county government" had the highest standard deviation at 1.19, suggesting a wider range of opinions. Specifically, 9.7% and 13% of respondents selected "strongly disagree" and "disagree," whereas 16.7% and 35.7% indicated "agree" and "strongly agree." The variation in responses highlights the existence of extreme views. These results suggest that respondents assessed the items from different perspectives, meaning that most of them were not precise measures.

Additionally, a significant majority (82%) agreed that the county administration had sufficient autonomy to determine how to increase revenue, whereas 11% disagreed. More than half (52%) believed that in the most recent fiscal year, the county government had achieved its locally generated revenue targets. Furthermore, 86% of respondents agreed that the county government had the authority to set prices and charges for devolved services. Similarly, 83% stated that the county government had substantial control over budget allocation, and 52% agreed that the county borrowed funds from the national government. Moreover, 54% felt that the national government kept county administrations informed about new taxes affecting counties, and 69% agreed that counties had the authority to take on debt.

The highest recorded mean was 4.12, while the lowest was 3.3, signifying a generally positive outlook among informants (above 3.0). Since every item's mean exceeded 3.0, it indicates that the majority of respondents largely supported the given statements. Based on these findings, most county administration administrators viewed fiscal devolution as a key factor affecting delivery of services in Kenyan county

administrations. This is further supported by 69% of respondents agreeing or strongly agreeing with the related financial charges. Additionally, open-ended responses confirmed this perspective, as many participants emphasized that monetary delegation plays a crucial role in devolution and service delivery.

The results align with Simiyu et al. (2015), who conducted a descriptive analysis with 98 informants in Kimilili to evaluate the effects of decentralized subsidy on socioeconomic programs. Their study found that devolved funds significantly impacted the social and economic well-being of local communities, leading researchers to recommend improved financial management. The findings also support Saavedra (2020), who reported that fiscal decentralization positively influences the provision of essential services such as healthcare and water supply.

Similarly, research by Ghuman and Singh (2018) examined how decentralization affects delivery of service. Their study found that the impact of decentralization depends on multiple factors, including policy design, enactment challenges, adjustments to accommodate diverse stakeholders (such as employees), and involved domination. The study concluded that devolution improves local service provision when combined with strong local financial resources, full authority over human resource management, action-based incentives, and shared decision-making power.

#### **4.4: Descriptive Analysis for Devolution in Politics**

The second goal of the study was to evaluate the impact of political decentralization on the service delivery capacity of the Bomet county government. Political decentralization is defined by Akorsu (2015) as a series of constitutional modifications and electoral reforms intended to either create new avenues for subnational politics to be represented or to revitalize inactive or ineffectual channels that already exist. Its goal is to give people and their representatives more power to govern and make choices on behalf of the general community.

Five variables had standard deviations less than 1.0, according to the results in Table 4.3. This suggests that moderate, non-extreme methods made up the great majority of the variables. With a standard deviation of 0.86, the statement "During the most recent general election, there was political rivalry for every elective position" indicates that there were no extremes. The data indicate that whereas 2.4% and 2% of respondents disagreed and strongly disagreed, respectively, 42.1% of respondents agreed and 47.2% strongly agreed. It appears that most of the questions are good measurements because most respondents had the same opinions about the items (strongly agree and agree).

The findings also showed that the standard deviation of the three variables was higher than 1.0. The exceptional standard deviation for the item "The county government respects civil liberties and human rights" is 1.17. By comparison, 28% and 37% of informants received strongly agree and agree scores, while 7.1% and 7.9% of informants got strongly disagree and disagree scores, respectively. Three of the questions appear to be poor measurements, given the majority of respondents considered the things from both positive and negative perspectives. Furthermore, the results show that 86% of respondents unequivocally agreed that the county assembly had the authority to enact legislation pertaining to county governance, while 5% disagreed. Just 4% of respondents disagreed with the claims that all elected offices were up for political battle in the most recent general election, while the majority (89%) agreed. The majority of respondents (65%) said the county government upheld human rights and civil liberties, while 15% disagreed.

According to the poll's findings, 63% of respondents agreed with the statement that the majority of diplomatic alliance are lively and have headquarters in their county, while just 16%

disagreed. Sixty-seven percent of respondents said the county government had a substantial influence on national policy-making processes, while nine percent disagreed. Eight percent disagreed with the vast majority (80%) who said they thought the county government had the authority to make local laws. 88% of respondents agreed that the county governor is chosen by public vote, with 6% disagreeing. 84% of respondents said that the governors' nominees for the county executive committee need to be approved by the county legislature.

Only 5 percent disagreed. 3.65 was the lowest meanwhile 4.3 was the highest. The results showed that the respondents adopted a positive stance (above 3.0). The mean for each item was more than 3.0. This implies that the respondents mostly approved of the things. The majority of county government officials agreed that political decentralization significantly affected service delivery in Kenyan county governments, as seen by the responses in this section, which got a 75% agreement score. This finding is consistent with research conducted in India by Kumar and Prakash (2022), who looked at how several measures of health outcomes and behaviors were affected by gender quotas and political decentralization in local administration. Political decentralization was found to be positively associated with increased odds of safe deliveries, institutional births, and births in public health facilities. According to Sujarwoto (2022), who conducted a survey of 120 local governments in Indonesia, strong local political institutions are crucial to enhancing the performance of local governments in delivering public services.

