EFFECT OF GOVERNANCE DECENTRALIZATION ON SERVICE DELIVERY IN COUNTY GOVERNMENTS IN KENYA

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Effect of Governance Decentralization on Service Delivery in County Governments in Kenya

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DECLARATION

This thesis is my original work and has not been presented for a degree in any other University

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DEDICATION

To my wife Gladys Waithira, our sons Winner Wagana and Prince Macharia.

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ABBREVIATIONS AND ACRONYMS

APA	American Psychological Association
JKUAT	Jomo Kenyatta University of Agriculture and Technology
CUK	The Cooperative University of Kenya
MCA	Members of County Assembly
US	United States of America
LATF	Local Authority Transfer Fund
CDF	Constituency Development Fund
DFRD	District Focus for Rural Development
RDA	Regional Development Authorities
SPSS	Statistical Package for Social Science
ICJ	International Commission of Jurists
NE	North Eastern
FD	Financial Decentralization
PD	Political Decentralization
AD	Administrative Decentralization
CP	Citizen Participation
SA	Social Accountability Practices
EG	E-Government
SD	Service Delivery
ICT	Information Communication Technology
ICPAK	Institute of Certified Public Accountants of Kenya
VIF	Variance Inflation Factor

DEFINITION OF KEY TERMS

Accountability : Accountability is defined as degree to which local governments have to explain or justify what they have done or failed to do to the citizens (Abe & Monisola, 2014)

Administrative Decentralization : Administrative decentralization refers to a set of policies that transfer the administration and delivery of social services such as education, health, social welfare, or housing to sub-national governments (Akorsu, 2015)

Citizen Participation : Citizen Participation is defined as ability of citizens to attend, contribute and decide on important issues in county government (Wangari, 2014)

Constitution : Constitution refers to instrument or law that organizes and manages governance and state power-it defines, distributes and constrains the use of state power and provides a power map for construction of society and running of affairs of state (Ngundo, 2014).

Decentralization : Decentralization is defined as transfer of administrative authority such as planning, decision making and the collection of public revenues from the central government to provincial institutions, local governments, or federal units (Eryılmaz, 2011)

Devolution : Devolution refers to transfer of administrative and political powers from central government to lower tires giving them decision making powers (Average, 2010)

E-government : E-government refers to the interaction between government and different parties such as citizens,

businesses, employees through the use of digital services (Jeong, 2007)

Fiscal Decentralization : Fiscal Decentralization is defined as set of policies designed to increase the revenues or fiscal autonomy of sub-national governments (Akorsu, 2015).

Governance : Governance refers to exercising of political, economic and administrative authority to manage a society's affairs (Dixon, 2003).

Political Decentralization : This refers to a set of constitutional amendments and electoral reforms designed to open new, or activate existing but dormant or ineffective spaces for the representation of sub-national politics (Akorsu, 2015)

Service Delivery : This refers to the provision of social services, such as potable water supply, good roads, healthcare delivery and electricity, intended to alleviate human suffering and by extension, enhance the quality of life of the citizens (Abe & Monisola, 2014)

Social Accountability : This refers to actions by civil society and citizens to push office holders to report on and answer for their actions (Brinkerhoff & Wetterberg,2015).

ABSTRACT

Decentralization brings decision making closer to people to improve governance and service delivery. The general objective of the study was to establish the effect of governance decentralization on service delivery in county governments in Kenya. This study tested the null hypotheses that financial decentralization, political decentralization, administrative decentralization, citizen participation and social accountability practices had no relationship with service delivery in county governments in Kenya. The study also tested the null hypothesis that there is no moderating effect of e-government on the relationship between financial decentralization, political decentralization, administrative decentralization, citizen participation and social accountability practices, governance decentralization and service delivery in county governments in Kenya. The study adopted both descriptive survey research design and explanatory research design to identify, analyze, and describe the relationship between governance decentralization and service delivery. The study population was 2,794 county government officials from all the 47 counties in Kenya. This study used multiphase sampling technique to select the subjects of study. Both stratified random sampling technique and simple random sampling techniques were adopted to get the sample of counties and county government officials to be included in the study. A pilot test was conducted to detect weaknesses in design and instrumentation. A sample of 338 respondents was used. Of the 338 respondents, 275 completed the questionnaires giving a response rate of 81.36%. Cronbach's alpha was used to test for internal reliability of each variable used in the study. Data analysis was done using descriptive statistics, correlation and regression analysis. The study used bivariate regression analysis and moderated multiple regressions to analyze the association between governance decentralization dimensions, e-government, and service delivery variables. The findings revealed that governance decentralization had a significant effect on service delivery in county governments in Kenya. Specifically, the study found that financial decentralization, political decentralization, administrative decentralization, citizen participation and social accountability practices all had positive and significant effect on service delivery. However, social accountability had a significant effect on service delivery independently but not jointly. E-government had no moderating effect on the relationship between governance decentralization and service delivery in county governments in Kenya. Moreover, E-government was also found to have no moderating effect on the relationship between financial decentralization, political decentralization, administrative decentralization, citizen participation, social accountability practices and service delivery. The study concluded that governance decentralization had a significant effect on service delivery. However, it was also concluded that e-government had no significant moderating effect on the relationship between governance decentralization and service delivery. The study recommends that financial decentralization, political decentralization, administrative decentralization, citizen participation, social accountability practices need to be facilitated to improve service delivery in county governments in Kenya.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Governance decentralization has become the cornerstone of development reforms in many countries. The normative rationale for decentralization is deeply rooted in the political economy argument that decentralization leads to better service delivery (Aslam &Yilmaz, 2011). In recent years, many developing and middle income countries have decentralized with a mix of stated objectives (s), such as to deliver better public services; to enhance public management, governance, and accountability; to bolster economic development; improve equity in service delivery and development outcomes; and/or to promote a more stable and peaceful state, among others (Smoke, 2015). Across the world, decentralization is now widely lauded as key component of good governance and economic development.

During the past two decades, decentralization has also been identified as an important theme of governance in both developed and developing societies of the world (Dasgupta &Victoria, 2007). There has been renewed interest in decentralization, particularly in the context of developing countries that are seeking ways to promote accountability of government in public service delivery (Mookherjee, 2014).The centralized government systems have been blamed over time for hindering efficient delivery of public services (Wangari, 2014). Decentralization of the provision of social services such as education, health, water and sanitation is said to lead to improved service delivery (Ekpo, 2008). It is now widely regarded as an instrument for improving service delivery to the public.

In the last quarter century, over seventy five countries have attempted to decentralize responsibilities to lower tiers of government (Ahmad, Junaid, Devarajan, Khemani, & Shah, 2005). The rationale that supports this reform is that devolved governments, being closer to their constituencies, can be more responsive to local needs, and consequently, provide public services more efficiently. To achieve efficient services delivery, countries and national states must institute an effective division of labor among multi-levels of

government and assign appropriate financing instruments (fiscal revenues) to match fiscal responsibilities (Shen & Zou, 2015).

Wangari (2014) citing a study by World Bank (2003) argued that decentralization has both an explicit and implicit motivation of improving service delivery for two reasons, first the basic services which the state is responsible for are systematically failing. Secondly, improving service delivery through decentralization is important because these services are consumed locally. At Global level, decentralization has been at the center of sudden rise of economic development in many developing countries such as China, Nepal and Chile among others (Balunywa, Nangoli, Mugerwa, Teko, & Mayoka, 2014).

Decentralization has been seen as an important tool in revenue performance and therefore instrumental in providing services closer to people in large and densely populated economies such as China, the US and some European countries through federal arrangements (Clegg & Greg, 2010). According to Rosenbaum (2013) the worldwide governance trend is towards decentralization. In the United States of America, for example, the governance structure is highly decentralized. The US has 50 state governments and approximately 85,000 local governments. Both national and devolved governments are independent with taxing authority and, in many cases, a quite high degree of autonomy within the geographic sphere in which they function. In Africa, there are about 15,000 local governments; Asia has about 26,000 local governments, while Latin America has about 17,000 local governments (Rosenbaum, 2013).

In Africa, many countries have carried out reforms aimed at decentralizing the political, administrative and fiscal structures of the public sector. The need to transform the structure of governance is informed by the view that decentralization increases the overall efficiency and responsiveness of the public sector in providing services, an outcome that enhances economic development and contributes to a reduction in regional disparities decentralization has advanced considerably in the last two decades (Amusa & Mabugu, 2016). Moreover, many African central governments have initiated or deepened processes to transfer authority, power, responsibilities, and resources to sub-national levels. The African countries that have decentralized include Kenya, Botswana, Burkina Faso,

Ethiopia, Ghana, Mali, Mozambique, Nigeria, South Africa, Tanzania, and Uganda (Dickovick & Riedl, 2010). Despite this, the African evidence on the relationship between devolution and service delivery is very limited. Moreover, much of the available evidence is anecdotal or focused on a specific set of issues, such as participation, empowerment or fiscal autonomy. There is paucity of studies that have examined devolution experiences across the Africa region in a comprehensive and comparative way (Batchelor, Smith, & Fleming, 2014). .

Governance decentralization is depicted in various forms and dimensions. Olatona and Olomola (2015) asserts that there are three fundamental forms of decentralization . The first form is outlined as deconcentration which refers to shifting of responsibilities to local administrators who are closely supervised by federal government. It is viewed as the weakest form of decentralization. The second form is delegation which involves transferring of decision-making and administration to semi-autonomous organizations such as public corporations. The third and last form is devolution which is the strongest form and entails transfer of administrative and political powers from central government to lower tires of government. In devolution, state governments can elect their own leaders, raise their own revenue and make their own investment decisions (Olatona & Olomola, 2015). All in all, regardless the reason of decentralization and the form of decentralization (devolution, delegation or de concentration), the main aim is to provide efficient and effective local services delivery for human development (Tshukudu, 2014).

Devolution is the strongest form of governance decentralization (Olatona & Olomola, 2015). Devolution involves a rescaling of responsibilities or powers from the national to the regional political organization (Lobao, Martin, & Rodrigeuz-Pose, 2009). The actual form and politics of such rescaling will vary substantially between states, however, amounting to a radical transfer of powers and resources in some cases and a more modest and rhetorical shift of responsibility and service delivery in others (Cox, 2009). This underlines the need for researchers to be specific about precisely what is being rescaled or devolved in particular contests.

In practice, devolution grants the devolved governments the capacity to develop policies that are better tailored to the economic and social conditions of their areas, encouraging policy divergence through the introduction of 'local solutions to local problems (Mackinnon, 2015). Moreover, Mackinnon (2015) indicated that devolution creates logic of inter-territorial comparison and competition, potentially resulting in policy learning and transfer as the different administrations monitor developments elsewhere, adopting successful or popular policies from other jurisdictions. Recently, Yusoff, Sarjoon, Awang, and Efendi (2016) contends that in devolution, powers are transferred to autonomous units governed independently and separately without the direct control of central government, the units enjoy corporate status and powers to secure their own resources to perform their functions, the units maintain control over a recognized geographical area, devolution implies the need to develop local government institutions and it is an arrangement of reciprocal, mutually beneficial and coordinate relationship between central and local government.

In broad terms, decentralization has three fundamental dimensions of decentralization namely administrative, political and fiscal decentralization. Administrative decentralization implies transfer of civil servants and public functions to the lower level, fiscal is devolution of fiscal resources and revenue generating powers while political decentralization refers to devolution of decision-making powers (Muriu, 2012; Triesman, 2007). As Faust and Barbers (2012) indicate political decentralization reflects whether sub-national governments are directly elected and thus share in the political functions of governance. Devolution is considered by many theorists and experts as the best form of political decentralization. In contemporary discourse and practice, political decentralization is often perceived as the only true mode of decentralizing government, bringing with it such benefits as local democracy, participation in local affairs and accountability of local officers.

In general, researchers and scholars across the world have used various constructs to measure decentralization including financial decentralization, political decentralization, administrative decentralization, citizen participation, voice and accountability and

devolution of power (Abe & Monisola, 2014; Kannan, 2013; Krishnan & Teo, 2012; Mimicopoulos, 2006; Muriu, 2012; Sow & Razafimahefa, 2015; Sujarwoto, 2012; Tshukudu, 2014; Wangari, 2014). Further, several studies have been carried on the link between decentralization and service delivery (Ahmad , Brosio, & Tanzi, 2008; Besley, Pande, & Rao, 2007; Freinkman & Plekhanov, 2009; Kannan, 2013). These studies focus mostly on developed or developing countries of Asia and Latin America.

The link between decentralization and public services delivery in the context of Sub-Saharan Africa is scarcely explored. To date, only few studies have so far evaluated the impact of decentralization on service delivery in the context of Sub-Saharan Africa (Balunywa et al., 2014; Tshukudu, 2014). Additionally, there is imbalance in the attention that has gone into studies on governance decentralization and service delivery. Existing studies tend to measure service delivery with service accessibility and disregard other dimensions such as quality of service and citizen satisfaction (Opiyo, 2014; Saavedra, 2010; Sujarwoto, 2012).

In recent years, scholars and practitioners have produced much research on devolution covering a vast array of issues. Unfortunately, the evidence on the link between decentralization governance and service delivery is highly inconclusive. The theoretical and empirical literature diverges on the potential merits and drawbacks of decentralization. First, there are studies that found that decentralization improves service delivery (Balunywa et al., 2014; Freinkman & Plekhanov, 2009). In contrast, a cross section of researchers has also found that decentralization negatively influences service delivery (Elhiraika, 2007; Freinkman & Plekhanov, 2009; Olatona & Olomola, 2015). In China, Wei-qing and Shi (2010) carried a study and revealed that fiscal decentralization on expenditure may make local governments tend to reduce provision of public services, such as education. The study also found negative effect of fiscal decentralization on public education provision is the highest in Central and West China, and the lowest in Northeast China.

1.1.1 Governance Decentralization in Kenya

In Kenya, governance decentralization started after independence in 1963.The constitution provided for devolution of government under a Lancaster constitution which had provision for two houses of representatives; upper and lower houses as well as regional governments complete with legislative assemblies (Burugu, 2010). Several other decentralization programs have been instituted since independence to combat growing regional disparities (Khaunya, Wawire, & Chepng'eno, 2015). These include the Special Rural Development Program (1972), The District Focus for Rural Development (DFRD) in 1983, and Regional Development Authorities (RDA's). However, in Mid-90s, that the government introduced numerous decentralized initiatives, namely the Constituency Development Fund (CDF) and Local Authorities Transfer Fund (LATF), Poverty Eradication Fund (PEF) and Women Enterprise Fund (WEF) in bid to decentralize decision making and participatory governance (ICPAK, 2014; Khaunya et al., 2015).