**Table 4.3: Responses to Financial Decentralization and Political Decentralization items**

Table 4: responses to Financial Decentralization and Political Decentralization items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
The power to decide how to make money rests with the county administration.	4.4	6.7	7	48.9	33	3.99	1.04
The county administration's budget for locally generated money was met in the most recent fiscal year.	5.9	23	19.7	38.7	13	3.30	1.13
The costs and prices for devolved services may be determined by the county administration.	0.7	4.1	9.6	53.3	32.2	4.12	0.80
The county administration has considerable authority to determine how to use county revenue.	3	2.2	11.5	52.6	30.7	4.06	0.88
The national administration lends money to the county government.	9.7	13	24.9	35.7	16.7	3.37	1.19
When it comes to new levies that impact counties, the federal government confers with local governments.	5.6	14	26.8	35.3	18.6	3.48	1.11
The county government is able to take on debt.	4.8	6.7	20	45.6	23	3.75	1.04
Political Decentralization items							
Laws pertaining to provincial governance may be passed by the county assembly.	4.7	0.4	8.6	53.7	32.7	4.09	0.92
During the most recent general election, there was political rivalry for every elective position.	2.4	2	6.3	42.1	47.2	4.3	0.86
The district administration upholds human rights and civil liberties.	7.1	7.9	20.1	37	28	3.71	1.17
In your county, the majority of dogmatic movements are running and have headquarters.	7.1	8.7	21.7	37.4	25.2	3.65	1.16
The county government effectively participates in the formulation of national policy.	3.1	5.9	23.9	42	25.1	3.8	0.99

The county government is completely in charge of creating local policies.	4.3	3.5	12.5	40.8	38.8	4.06	1.02
A popular vote is used to elect the county governor.	3.1	2.8	5.9	43.3	44.9	4.24	0.92
Governors nominate members of the county executive committee, but the county legislature must confirm them by popular vote.	2.5	2.9	10.2	47.5	36.9	4.14	0.89

**Key:** n= 214, SD= strongly disagree, D=disagree, N=neutral, A=agree, SA=strongly agree, M=mean, Std. Dev. =standard deviation.

#### **4.5. Administrative Decentralization Using Descriptive Analysis**

Yusoff et al. (2016) define administrative decentralization, also referred to as institutional decentralization, as the full or partial transfer of a variety of functional responsibilities to institutions at the local level, such as garbage collection, building maintenance, road upkeep, management service personnel, health care, and school operations. Evaluating the effects of directorial devolution on Kenyan county governments' capacity to provide services was the third goal of the research. 8.9% and 6.32% of repliers picked disagree with the statement, " County administration possesses sufficient sovereignty to engage in service contracts independently of the national government's directives," while 22.4% and 51% selected strongly agree and agree, respectively. The table's findings show that the scores varied greatly, with three items having a standard deviation more than 1.0 and the largest standard deviation being 1.15. The observed substantial standard deviation can be explained by the fact that respondents were divided between positive and negative answers.

However, the standard deviations of four items were less than 1.0, indicating a more neutral scoring pattern. The statement " County employees may sign employment contracts with the county administration." had the lowest standard deviation, 0.74. 1.5% and 0.00% of participants chose strongly disagree and disagree in response to this remark, whilst 36.2% and 53.1% chose strongly agree and agree, respectively. These results imply that most respondents had similar opinions about the matter, suggesting that the bulk of the items were valid assessments.

According to the survey's findings, 88% of participants thought that county governments have the power to hire more employees, and a noteworthy 73% agreed that they may acquire services without intervention from the federal government. Furthermore, 85% acknowledged that county governments had the power to terminate employment as required, and 89% confirmed that they have the capacity to formally establish employment contracts

with county employees. Furthermore, only 14% of respondents disagreed with the declaration that county administrations are in charge of boosting the local economy, while 75% agreed.

Additionally, 73% of respondents said they were confident that county administrations can often form public-private partnerships to boost regional development. In a similar vein, 83% of respondents thought county assemblies had enough power to create legislation unique to their counties. The majority of county officials agreed that administrative decentralization greatly improves service delivery within Kenyan county administrations, scoring 82% in this category.

The general agreement that administrative decentralization enhances service delivery across county governments was reaffirmed by themes that surfaced from the open-ended replies. Since all means were higher than 3.0, the mean scores, which varied from 3.72 to 4.22, showed that respondents tended to adopt a positive attitude. This implies that most of the people who responded were likely to agree with the claims.

These results are in line with a study by Saavedra (2016) that examined how organizational devolution affected access to basic amenities like better drinking water and medical treatment. The Research offered actual proof of the beneficial and noteworthy effects of devolution on improved access to water supplies and medical care. Bogopane (2015) also looked at how governance and service delivery are affected by the growing blurring of the lines between politics and administration. The study came to the conclusion that elements like well-integrated political and administrative frameworks, a fair and competent public service, and strong organizational management were responsible for improved authority and performance.