In broad terms, governance decentralization in Kenya has been carried out in four major waves, namely: district focus for rural development; Kenya local government, CDF and devolution (Wangari, 2014). In 2010, Kenya changed its constitution and adopted devolved system of governance to work alongside the central government (Wangari, 2014). The constitution of Kenya (2010) devolved many services to county governments. The promulgation of the constitution in 2010 enhanced decentralization through creation of 47 county governments. The constitution of Kenya defined the power of the 47 county governments. The devolved units have power to raise revenue through taxation by imposing rates, entertainment taxes and any other tax that is authorized to impose by an Act of parliament. A county can only borrow if the national government guarantees the loan and with the approval of the county government assembly (Constitution of Kenya, 2010). Devolution is enshrined in chapter 11 of the constitution. It legalizes the formation of the 47 counties, each with its own government as spelt out in the County Governments Act, 2012. This Act also created elaborate structures to ensure the full implementation and success of devolution. The county governments have executive and legislative authority,

including the accompanying mandates and powers, to raise limited revenue, establish policies, plans, budget and governance (Constitution of Kenya, 2010).

Kenya's devolution is an ambitious form of decentralization involving large-scale political, fiscal, and administrative decentralization (Kenya School of Government, 2015). Unlike other countries where the devolution process of the three powers has been sequentially attained, in Kenya the experience has been a 'big bang' where the three types of decentralization were achieved at once with the ratification of the constitution (Kobia & Bagaka, 2014). Devolution in Kenya is also based on the supremacy of the constitution, sovereignty of the people and the principle of public participation (ICJ Kenya, 2013). The fourth schedule of the constitution sets out the functions and powers of the national and county governments. The Kenya Constitution (2010) articulates the rationale behind devolution among other reasons as self-governance, economic development and equitable sharing of national and local resources. The constitution also provides the objects and principles of devolution, functions and powers of the national and county governments and relationships between levels of governments. To achieve these objectives, the constitution established 47 county governments in addition to the national government (Constitution of Kenya, 2010; Ngundo, 2014).

The county governments were established in 47 counties (based on the 1992 Districts of Kenya), after the scheduled general elections in March 2013. The constitution further provides that each county will have a government consisting of the county assembly and county executive. The services whose delivery has been devolved includes county health services, solid waste disposal, county transport, including county roads; street lighting; traffic and parking, water conservation, and social welfare (Constitution of Kenya, 2010). County governments are better placed than the national government to deliver social services because of their local knowledge to the local problems facing the people.

All in all, devolution in Kenya has raised citizen's expectations for quality service from the county governments. Devolution allows the devolved governments to develop policies that are tailored to the needs of their areas, encouraging policy divergence, although this is countered by pressures to ensure that devolved approaches do not contradict those of

the central state, promoting convergence. Through devolution of fiscal power, political power and administrative power, citizens expect county governments to deliver quality services, improve efficiencies and responsiveness. However, available local studies on decentralization governance are mainly qualitative and only touch on the merit and demerits of decentralization (Abdumlingo & Mwirigi, 2014; Kobia & Bagaka, 2014) .There is paucity of empirical evidence on the effect of decentralization governance on service delivery in county governments in Kenya.

1.1.2 The Concept of Service Delivery

In the devolution process, the participation of local governments and communities has been advocated as powerful means for improving the service delivery mechanism in many developing countries. Pro-decentralization advocates generally argue that it brings decision makers closer to the people that would increase the responsiveness of local officials to needs that may not be served by the central government (Hooda, 2016). Devolution removes layers of bureaucracy and incorporates local information into decision-making processes and planning through the involvement of local community and government which further results in effective delivery of services.

Moreover, service delivery is an essential function in the relationship between government and citizens (Abe & Monisola, 2014). Government performance is measured through service delivery to its people (Eigema, 2007). The best yardstick to measure government performance of good governance is through service delivery to the people. Abe and Monisola (2014) contends that government is expected to deliver better services to its people. They provided the indices of measuring service delivery to the people as low inflation, better education, provision of improved health care at affordable rates, provision of clean water, provision of good roads and good road networks to the rural areas for the transport of agricultural products and raw materials. This has pushed many governments across the world to turn to decentralized governance to enhance service delivery (Robinson, 2007). Scholars around the globe contend that service delivery is an indicator of the health of a society, which strengthens the social contact between the state and its citizens. Public service delivery is also a key determinant of quality of life and an

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important element of poverty reduction strategy (Akinboade, Mokwena, & Kinfack, 2013; Nayak & Samanta, 2014).

1.1.3 The Concept of E-Government

In recent decades, people across the world have increasingly voiced concern with poor public sector performance and demanded greater efficiency, effectiveness, and responsiveness of governmental operations (Siddiquee, 2008). In order to improve these, reforms in many areas of governmental functions have been facilitated by electronically delivering information and service and enabling interactions between the governed and their governments (Norris, 2010). E-government is widely perceived to be fundamental to reform and modernization in the public sector in order to improve service quality (Bhuiyan, 2011) .This involves the use of ICTs to perform governmental business and to increase the availability of government information and services by making them accessible at all times. E-government (electronic government) can be considered to be any way information technology is used to simplify and improve transactions between governments and other actors such as constituents, businesses and other governmental agencies (Rodríguez-Domínguez, Sánchez, & Álvarez, 2011).

E-government initiatives have also been certified as effective and efficient in delivering public services (Hu, Lin, & Pan, 2013) . E-government is a prominent global phenomenon due to its potential impact on service delivery in public sector. According to Chatfield & Alhujran (2009) e-government leads to improved service delivery capability, transparency, and accountability . There are four stages of e-government development namely one-way information flows; two-way interaction; payment transaction; and e-democracy (Chatfield & Alhujran, 2007; Chatfield & Alhujran, 2009). E-government enthusiasts herald its potentials in contributing to development. Kaisara and Pather (2011) submitted that a country can improve its competitive standing in doing international business by adopting e-government; this is in addition to other benefits like efficiency, service accessibility, economy, effectiveness, citizen satisfaction, and service quality.

Across the world, governments are embarking on e-government since has the potential of improving the relationship between government and the public by making interactions with citizens smoother, easier, and more efficient (Osei-Kojo, 2016). Most of the existing e-government research focuses on the process of e-government development in developed countries (Kim, 2009; Krishnan & Teo, 2012; Pan & Jang, 2008). Research undertaken on e-government in Africa has primarily focused on gaining an understanding of the adoption and usage of ICT in governments focusing on exploring the implications of transforming traditional governments to e-government, as well as the challenges and constraints to the implementation and advancement of e-government (Osei-Kojo, 2016). However, little is known about the current state of e-government in developing countries and its impact on service delivery. Additionally, although research indicates e-government impacts service delivery (Alaaraj & Ibrahim, 2014) , there is a lack of adequate scholarly attention on e-government and service delivery from public administration and management perspective (Bhuiyan, 2011). Empirical research is also lacking on the moderating role of e-government on the relationship between decentralization governance and service delivery.

Locally, the government of Kenya approved e-government strategy in 2004 with intention of improving service delivery. The national ICT policy was approved under the Ministry of Information and Communications in 2006 (Syamsuddin, 2011; Wamoto, 2015). The government has since initiated several e-government systems with the aim of enhancing efficiency, transparency and democracy within public administration. The overall goal of e-government is to make the government more result oriented, efficient and citizen centered (Wamoto, 2015). It is against this background that this study examined the effect of decentralization governance on service delivery in county governments in Kenya.

1.2 Statement of the Problem

Decentralization is currently a widely celebrated phenomenon in governance. Many democracies all over the world, including Kenya have adopted decentralization as a system of governance to promote economic development. Researchers have generally supported the position that decentralization governance influences service delivery. Empirical evidence supports existence of a relationship between decentralization governance and service delivery (Olatona & Olomola, 2015; Sow & Razafimahefa, 2015). However, existing research mostly focuses on developed or developing countries of Asia and Latin America (Kyriacou & Roca-Sagale's, 2011; Wei-qing & Shi, 2010). The link between decentralization governance and service delivery in the context of Sub-Saharan Africa is scarcely explored. Only a limited number of studies have so far examined the impact of decentralization governance on service delivery in the context of Sub-Saharan Africa (Balunywa et al., 2014; Tshukudu, 2014).

Governance decentralization is deeply rooted in the political economy argument that decentralization leads to better service delivery (Aslam & Yilmaz, 2011). However, despite these theoretical underpinnings advocating for decentralization governance, findings on the impact of decentralization governance on service delivery is mixed and inconclusive. One strand of the literature revealed that decentralization leads to improved service delivery (Balunywa et al., 2014; Freinkman & Plekhanov, 2009). In contrast, other studies found that decentralization negatively influenced service delivery (Elhiraika, 2007; Olatona & Olomola, 2015). These mixed conclusions created the need to carry out a study from a Kenyan context to establish the effect of governance decentralization on service delivery in county government in Kenya.

In measuring service delivery, majority of governance decentralization studies tends to focus on service accessibility and disregards other service delivery dimensions such as quality of the service and citizen satisfaction (Opiyo, 2014; Saavedra, 2010; Sujarwoto, 2012).Thus, empirical evidence on the links between decentralization governance and aspects of service delivery ; quality of the service and citizen satisfaction is evidently lacking. One notable exception is a study carried in Russia by Freinkman and Plekhanov

(2009) that found decentralization positively influenced the quality of municipal utilities provision in Russia. This study, however, suffers from conceptual gaps since it measured governance decentralization from a single dimension (financial decentralization) rather than from multiple dimensions of decentralization (financial, political and administrative) thus limiting conceptualization of governance decentralization. Allowing for interaction of all three dimensions of decentralization in the same analysis can bring more robust evidence on the relationship between governance decentralization and service delivery and hence bring stronger basis for providing policy advice in the future.

Moreover, the constitution of Kenya (2010) established 47 county governments to improve efficiency in service delivery. The transition from a central to devolved governments in Kenya has not been smooth as several challenges such as inter-governmental relations, turf wars among leaders, corruption and strikes among others have threatened devolution. At present, research also indicates that over 53 % of citizens are dissatisfied with service delivery of county governments in Kenya (Transparency International, 2014).However, the empirical evidence on the link between decentralization governance and service delivery in Kenya is evidently lacking.

The few studies done locally (Abdumlingo & Mwirigi, 2014; Kobia & Bagaka, 2014) are narrow and suffered from conceptual gaps since they only addressed merits and demerits of decentralization governance. The study by Macharia et al. (2014) also suffered from a contextual gap since it concentrated on Kipipiri constituency while the focus of the current study is on all the 47 counties in Kenya. The study by Simiyu et al. (2014) also faced methodological issues since it was a case study and explored specific contextual area (Kimilili constituency development fund). It is due to these conceptual, methodological and contextual gaps that the current study investigated the effects of governance decentralization on services delivery in county governments in Kenya.

1.3 Objectives of the Study

The general and specific objectives that guided this study were;

1.3.1 General Objective

The general objective of the study was to establish the effect of governance decentralization on service delivery in county governments in Kenya.

1.3.2 Specific Objectives

This study specifically sought to:

1. To establish the effect of financial decentralization on service delivery in county governments in Kenya.
2. To evaluate the effect of political decentralization on service delivery in county governments in Kenya.
3. To evaluate the effect of administrative decentralization on service delivery in county governments in Kenya.
4. To examine the effect of citizen participation on service delivery in county governments in Kenya.
5. To determine the relationship between social accountability practices and service delivery in county governments in Kenya.
6. To find out the joint moderating effect of e-government on the relationship between governance decentralization and service delivery.

6a: To evaluate the effect of e-government on the relationship between financial decentralization and service delivery in county governments in Kenya.

6b: To find out the moderating effect of e-government on the relationship between political decentralization and service delivery in county governments in Kenya.

6c: To examine the effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya

6d: To find out the moderating effect of e-government on the relationship between citizen's participation and service delivery in county governments in Kenya

6e: To determine the moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya

1.4 Research Hypotheses

The following hypotheses were tested in the study:

H_{01}: There is no relationship between financial decentralization and service delivery in county governments in Kenya

H_{02}: Political decentralization is not related to service delivery in county governments in Kenya

H_{03}: Administrative decentralization is not related to service delivery in county governments in Kenya

H_{04}: There is no relationship between citizen participation and service delivery in county governments in Kenya

H_{05}: Social accountability practices are not related to service delivery in county governments in Kenya

H_{06}: There is no joint moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya

H_{06a}: There is no moderating effect of e-government on the relationship between financial decentralization and service delivery in county governments in Kenya.

H06b: There is no moderating effect of e-government on the relationship between political decentralization and service delivery in county governments in Kenya

H06c: There is no moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya

H06d: There is no moderating effect of e-government on the relationship between citizen's participation and service delivery in county governments in Kenya

H06e: There is no moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya

1.5 Significance of the Study

The study will be beneficial to several stakeholders. The specific stakeholders include the government of Kenya, county governments, the society, scholars and researchers

1.5.1 Government of Kenya

The best yardstick to measure government performance is through service delivery to the people. The study will inform national government policy on the devolution and service delivery in county governments in Kenya. By illustrating the effects of governance decentralization on service delivery in county governments in Kenya, policy makers may use the finding of this study to better align or revise the existing legal framework, policies and the guidelines of devolution process. Further, the findings may influence the national to develop appropriate policies to enhance devolution processes so as to improve service delivery to the public and thus propel the country towards achieving Vision 2030. Furthermore, national government might use of the findings to come up with strategic interventions to enhance devolution and service delivery to citizens. The study also informs best strategies to employ in making turnaround in service delivery both at national and county governments. This study finally came up with policy recommendations, which can be used by national government to improve service delivery to the public.

1.5.2 County Governments

The county governments, which took effect with the new constitutional dispensation, may benefit a lot from the study findings primarily because the study addresses the effect of governance decentralization on service delivery. The county governments are expected to play critical role in improving service delivery to the people. This study might informs county assemblies and county executive on whether devolution of fiscal power, political power and administrative power has improved service delivery to the people as was expected by the constitution. The members of county assembly may use the finding of this study to better align or revise the existing county legal framework, to promote service delivery in the counties. This study finally came up with policy recommendations, which can be used by county assemblies and county executives to improve service delivery in county governments.

1.5.3 The Society

This study is of help to the entire society as it seeks to explain the relationship between devolution and service delivery. By illustrating the influence of governance decentralization on service delivery in county governments in Kenya, the finding may shape future devolution debate in the entire Kenya society. The findings of this study may also benefit the entire Kenyan society including private practitioners by providing them with in-depth understanding of the relationship between devolution and service delivery. Similarly, the finding of this study will be of significance to other African developing countries and especially the members of the East African community, that are culturally, economically, and politically similar to Kenya.