#### **4.5.1 Citizen Participation Descriptive Analysis**

The term "citizen involvement" describes how people participate in and have an impact on decisions that have an impact on their life. Decentralization efforts, which entail transferring power and accountability for public services from the federal administration to local administration organizations or private enterprises, heavily rely on public participation (Muriu, 2015). Examining the impact of public participation on service delivery in Kenyan county administrations was one of the study's goals. Descriptive statistics, such as percentages, means, and standard deviations, were used to assess seven claims that demonstrated how citizen involvement affected service delivery.

Responses varied greatly, as evidenced by the fact that five of the seven assertions had standard deviations larger than 1.0 (Table 4.6). Extreme differences in scores were indicated by the highest standard deviation, which was 1.31. The results showed that while choosing projects pertaining to transport systems, water supply, sewerage, and well-being services, county administrations typically take public input into account. Responses were divided, though, with 18.8% and 45.8% agreeing and strongly agreeing, while 15% and 9.6% strongly disagreed and disagreed, respectively. The significant standard deviation was a result of the wide range of replies. However, the standard deviations of two statements were less than 1.0, suggesting that the statements were valid measures and that responses were more consistent. The statement "The county government has received numerous general complaints from individuals in the past year, both verbally and in writing." had the lowest standard deviation (0.85). According to the responses, 49.8% of individuals agreed and 35.1% strongly agreed, while 1.5% and 3.7% disagreed and strongly disagreed, respectively.

According to another research, 70% of respondents firmly felt that county administrations take public opinion into account when choosing development projects and setting budgets. Furthermore, 75% of respondents believed that county government meetings are regularly attended by locals to converse growth and delivery of services. County governments regularly solicit public feedback when deciding which development projects to prioritize, according to the majority (67%) of respondents. Furthermore, according to 65% of respondents, county administrations consider public input when choosing projects pertaining to roads, sewers, water supply, and health services. Notably, there was a wide range of responses to this specific statement: 46% agreed, 19% strongly agreed, 15% strongly disagreed, 9% somewhat disagreed, and 11% disagreed.

Additionally, 85% of respondents attested to the fact that county administrations had received a large number of verbal and written public complaints during the previous 12 months. Furthermore, 86% of respondents said that the majority of these grievances had to do with the accessibility of roads, sewerage, water, and medical care. Similarly, according to 72% of participants, county administrations regularly get suggestions from individuals on how to enhance rendering of services. The statements' mean ratings, which varied from 3.44 to 4.20, showed that respondents generally had a positive attitude (above 3.0). The fact that the mean score for every question was higher than 3.0 indicates that most participants were in general in agreement with the claims. Specifically, 75% of Kenyan county government representatives agreed that public participation has a major impact on the caliber of services that local governments offer.

These results are in line with those of Nayak and Samanta (2016), who investigated how citizen participation—as determined by actions like raising issues, going to conferences, filing complaints, and contributing—affects the provision of public services in India. According to their research, raising one's voice and making a contribution enhanced the quality of services. Similar findings were made by Gaventa and Barrett (2019), who discovered that more than 30 recorded instances of citizen participation significantly impacted service delivery, particularly in fields like healthcare and education.

**Table 4.5: Responses to Administrative Decentralization and Citizen Participation items**

*Table 5: Responses to Administrative Decentralization and Citizen Participation items*

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
County administration possesses sufficient sovereignty to engage in service contracts independently of the national government's directives.	8.9	6.2	11.6	51	22.4	3.72	1.15
The county administration possesses the right to recruit contemporary personnel.	1.5	3.9	6.6	56.4	31.7	4.13	0.81
The county administration has the authority to terminate county employees.	3.8	3.1	7.7	51.2	34.2	4.09	0.94
County employees may sign employment contracts with the county administration.	1.5	0.00	9.2	53.1	36.2	4.22	0.74
The residents' economic empowerment is the responsibility of your county government.	7.1	6.7	11.5	50.6	24.1	3.78	1.11
The county assembly has sufficient authority to create bylaws for the county.	2.4	4	10.4	54.2	29.1	4.04	0.88

Generally speaking, the county government is free to establish public-private partnerships in order to expedite growth inside the country.	5.7	8.1	13.4	44.5	28.3	3.82	1.11
<b>Citizen participation</b>							
The public is regularly involved in budgetary and development project selection by the county administration.	10	11	8.5	50.9	19.2	3.58	1.21
Meetings held by the county administration to discuss growth and service delivery are regularly attended by the general public.	5.2	8.9	10.7	55.7	19.6	3.76	1.03
The county government regularly receives suggestions from the public for development projects that should be given priority.	9.6	8.5	15.1	47.6	19.2	3.58	1.17
When choosing road, water supply, sewage, and health service projects, the county administration typically takes public feedback into account.	15	9.6	11.1	45.8	18.8	3.44	1.31
The county government has received numerous general complaints from individuals in the past year, both verbally and in writing.	1.5	3.7	10	49.8	35.1	4.13	0.85
The majority of written or spoken complaints from citizens concern the provision of roads, sewers, health care, and water supply.	3.7	2.2	8.2	42.2	43.7	4.20	0.95
The county administration often receives recommendations from the public on how to improve service delivery.	5.2	7.5	14.9	42.2	30.2	3.85	1.10