1.5.4 Scholars and Researchers

To the scholars, the study is value-added to the existing body of knowledge as it developed comprehensive model on governance decentralization in Kenya and beyond. The study will thus benefit the scholars wishing to undertake further studies aimed at improving governance decentralization structures in local and global context. Academic researchers

will be able to refer to the data used in the study and benefit from the findings, cognizant of the fact that rich literature is unavailable in Kenya relating to devolution and service delivery. Moreover, the framework developed in the study may be useful tool to academicians and other researchers wishing replicate this study in different states, counties and countries. Nevertheless, this study serves as a stepping stone for newer research on devolution and service delivery.

1.6 Scope of the Study

The study is limited to examination of effect of governance decentralization on service delivery in county governments in Kenya. The conceptual scope of this study was limited to five governance decentralization variables namely financial decentralization, administrative decentralization, political decentralization, citizen participation and social accountability practices. E-government development was considered as a moderating variable while service delivery was the response variable.

The contextual scope of this study was limited to the 47 county governments in Kenya that were established by the new constitution in 2010. Previous studies also tend to be specific with regard to study methodologies employed. Governance decentralization studies have been carried out using a number of diverse methodologies. This study used descriptive survey research design and explanatory research design to analyze, and describe the relationship between governance decentralization and service public delivery in county governments in Kenya.

1.7 Limitations of the Study

The researcher encountered a number of challenges related to the research; but the limitations did not have a significant interference with the outcome of the study. Although this study covers all county governments in Kenya, it only used a sample to draw conclusions and inferences, which was as per the research design. Time factor was a limitation as the respondents took longer time than expected. At times the researcher had to personally travel to some remote local authorities where the research assistants failed

to make headways. This escalated the costs beyond the budget. .The geographical spread of the 47 counties in Kenya made access difficult.

In addition, some of the respondents like members of county assembly found it difficult to fill the questionnaire because they felt giving the information required might jeopardize their jobs; however this was overcome by assurance that the information will not be divulged and is for academic purpose. The study did not obtain 100% response rate due to unwillingness and unavailability of some targeted respondents given the nature of information to be collected. Further, this was a cross sectional study. Future research needs to carry out a longitudinal study. The other challenges faced was resource limitations during the entire period of the research ranging from time, finances and technical support during the data analysis and thesis development.

Further, the study used ordinal scale among others to measure the variables. However, ordinal scale does not give the investigator the level of precision required in a study, especially when strong statistical procedures are to be applied (Mugenda, 2008). The respondent was the sole data source for both independent and dependent variables. Despite the limitations experienced, the quality of the study was not compromised. The study was designed in highly scientific manner following a thorough literature and theoretical review. Moreover, the study was based on a single country using data from Kenya. There is an opportunity to conduct a larger survey in other major cities and countries across the world. It may be interesting to explore the relationship between governance decentralization and service delivery in developing countries that have similar environments to Kenya. All in all, the study was rigorous in its approach analysis, interpretation and reporting of the findings. The implications discussed did not therefore have any material effect on the results and findings of the study.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter presents the review of both theoretical and empirical literature which underpins the study. The chapter also provides a critique of the reviewed literature and the emergent research gaps which the study sought to address.

2.2 Theoretical Framework

The study focused on four theories upon which the study is anchored. These include the Souffle theory, Principal-Agent theory, The Sequential theory of decentralization and New public management theory.

2.2.1 Souffle Theory

The Soufflé Theory was proposed by (Parker, 1995) who postulates that there are three major elements of decentralization namely administrative, fiscal, and political decentralization. Parker (1995) emphasized that decentralization is a multi-dimensional process that proceeds with successes and setbacks. The theory argues that like a Souffle that needs just the right combination of milk, eggs, and heat to rise, a successful program of decentralization must include the right combination of political, fiscal, and institutional elements to improve rural development outcomes (Farooq, Shamail, & Awais, 2008; Laryea-Adjei, 2006).

Decentralization initiatives will therefore be subject to a continuous process of modification reflecting changes in social, political and economic conditions (Laryea-Adjei, 2006). There is therefore the need to include all dimensions of political, fiscal and administrative decentralization. Parker suggests a conceptual model, *the soufflé theory*, which incorporates the essential elements of political, fiscal, and administrative

decentralization as they combine to realize desired outcomes. Parker (1995) model is illustrated by figure 2.1.

Decentralization Choices	System Outcomes	System Results	Development Impact
Political •Civil Liberties •Political Rights •Democratic Pluralistic System	•Political Accountability •Political Transparency •Political Representation	•Soft/hard Budget Constraint •Moral Hazard •Sustainable Services •Responsive Services •Effective Services •Efficient Services •Macroeconomic Instability	•Increased Incomes •Increased Productivity •Increased Literacy •Decreased Mortality •Growth of Civil Society
Fiscal & Financial •Fiscal Resources •Fiscal Autonomy •Fiscal Decision-making •Sub national Borrowing	•Resource Mobilization •Resource Allocation •Fiscal Capacity •Subnational Indebtedness		
Administrative •Administrative Structures •Participation	•Administrative Capacity •Admin. Accountability •Admin. Transparency		

Time →

Figure 2.1: The Souffle Theory of Decentralization (Parker, 1995)

Godda (2014) cited (Hossain, 2000) and opined that administrative decentralization seeks to redistribute authority, responsibility and financial resources for providing services among different levels of government .The central government transfers some of its responsibilities for planning, financing and management to the local level authorities. By doing so the central government gives the local authorities administrative autonomy to respond effectively to the local needs (World Bank, 2008). The local authorities can therefore make changes and enforce regulatory decisions to govern various systems at local offices such as the procurement system and human resources management-including recruitment and performance management (Godda, 2014). In addition, Ghazia (2009) contends that fiscal decentralization gives local government authority and power to

generate revenues and decide on expenditures. It also transfers some funds from central government to local governments so that the local governments can deliver decentralized function. Fiscal decentralization takes many forms like cost recovery through user charges and expansion of local revenues through property or sales taxes, or indirect charges.

Nevertheless there should be fiscal policies and procedures to govern the practices of local officials; checks and balances must also be built into the system (Godda, 2014) citing (Kerr, 1998). Political decentralization transfers policy and legislative powers from central government to elected local authorities (Azfar, 1999). However, the allocation of the power of decision making to local authorities is not enough to create successful decentralization if local officials are not accountable to the local population (Elsageer&Mbwambo, 2004).Local accountability might be promoted through various mechanisms such as third party monitoring by media and NGOs, extensive participation of citizens and central government oversight of local governments (Godda, 2014)

Despite the propositions of the Soufflé theorist that are in favor of decentralization, governance decentralization has been criticized due to several limitations. Saito (2001) posits that decentralization may foster more local royalty to regional identities than the national identity, and this may encourage more autonomy from the central government and even a territorial secession in multi-ethnic and multi-religious societies, particularly in Africa. This puts the national integrity itself at risk. Secondly, decentralization may increase corruption at local level and thus this would not improve accountability. Lastly the increased efficiency and effectiveness of public resources may not be realized, since resources (capital, human and even social) available at local level in low-income countries are very limited. These scarce resources are more effectively utilized when they are concentrated at the national level.

Decentralization may also jeopardize equity among different localities. The Soufflé theory is at the center of devolution. The theory is relevant to the current study as it provides insights on various dimensions of decentralization adopted by county governments in Kenya. Unlike other countries where the devolution process of the three powers(political, administrative and financial) has been sequentially attained, in Kenya the three types of

decentralization were achieved at once with the ratification of the constitution in 2010 (Kobia&Bagaka, 2014). Therefore, the theory provides in-depth understanding of various decentralization construct namely financial decentralization, political decentralization, and administrative decentralization variables being examined in this study.

2.2.2 Principal-Agent Theory

The Principal-Agent theory (also referred to as Agency Theory) is one of the dominant theoretical perspectives for analyzing and describing public governance reforms. The theory was proposed by Jensen and Meckling (1976).The theory proposes a 'principal' with specific objectives and 'agents' who are required to implement activities to achieve those objectives. The core of the principal-agent theory is the 'agency relationship', which depends on power positions and information flows between principals and agents. The question, then, is how principals can manage the interests of agents so that they are in line with the goals they (principals) wish to achieve (Masanyiwa, Niehof, &Termeer, 2012).

The theory is of the view that principals must solve two basic tasks in choosing and controlling their agents: first, they have to select the best agents and create inducements for them to behave as desired. Second, they have to monitor the behavior of their agents to ensure that they are performing as agreed (Ayee, 2005). A problem arises when the parties' goals conflict or when it is difficult or expensive for the principal to verify what the agent is actually doing. In this case Information asymmetry introduces an issue of adverse selection and a moral hazard problem (Simiyu et al., 2014) The problem of agency is particularly salient on the demand-side of public service delivery, which arises from the fact that clients, politicians and frontline providers have divergent interests compounded by the fact that multiple principal-agent problems result in the delivery chain (Kamara, Ofori-Owusu, & Sesay, 2012).

Importantly, Hiskey (2010) views decentralization, especially when it takes the form of devolution, as "an alteration of principal-agent relationships, where principals theoretically gain more leverage over agents directly responsible for service provision". Analyzing decentralization reforms using the principal -agent perspective help to explain

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the trade-offs between different actors and the changes that decentralization may bring with them given the new responsibilities of the actors involved (Hiskey, 2010). Mewes (2011) links the agency theory to top down and bottom-up models. In the first, local governments are agents, exercising responsibilities on behalf of the central government (principal). In the bottom-up model, the ultimate principals are the citizens or service users, while politicians as representatives in decision-making organs are agents. In turn, local government administrators responsible for executing service delivery functions are agents of local political leaders and service users. Kayode et al. (2013) further posits that in a democratic polity, the ultimate principals are the citizens who are consumers of specific services provided by the government. In the Principal –Agent theory, they are principal in the sense that politicians as agents seek their mandate from and act as the representatives of the public.

Critics however argue that the Agency-Theory model is one-sided because it negatively characterizes an agent's behavior as self-seeking, and ignores agent loyalty, pride, and professionalism in aligning with the principal's goals (Davis, Donaldson, &Schoorman, 1997 ; Kayode et al., 2013). Another criticism of the agency theory is that it omits opportunistic behavior by principals. This is especially so in public services where politicians and bureaucrats stand to gain personally from colluding with private agents (Kamara et al., 2012). Further, Masanyiwa (2012) citing Batley (2004) criticized the agency-theory model for focusing on the vertical relationship between the centre and periphery in a 'one-dimensional' way, which makes it difficult to analyze multiple principals and agents, especially if they are at different administrative levels.

The theory is relevant to this study as it provides a good basis to understand the relationship in which one party (the principal) delegates work to another (the agent), who performs the task. Politicians in counties (members of county assembly and governors) act as the agents of citizens and must act in good faith to fulfill the principles of the principal. Without addressing the principal agent problems, poor governance practices such as lack of social accountability arise. The Principal-Agent theory has become a widely used paradigm for analyzing public accountability. This is because it provides a

flexible framework for modeling innumerable variations in institutional arrangements, and comparing their potential for inducing desirable behavior by agents (Gailmard, 2012).

The study drew from Principal-Agent theory, to understand the social accountability practices between citizens and politicians. The principals are the citizens or service users, while politicians as representatives in decision-making organs are agents. There are various accountability mechanisms such as elections, information dissemination that can be used by the principal(citizens) to align the interest of the agents(politicians) (Kamara et al., 2012).This study examined the effects of social accountability practices on service delivery based on Principal-Agent theory. Electronic government is also based on Principal-Agent theory in which the voter is the principal and the public manager plays the role of agent (Banker&Patton, 1987) In this relationship, it is assumed that politicians will attempt to satisfy their own interests, mainly their re-election, and advance in their political or professional careers and increase their current and future incomes. Voter's wealth depends on the agents actions and, consequently, each voter has incentives to monitor politician's behavior (Zimmerman, 1977).

These agency relationships provide public managers with incentives to disclose information voluntarily, allowing their activities to be monitored. Therefore, e-government arises as a way of increasing citizen's trust in governments and improving the valuations they make about political management(Rodríguez-Domínguez et al., 2011) . In this sense, e-government is expected to play a critical role in public administration and governance in the future; thus, it will assist in the innovation of governance processes and improved efficiency and effectiveness while also providing more participative opportunities for citizens (Lee, 2010). Its objective is focused on bringing public administration closer to citizens and on restoring trust in governments. This study thus examined the effects of electronic government on service delivery based on Principal-Agent theory.

2.2.3 A Sequential Theory of Decentralization

The Sequential theory of decentralization was proposed by Falleti (2004) . The theory contends that decentralization is a set of state reforms. As such, decentralization does not include transfers of authority to non-state actors. Akorsu (2015) cited Falleti (2004) and noted decentralization reforms may take place in authoritarian as well as democratic contexts, which means that the concepts of decentralization and democratization should not be conflated. Notably, (Falleti, 2004; Falleti, 2005) opined that sequential theory of decentralization classifies territorial decentralization into political, administrative, and fiscal dimensions.

Awortwi (2011) avers that Falleti's sequential theory of decentralization is based on three propositions: First, Institutional design of decentralization policies is highly dependent on when those policies take place within the sequence of reforms. According to Falleti (2004), political and fiscal decentralization policies that take place early in the sequence tend to increase the power of local government actors, whereas early administrative decentralization reforms tend to negatively affect their power. Secondly, a set of preferences of national and sub-national actors with regard to types of decentralization. National politicians and executives prefer administrative decentralization (A) to fiscal decentralization (F), which in turn is preferred to political decentralization (P). Lastly the origin or the state context in which the decentralization process takes place and the timing of each reform are crucial (Awortwi, 2011).

Importantly, the sequential theory of decentralization specifies three actors in the policy-making process: the president, governors, and mayors. These actors have their territorial preferences (Falleti, 2004); the president prefers the administrative dimension because it helps reduce national expenditures through the "downward transfer of responsibilities". On the other hand, local officials (governors and mayors) prefer the political dimension that accompanies gubernatorial and mayoral elections; these electoral mechanisms bestow legitimacy on local officials and allow them to further pursue their territorial interests "without fear of retaliation" from the president (Falleti, 2004). Based on these core assumptions, (Falleti, 2004; Falleti, 2005) attributes the degree of sub-national autonomy

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to the years surrounding the formulation of decentralization policies. If the president's interest prevails in the policy-making process, the degree of sub-national autonomy will be low because administrative decentralization only strengthens the presidential authority. However, if the local officials win, political decentralization will lead to a high degree of sub national autonomy.