**Key:** n = sample size, SD = strongly disagree, D = disagree, N = neutral, A = agree, SA = strongly agree, M = mean, Std. Dev. = standard deviation and n = 214

#### **4.7. Social Accountability via Descriptive Analysis**

Social accountability practices, sometimes referred to as the demand side of accountability, are citizen-led campaigns and civil society endeavors to guarantee that elected officials disclose information and accept accountable for their acts (Brinkerhoff & Witterberg, 2015). Examining the connection between social accountability and service delivery policies in Kenyan county governments was one of the study's goals.

With no item scoring lower than 1.0, the study discovered that the responses varied greatly, as seen by a maximum standard deviation of 1.39. This suggests that respondents had a wide variety of viewpoints (Table 4.7). 31.3% of respondents disagreed with the statement that county governments had been accountable to the public for the previous two years, while 17.2% strongly agreed. There was also a wide range of replies, with 20% disagreeing and 14% strongly disagreeing. This variation implies that respondents had both favorable and unfavorable opinions about the issue.

Additionally, according to the survey, 63% of participants believed that county officials should keep the public informed about ongoing initiatives on a regular basis. Additionally, 70% agreed that information availability affects how well county governments provide services. The majority (72%) also concurred that county governments have offered a variety of complaint channels, including suggestion boxes and hotlines. Responses to this statement varied the most, with 20% strongly agreeing, 52% agreeing, 10.8% being neutral, 10% disagreeing, and 7.1% strongly disagreeing.

Moreover, 62% of respondents concurred that county governments regularly hold public hearings where residents can voice their preferences and concerns. A further 55% of respondents thought that opinion leaders actively oversee service delivery to guarantee

appropriate resource allocation and plan adherence. According to the survey, 34% of participants disagreed with the 49% who believed that county administrations had been answerable to the public during the previous two years. The existence of social accountability systems in the majority of counties was further supported by open-ended responses.

According to the survey, all responses had mean scores above 3.0, with the greatest being 3.76 and the lowest being 3.12. This implies that the majority of respondents tended to see social accountability practices favorably. Service delivery is greatly impacted by social accountability measures, according to an average of 61% of county government officials. These results are consistent with Joshi's (2021) study, which demonstrated how well accountability and transparency programs work to enhance public services. In a similar vein, Björkman and Svensson (2016) discovered that improved health outcomes and lower absenteeism among healthcare professionals were the results of greater information exchange about healthcare services in Uganda.

**Table 4.7: Responses to Social Accountability Items**

*Table 6: Responses to Social Accountability Items*

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
Public is frequently informed by the county government about projects that are being carried out.	9	9.7	18.3	51.1	11.9	3.47	1.11
The quality of services provided by the county government is influenced by the inhabitants' access to information.	4.1	14	12.4	41.6	28.1	3.76	1.13
The county administration has made a number of complaint channels available to the public, including complaint boxes, hotlines, and boxes	7.1	10	10.8	52.2	19.4	3.66	1.12

Opinion leaders, or citizens, keep a careful eye on service implementation to make sure plans are followed and resources are used appropriately.	13	14	18.1	37.7	17	3.32	1.27
Public hearings are periodically held by the government to allow residents to express their opinions and grievances.	11	13	14.6	41.2	21	3.49	1.25
For the past two years, the county administration has been answerable to the people.	20	14	17.6	31.3	17.2	3.12	1.39

**Key:** SD = strongly disagree, N = neutral, A = agree, SA = strongly agree,  
M = mean, Std. Dev. = standard deviation, D = disagree, n = 214

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter presents the summary, conclusions, recommendations and suggestions for further research as guided by the specific objectives. Four specific objectives were set for the study.

#### **5.2 Synopsis of the Results**

This study's main goal was to investigate how Bomet County's service delivery was affected by the decentralization of governance. It specifically looked at the connection between public participation and administrative, political, and financial decentralization. The study also aimed to ascertain how electronic-governance might moderate the relationship between decentralized power and delivery of services.

#### **5.3 Conclusion**

The results of this investigation allow for the following deductions to be made.

##### **5.3.1 Service Delivery and Fiscal Decentralization**

The findings confirm that Kenyan county administrations' capacity to deliver services is statistically significantly impacted by financial decentralization. In Kenya, when financial decentralization improves favorably, county administrations offer more services. In line with the findings of Olatona and Olomola (2015), who concluded that fiscal decentralization significantly improved service provision, and Freinkman and Plekhanov (2019), who concluded that decentralization raised the standards of municipal utility services in Russia, this study found that financial decentralization had a significant statistical impact on the quality-of-service delivery by Kenyan county governments.

### **5.3.2 Service Delivery and Political Decentralization**

The study came to the conclusion that political decentralization and service delivery in Kenyan county administrations are positively and significantly correlated. The findings show that Kenyan county administrations' service delivery can be statistically explained by political decentralization. The results align with Obicci (2014). He found that radical devolution significantly influenced delivery of services in the ten examined resident administrations. According to Sujarwoto (2018), political decentralization—which includes local political structures, citizen involvement in community initiatives, increased transparency and awareness, and the role of social organizations—also plays a vital role in enhancing the effectiveness of local public services.

### **5.3.3 Service Delivery and Administrative Decentralization**

The findings show that Kenyan county governments' capacity to deliver services stands statistically significantly impacted by administrative decentralization. According to the study's findings, Kenyan county governments' service delivery was statistically significantly explained by administrative decentralization. Additionally, it was determined that Kenyan county administrations are effectively implementing administrative decentralization. This demonstrated the optimism of county government officials over administrative decentralization and its effects on Kenyan county government operations. The results are in line with those of Kosec and Mogues (2015), who came to the conclusion that more people are using contemporary agricultural inputs like fertilizer and improved seed and that administrative decentralization has made agricultural extension services more accessible. Saavedra (2017) likewise came to the conclusion that administrative decentralization

significantly and favorably impacted the provision of services (better water supply and access to healthcare).

### **5.3.4 Service Delivery and Citizen Participation**

Decentralization initiatives, which transfer power and accountability for communal operations from national administration to smaller, more self-governing governmental entities, depend heavily on citizen participation (Muriu, 2014). The findings show that Kenyan county governments' ability to provide services is positively impacted by public participation in a statistically meaningful way. The study came to the conclusion that better service delivery in Kenyan county administrations is closely associated with more public participation. Bovaird and Downe (2018) found that citizen involvement improves the quality of public service delivery, and our findings are consistent with their findings.

### **5.3.5 E-Government's Moderating Impact on Service Delivery and Governance Decentralization**

According to the study's findings, electronic government has no regulating influence on the connection amid county government rendering of service and governance decentralization. The study also found that the relationship between Kenyan county governments' service delivery, social accountability practices, financial, political, and administrative decentralization, as well as citizen participation, was not significantly moderated by e-government Krishnan and Teo (2022).

### **5.4 Recommendation.**

The study concluded that devolution of power significantly enhances service delivery in Bomet County. Based on these findings, the following specific and actionable recommendations are proposed. Regarding financial decentralization, the

national government should review and revise the current revenue allocation formula to increase the equitable share for counties, based on population size, poverty index, and service delivery needs. Legislation should be developed to establish County Financial Autonomy Acts that explicitly limit interference by national ministries in county budget implementation. Additionally, nationwide training should be implemented for county finance officers on Public Finance Management (PFM) and budgeting tools like IFMIS to ensure transparent and efficient use of devolved funds.

For political decentralization, county assemblies should revise their rules of procedure to allow more structured citizen engagement, public hearings, and committee consultations before passing key service-related bills. Civic education campaigns should be initiated regularly to inform the public about the roles of political leaders at the county level and how they can engage in policy processes.

In terms of administrative decentralization, the Public Service Commission (PSC) should formally delegate recruitment, promotions, and disciplinary powers to County Public Service Boards (CPSBs) through revised HR guidelines. All counties should be required to develop and publish standardized Service Charters that outline performance standards, employee accountability, and citizen grievance mechanisms. Independent County Procurement Review Boards should also be created to reduce corruption and ensure local contractors are held accountable for service delivery.

To enhance public participation, counties should set up permanent public participation desks and digital portals for receiving feedback, complaints, and suggestions on county services. Legal requirements for public hearings during budget preparation should be enforced through audits by the Office of the Auditor General and Controller of Budget. Monitoring systems should be implemented to track and report on how stakeholder feedback was integrated into final policies or projects.

Regarding the use of technology, counties should implement comprehensive e-governance platforms that include modules for service requests and tracking (e.g., road repair, licensing), public consultations and polling (e.g., participatory budgeting), digital payments (e.g., fees, taxes, fines), and performance dashboards for transparency. A fixed percentage (e.g., 5%) of the county development budget should be allocated to ICT infrastructure and staff capacity building. Mobile-based applications and SMS platforms should also be deployed for citizen reporting, feedback collection, and alerts on public services.

Finally, to address gender equity and inclusivity, each county should establish a Gender Affairs Office to oversee compliance with the two-thirds gender rule and develop gender-sensitive service plans. County Public Service Boards must implement gender quotas in employment and promotions, with annual reporting on compliance. Women's leadership should be supported through mentorship and leadership development programs targeting women and marginalized groups for leadership roles in county government.

#### **5.4.1 Implications for policy**

According to the report, service delivery in the Bomet county government was significantly improved by each of the four governance decentralization dimensions. The ramifications for policy are quite pertinent: decentralizing governance through a multifaceted approach (financial, political, administrative, and public participation) may result in better delivery of service. For policymakers, it has significant ramifications for how decentralization implementation techniques are designed. Assuming that a devolution procedure has greater impact on delivery of service, the study assists policymakers in developing policies that are focused on improving service

delivery. Establishing appropriate devolution backgrounds in the counties meaningfully would improve the population's eminence of natural life by improving service accessibility.