Recently, Akorsu (2015) cited Falleti (2004) and argued it is expected administrative decentralization to have either a positive or negative impact on the autonomy of sub-national executives. If administrative decentralization improves local and state bureaucracies, fosters training of local officials, or facilitates learning through the practice of delivering new responsibilities, it will likely increase the organizational capacities of sub-national governments. Nevertheless, if administrative decentralization takes place without the transfer of funds, this reform may decrease the autonomy of sub-national officials, who will be more dependent on subsequent national fiscal transfers or sub-national debt for the delivery of public services. Similarly, Akorsu (2015) posits that fiscal decentralization can have either a positive or negative impact on the degree of autonomy of the sub-national level. The result will depend largely on the design of the fiscal decentralization policy implemented. Higher levels of automatic transfers increase the autonomy of sub-national officials because they benefit from higher levels of resources without being responsible for the costs of collecting those revenues. On the contrary, the delegation of taxing authority to sub-national units that lack the administrative capacity to collect new taxes can set serious constraints on the local budgets, and increase the dependence of the local officials on the transfers from the center (Falleti, 2004).

The Sequential theory of decentralization is relevant to the current study as it portends that territorial decentralization takes either political, administrative, and fiscal dimensions. Consequently, this study will examine the governance decentralization variables namely; financial decentralization, administrative decentralization and political decentralization based on sequential theory of decentralization.

2.2.4 New Public Management Theory

The new public management theory emerged in the 1980s and 1990s. The theory was proposed by Hood (1991) who argued that to reconfigure the state along more cost-efficient (and effective) lines. The protagonist recommended that the public sector be opened up to greater private sector influence. Mongkol (2011) citing (Balk, 1996; Hughes, 2003) avers that new public management reforms was aimed at improving the quality of public services, saving public expenditure, increasing the efficiency of governmental operations and making policy implementation more effective. The belief that large and monopolistic public bureaucracies are inherently inefficient was a critical force driving the emergence of the new public management (Andrews, 2012).The theory represents a set of ideas, values and practices aimed at emulating private sector practices in the public sector (Bourgon, 2007).

Recently, Gumede and Dipholo (2014) citing Obsorne and Gaebler (1992) further opined that there was a need to reinvent government and harness the entrepreneurial spirit to transform the public sector and later "banish the bureaucracy". Bourgon (2007) posits that the new public management theory takes its intellectual foundations from public choice theory, which looks at government from the standpoint of markets and productivity, and from managerialism, which focuses on management approaches to achieve productivity gains.. The three underlying issues which new public management theory attempts to resolve includes: citizen-centered services; value for taxpayers' money and a responsive public service workforce (Bourgon, 2007).

Notably, there are also studies that indicate that the new public management reforms do not necessarily lead to improved service delivery. For example, Simonet (2008)analyzed governments' attempts at providing better health-care services for less in Germany, the United Kingdom, Switzerland, France and Italy. The study concluded that new public management led to greater inequity and more bureaucracy in some countries, but not all, countries. Competition, a major characteristic of the theory, did not necessarily lead to better health outcomes, and, unlike in other sectors, the application of new public

management theory in health care meant larger providers (insurers, hospitals) and regulations have remained strong.

The new public management is often mentioned together with governance (Tolofari, 2005). Governance is about the overarching structure of government and the setting up of overall strategy, while new public management is the operational aspect of the new type of public administration. The theory have also been supported by (Zungura, 2014) who contends that the dominant theme of new public management is the use of market techniques to improve the performance of the public sector. The main features of new public management include performance management, e-governance, contracting out and outsourcing, decentralization and accountability among others (Zungura, 2014).

The new public management theory has also been criticized due to several short comings. First, Mongkol (2011) citing (Kaboolian, 1998; Khademian, 1998) pointed out that the theory introduces a paradox of centralization through decentralization. Giving public managers more authority to manage programs may result in concentrating decisions making in them. Thus, new public management may lead to centralized decision making by public managers, rather than encouraging decentralization in public organizations as it claims. The second criticism concerns applying private sector management techniques to the public sector. While new public management has encouraged the use of private sector management techniques, there may be risk associated with adopting some private sector practices Many academic commentators argued that most areas of public service and administration have distinct political, ethical, constitutional and social dimensions and these factors make the public sector different from the private sector (Mongkol, 2011) citing (Armstrong, 1998; Flynn, 2002)

Lastly, the new public management theory is based on applying market principles into public policy and management. However, Mongkol (2011) quoting (Hughes, 2003) argued that developing country governments often have only little experience in the operation of markets. Basic infrastructure of management in developing countries is also not developed enough to support market-oriented reforms (Barker, 2006). Moreover, there are various factors which are required before the market can be effective. Mongkol (2011)

quoting Hughes (2003) pointed out that markets are ineffective without the rule of law, for example, to ensure compliance with contracts.

The new public management theory is relevant to the current study as it informs citizen's participation, social accountability practices and service delivery variables. The theory advocates for citizens participation in the process of evaluating public services since the new public management principle of customer responsiveness requires that the degree of the user satisfaction be measured (Pollitt, 1995). This study drew from the theory of new public management in understanding the impact of social accountability on service delivery. The broad idea of new public management theory, is the use of market mechanisms in the public sector to make managers and providers more responsive and accountable (Hughes, 2003; Mongkol, 2011). The proponents of this theory advocates that the government should put in place social accountability mechanisms to increase efficiency in service delivery.

The theory is also important in understanding service delivery variable. The rationale of establishing county governments is to ensure efficient service delivery. In this regard, county governments are important tool for new public management reforms in improving the quality public services and increasing the efficiency of governmental operations. The new public management theory is, therefore, evident in the quality of services delivered by the county governments. In addition, the new public management theory provides a foundation for predicting the link between decentralization, e-government and service delivery variable. The moderating variable (e-government) was also examined based on new public management theory as emerging governance dynamic.

2.3 Conceptual Framework

A conceptual framework is the diagrammatic presentation of variables, showing the relationship between the independent variable and the dependent variables (Mugenda & Mugenda, 2003). The conceptual framework hereunder illustrates the perceived link between the independent (governance decentralization variables) and dependent variable (service delivery) moderated by e-government. The conceptual framework is founded

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from the literature review, which depicts a linkage between decentralization and service delivery. Previous studies support existence of significant relationship between decentralization and service delivery (Freinkman & Plekhanov, 2009; Kosec & Mogues, 2015; Muriu, 2012; Olatona&Olomola, 2015; Shen & Zou, 2015; Sujarwoto, 2012; Wangari, 2014)

The conceptual model in figure 2.2 shows the relationship between seven variables under study, financial decentralization, administrative decentralization, citizen's participation, social accountability practices, political decentralization, e-government and service delivery. Financial decentralization is conceptualized as revenue decision making, expenditure decision making, local revenue generation and sub-national borrowing. The citizen participation is depicted by attending meetings, lodging complaints, raising voice and direct contribution .Social accountability practices comprises of information dissemination, complaint mechanisms, community monitoring and public hearings and social audits. Political decentralization is constituted as legislative powers, political competition and civil liberties. Administrative decentralization is conceptualized as autonomy to contract services, hire and fire county employees, sign employment contracts and expertise and capacity of the county employees. E-government development is depicted as one-way information flows, two-way interaction, payment transaction and e-democracy. Service delivery is conceptualized as accessibility of services, efficiency of services, quality of services and citizen satisfaction in relation to water, health, rural roads, and sewer services.