#### **5.4.2 Implications for Theory**

A surprising problem that has ramifications for the larger body of knowledge surfaced during the analysis of the research data. There is little evidence linking governance decentralization and service delivery, according to a review of the Kenyan literature on the topic. This gap in the literature indicates that the study has significantly advanced our understanding of the subject. Future research on link governance decentralization variables and service delivery will benefit from the study, which will also serve as a guide for practitioners. The study's findings added to the theoretical literature on the topic since it proposed an ideal model of the connection between service delivery and government decentralization. This study has made a substantial contribution to the corpus of knowledge about governance decentralization in Sub-Saharan Africa, particularly with reference to Kenyan county administrations.

#### **5.4.3 Suggestion for Additional Study**

The study included a number of limitations that could need to be addressed in subsequent research, even if it was successful in achieving its goals. The results have added to the body of knowledge already available on decentralized governance and service delivery in developing country county governments. What demographic characteristics, socioeconomic traits, age, gender, religion, experience, and qualifications, among other variables, affect the connection amid governance delegation and delivery of services in county-level administrations needs more research. As a result, this study suggests that moderating and mediating factors be included in future studies that investigate this association.

By concentrating on five important aspects—financial, political, administrative, citizen engagement, and social accountability—this study examined how decentralized governance affects service delivery. Other governance factors, such as political stability, voice and accountability, government efficiency, regulatory efficacy, rule of law adherence, and corruption control, may also have an impact on service delivery in Kenyan county governments and might be identified by further empirical research. Additionally, this study used data from a single nation to evaluate the relationship between devolution and service supply. Although this method provides a thorough and targeted viewpoint, it restricts the capacity to make cross-national empirical inferences and international comparisons. In order to promote cross-country empirical analysis and international comparisons, the study advises future researchers to broaden the scope by incorporating additional nations and prolonging the study duration beyond five years.

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## APPENDICES

Felix Cheruiyot

P.O. Box 27

Mogogosiek - Kenya

Email: [cheruiyotfelix93@gmail.com](mailto:cheruiyotfelix93@gmail.com)

To His Excellence the Governor

Bomet County Government

P.O. Box 19-20400

Dear Sir,

**RE: Research on “ Effects of Governance Decentralization on Service Delivery in Bomet County**

I am a student at Mount Kenya University's Eldoret Campus, currently working on a research project required for the fulfilment of my masters degree. I am writing to request permission to gather data from selected staff members within your county government for this project.

Please be assured that any data collected will be kept strictly confidential and will be used solely for the purposes of this research.

I look forward to a positive collaboration throughout the course of this project.

Sincerely,

Felix Cheruiyot

**Appendix 1: Questionnaire for County Government Officials**

This questionnaire is designed to gather information for a Master's thesis titled " Governance Decentralization on Service Delivery in Bomet County, Kenya." Your responses will assist the research and will be kept confidential, used solely for academic purposes, and will not be shared with third parties

**Part A: General Information**

Name of Respondent (Optional): .....

County of Residence: .....

Please indicate your role in your county:

Member of County Assembly [ ] County Minister/Secretary [ ] Chief Officer/Director [ ]

Sub-County Administrator [ ] Other (please specify) .....

Gender:

Male [ ] Female [ ]

Select your age group:

18-25 Years [ ] 26-35 Years [ ] 36-45 Years [ ] 46-55 Years [ ] Above 55 Years [ ]

Highest Level of Education Completed:

High School [ ] Diploma [ ] Undergraduate Degree [ ] Master's Degree [ ] Doctorate [ ]

**Part B: Recommendations for Citizen Participation**

In the last 1 year, have you meet with these groups to discuss any of the governance issues mentioned above?

Population [ ]

Celebrities [ ]

Pressure Groups [ ]

The following are some of the statements that relate to citizen participation; Overtyping (☐) the appropriate opinion to the statements using the following attributes.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.1	The county government usually involves the public in selecting development projects and budget making					
1.2	The citizens usually attend meetings organized by county government to discuss development and service delivery					
1.3	Most times county government considers public input in selecting roads, water supply, sewer and health services projects					
1.4	In the last one year, citizens have made many general complaints (written or verbal) to the county government					
1.5	The public regularly volunteer ideas to their county government on how to improve service delivery					

In light of the findings, what specific suggestions would you offer to your county government regarding its efforts at increasing citizens' participation and service delivery?

Part C: Statements Related to Political Decentralization

Please indicate your level of agreement to the statements below about political decentralization by marking (☐) the appropriate box.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2.1	Laws pertaining to county governance may be passed by the county assembly.					
2.2	The county government upholds human rights and civil liberties.					
2.3	In your county, the majority of political parties are active and have party offices.					
2.4	The county government is completely in charge of creating local policies.					
2.5	A popular vote is used to elect the county governor.					
2.6	Governors nominate members of the county executive committee, but the county legislature must confirm them by popular vote.					

Do you believe that increasing the power of the county assembly would improve its ability to oversee the county executive and enhance service delivery? Please provide your explanation below.

.....

.....

.....

Part D: Financial Decentralization – Proclamation

Below are several statements related to financial decentralization. Please indicate your level of agreement with each statement by selecting the option that best reflects your opinion.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
3.1	The county government has sufficient authority to decide on methods for generating revenue.					
3.2	The county government can set the fees and rates for devolved services.					
3.4	The county administration has considerable authority to determine how to use county revenue.					
3.5	The national government lends money to the county government.					
3.6	When it comes to new levies that impact counties, the federal government confers with local governments.					
3.7	The county government is able to take on debt.					

To what extent are county governments able to generate sufficient local revenue, and how has this capability impacted service delivery to the public?

.....  
 .....  
 .....

Part E: Some of the statements made regarding administrative decentralization include the following:

The following are some of the statements that relate to administrative decentralization: To what extent do you agree with the following statements? Please choose the option that most closely aligns with the following attributes by ticking (☐).

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
4.1	The county administration possesses sufficient sovereignty to engage in service contracts independently of the national government's directives.					
4.2	The power to fire county employees rests with the county administration.					
4.3	The county government has the power to enter into employment agreements with county workers.					
4.4	The county assembly has sufficient authority to create bylaws for the county.					
4.5	Generally speaking, the county government is free to establish public-					

	private partnerships in order to expedite growth inside the county.					
--	---	--	--	--	--	--

Kindly elaborate on whether granting the county government increased authority to appoint and dismiss employees improves the quality of services provided to the public.

.....  
 .....  
 .....

Part F: The following are the statements concerning the development of e-government related statements.

Following are the development related statements concerning e-government; To what extent do you agree with the following statements about your county government? Please choose (□) the appropriate opinion based on the following attributes

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5.1	The county government operates an online portal or website that is available to both residents and businesses.					
5.2	The website includes features that allow users to search databases, as well as download or print forms, policies, and other documents.					



6.2	The standard of health services at county health centres has improved markedly over the last three years.					
6.3	Following devolution, most health centers have become more accessible to citizens.					
6.4	Drugs are always provided to the patients in the hospitals or county government health centers					
6.5	In the last 3 years, the quality of most county roads has greatly improved					
6.6	Most of the rural roads in our county are now accessible after devolution					
6.7	The quality of water supply in our county has greatly improved in the last 3 years					
6.8	In the last 3 years, many households have been connected to water supply					

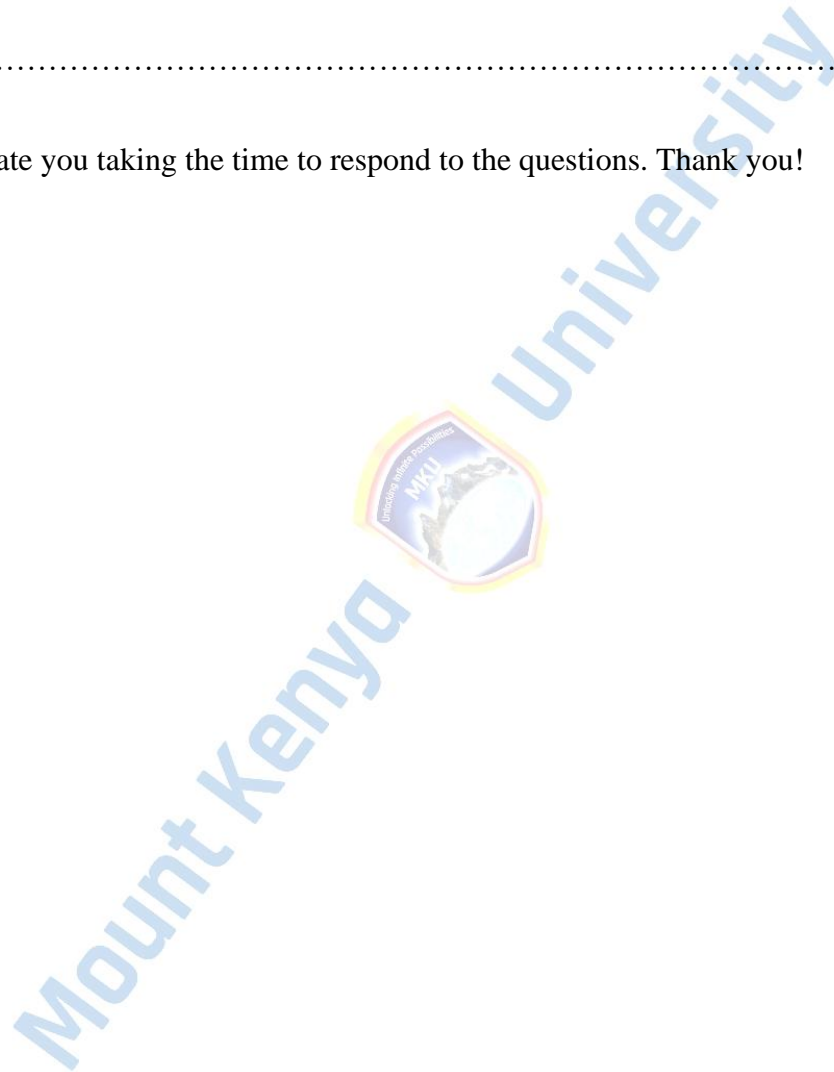
Based on the analysis of the current state of water supply in your county, what recommendations would you make to the county government?

.....  
.....

Have you ever given your thoughts on what you would say to your county government on how to enhance the road transportation?

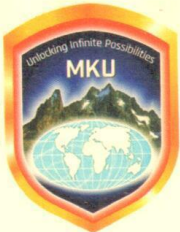
.....  
.....

I really appreciate you taking the time to respond to the questions. Thank you!



## Appendix 2:

### ERC certificate



# Mount Kenya University

REF: MKU/ISERC/4467  
TO: FELIX CHERUIYOT

Date: 04 October 2024

REG: MPAM/2023/37374

Dear Sir/Madam,

**RE: EFFECT OF GOVERNANCE DECENTRALIZATION ON SERVICE DELIVERY IN BOMET COUNTY GOVERNMENT, KENYA**

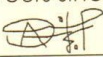
This is to inform you that **Mount Kenya University** has reviewed and approved your above research proposal. Your application approval number is **3189**. The approval period is **04/10/2024 - 03/10/2025**.

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.

Yours sincerely,



---

**Dr. Alfred Owino, PhD**  
Chairman, Mount Kenya University ISERC

**MOUNT KENYA UNIVERSITY**  
**ETHICS REVIEW COMMITTEE**  
P. O. Box 342 - 01000,  
THIKA

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

## MKU Introduction letter



### DIRECTORATE OF GRADUATE STUDIES

MPAM/2023/37374

15<sup>th</sup> October, 2024

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

Dear Sir/Madam,


**RE: FELIX CHERUIYOT - REGISTRATION NO. MPAM/2023/37374**

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 **"Effect of Governance Decentralization on Service Delivery in Bomet County Government, Kenya."** 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, 2024 and December, 2024.**

Any assistance accorded to the student will be highly appreciated.

Thank you.

  
**Dr. Samuel M. Kargga, Ph.D**  
**Director, Graduate Studies**  
Enc.

Mount Kenya University  
P. O. Box 342 - 01000, THIKA  
Office of the Director  
Graduate Studies

---


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**Unlocking Infinite Possibilities**

**NACOSTI research license**

Republic of Kenya  
National Commission for Science, Technology and Innovation

**Ref No: 911046**

**RESEARCH LICENSE**




**This is to Certify that Mr.. Felix Cheruyot of Mount Kenya University, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Bomet on the topic: EFFECT OF GÖVERNANCE DECENTRALIZATION ON SERVICE DELIVERY IN BOMET COUNTY GOVERNMENT, KENYA, for the period ending : 24/October/2025.**

**License No: NACOSTI/P/24/41443**

**Applicant Identification Number: 911046**

**Director General**  
NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION

**Verification QR Code**



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**See overleaf for conditions**

## Research authorization

REPUBLIC OF KENYA



COUNTY GOVERNMENT OF BOMET  
OFFICE OF THE COUNTY SECRETARY

Telephone: 0202084068  
Email: [countysecretary@bomet.go.ke](mailto:countysecretary@bomet.go.ke)  
When replying please quote Ref and Date:

P.O Box 19-20400  
BOMET, KENYA

28<sup>th</sup> October, 2024

BC.88/8/3

Mr. Felix Cheruiyot  
Student,  
Mount Kenya University  
REG NO.MPAM/2023/37374

TO WHOM IT MAY CONCERN

**RE: RESEARCH AUTHORIZATION**

Reference is made to the above subject matter.

The above mentioned person is required to conduct research on "*Effect of Governance Decentralization of Service Delivery,*" in Bomet County for the period ending 24<sup>th</sup> October, 2025.

The purpose of this letter is to inform you that the authority has been granted for him to carry out study in Bomet County.

Kindly accord him assistance he requires to carry out the exercise.

Yours *Sincerely*  
*Sim*

Simon Langat  
County Secretary and  
Head of Public Service



**Appendix 4: Consent form**

I am **Felix Cheruiyot**, a master student at Mount Kenya University. I am conducting a study on **EFFECT OF GOVERNANCE DECENTRALIZATION ON SERVICE DELIVERY IN BOMET COUNTY GOVERNMENT, KENYA.**

I kindly wish to inform you that the study is partial fulfillment of my master degree program. I recruit you to conveniently and freely participate in this study and am seeking your consent. Confidentiality will be maintained by using code numbers rather than names and information gathered will not be revealed to anybody. Participation in the study is voluntary. The project poses no any risks to the participants.

Before I involve you in this study, I kindly request you to sign the declaration below.

I have read the purpose and I hereby agree/disagree to participate in this study.

Respondent (coded)

Sign.....

Date.....

Principal investigator

Name: .....

Sign.....

In case of any complaints or further clarifications, kindly conduct the;

Chairman,

Mount Kenya University,

Ethics Review Committee,

P.O Box 342-0100

**Thika.**

## Appendix 5: Turnitin report

FELIX CHERUIYOT after  
corrections.docx  
by W W

Submission date: 18-May-2025 10:08AM (UTC-0500)  
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## Appendix 5: Map