Financial Decentralization	E-Government
• Revenue decision making • Expenditure decision making • Local revenue generation • National borrowing	• One-way information flows • Two-way interaction • Payment transaction • E-democracy

Financial Decentralization
- Revenue decision making
- Expenditure decision making
- Local revenue generation
- National borrowing

Political Decentralization
- legislative powers
- Political competition
- Civil liberties

Administrative Decentralization
- Autonomy to contract services in the county
- Autonomy to hire and fire county employees
- Autonomy to sign employment contracts at the county
- Expertise and capacity of county employees

Citizen Participation
- Attending meeting
- Lodging complaints
- Raising voice
- Direct Contribution

Social Accountability
- Information dissemination
- Complaint mechanisms
- Community monitoring
- Public hearings and social audits

E-Government
- One-way information flows
- Two-way interaction
- Payment transaction
- E-democracy

Service Delivery
- Accessibility of roads, water, health and sewer services
- Quality of roads, water, health and sewer services
- Citizen satisfaction with roads, water, health and sewer services
- Efficiency of roads, water, health and sewer services

Independent Variables   **Moderating Variable**   **Dependent Variable**

Figure 2.2: The Conceptual Framework

2.4 Review of the study variables

The seven variables under study namely: financial decentralization, administrative decentralization, citizen's participation, social accountability practices, political decentralization, e-government and service delivery are discussed below.

2.4.1 Financial Decentralization

In general, financial decentralization refers to transfer of competencies, responsibilities and financial resources from the central (state) level to the lower levels of government (Finzgar & Oplotnik, 2013). Financial decentralization is said to exist when sub-national governments have the decision-making power to raise revenues and perform spending activities (Kim, 2008). Alternatively, Akorsu (2015) posits that financial decentralization refers to a set of policies designed to increase the revenues or fiscal autonomy of sub-national governments. Fiscal decentralization is the most traceable type of decentralization as it is directly linked to budgetary practices. It necessitates the transfer of powers to raise and retain financial resources to fulfill assigned responsibilities to local level political and administrative organizations. It entails the assignment of functions and responsibilities regarding revenue collections and spending to sub-national government institutions (Yusoff et al., 2016)

Rodríguez-Pose and Krøijer (2009) summarized arguments in favor of fiscal decentralization. They claim it promotes higher efficiency, better public service, greater transparency and, eventually, economic growth. It is often argued that decentralization increases economic efficiency because local governments are better positioned than the national government to deliver public services as a result of proximity and informational advantage. This proximity is particularly important in low-income countries or emerging markets where in absence of market opportunities, vulnerable populations rely heavily on state action for their survival. In the same context, Gemmell, Kneller, and Sanz (2013) investigated whether the efficiency gains accompanying fiscal decentralization generate higher growth in more decentralized economies, applying pooled-mean group techniques to a panel dataset of 23 OECD countries, 1972 – 2005. The study found that spending

decentralization tends to be associated with lower economic growth while revenue decentralization is associated with higher growth.

Fiscal decentralization policies can assume different institutional forms. An increase of transfers from the central government, the creation of new sub-national taxes, and the delegation of tax authority that was previously national are all examples of fiscal decentralization. Financial decentralization are policies designed to increase the financial autonomy of sub-national governments (Ozmen, 2014). It is an important tool in revenue performance and therefore instrumental in providing services closer to people in large and densely populated economies (Clegg&Greg, 2010). The theories underpinning financial decentralization include the Souffle theory, Sequential theory of decentralization and the new public management theory.

Devolving financial authority to lower levels of government reduces central government's control over public expenditure. It involves the transfer of power to local authorities to make autonomous decisions about revenue collection strategies and expenditures decisions. With such autonomy comes local responsibility such as that of cost recovery through user charges and property taxes (Stanton, 2009). Fiscal decentralization may confer power on locally-elected officials to collect and spend own revenue. In the most fulsome application of fiscal decentralization, local government is awarded substantial taxing powers and the freedom to determine the extent of public service delivery (Grindle, 2007) . By distributing authority and responsibility for fiscal management and public service delivery, minorities are given a stake in the system and this helps in conflict management (Ndung'u, 2014).

Halaskova and Halaskova (2014) posits that measurement of fiscal decentralization include expenditures of lower levels of government as a percentage of total expenditures or Gross Domestic Product (GDP). Secondly, it also include revenues of lower tiers of government as a percentage of total revenues or GDP; division of tax revenues between central and local governments. Lastly, the level and extent of tax authority and share of expenditures in selected public sector areas such as education, health, social security as a share of total expenditures of lower levels of government. The efficiency of a

decentralization framework is high when the intergovernmental fiscal framework is welfare enhancing, incorporates incentives to encourage prudent fiscal management at all government levels and responsibilities to tax and spend at the sub − national levels is accompanied by adequate political authority (Ndung'u, 2014). For instance, Shah (2006) identifies matching grants and tax revenue assignments as incentives that may motivate the enhancement of fiscal effort at the sub-national levels of government.

This study focused on four dimensions of financial decentralization namely revenue decision making, expenditure decision making, local revenue generating capacity and national borrowing. These dimensions were chosen as the study postulated they would have closer relationships with service delivery. There is limited research that has empirically tested the relationship between financial decentralization and service delivery in developing countries. Existing studies have largely been drawn from developed countries and may not be generalized in local context due to different institutional, regulatory and cultural factors.

2.4.2 Political Decentralization

According to Akorsu (2015) political decentralization is a set of constitutional amendments and electoral reforms designed to open new, or activate existing but dormant or ineffective spaces for the representation of sub-national politics . It aims to give more authority to citizens and their elected representatives in decision making and public administration. Political decentralization also tends to support democratization by providing more opportunity for citizens and their elected representatives to affect the creation and implementation of policies (Ozmen, 2014). Thus, political decentralization involves the transfer of political authority to the local level through the establishment of elected local governments and political parties. The theories that apply to political decentralization are Souffle theory, sequential theory of decentralization and principal-agent theories.

Political decentralization aims to give more authority to citizens and their elected representatives in decision making and public administration. Political decentralization

also tends to support democratization by providing more opportunity for citizens and their elected representatives to affect the creation and implementation of policies (Ozmen, 2014). Political decentralization also means a set of constitutional amendments and electoral reforms designed to open new spaces for the representation of sub-national policies. These policies are designed to devolve electoral capacities to sub-national actors. The popular election of mayors and governors, the creation of sub-national legislative assemblies, and constitutional reforms that strengthen the political autonomy of sub-national governments prepare the ground for the success of such structures (Falleti 2004).

Hasnain (2008) examined the impact of the political party structure on the incentives for politicians to focus on patronage versus service delivery improvements in Pakistan. The researchers argued fragmentation and factionalism both exacerbate the information problems that voters have in assigning credit (blame) for service delivery improvements (deterioration), thereby creating the incentives for politicians to focus on targeted benefits. Polarization, particularly ethnic polarization, reduced the ability of groups to agree on the provision of public goods, again causing politicians to favor the delivery of targeted benefits. In the same context, Obicci (2014) revealed that political decentralization can be used as an instrument to promote the provision of service delivery. Furthermore, decentralization is shown to have had significant effect on service delivery in the ten local governments examined in the study.

The proponents of political decentralization argue that bringing citizens closer to government and allowing them to hold elected officials accountable are an important foundation to achieve better local government and public services (Grindle, 2007). Notably, when local or county government is brought closer those receiving services, beneficiaries of these services would become active in demanding quality. Since those responsible for quality of services are local governments, citizens will be more motivated to demand improvements if services decrease in quality (Sujarwoto, 2012). According to Saavedra (2010) political decentralization gives citizens through their elected leaders more power in public decision-making. The premise is that service delivery policies taken

at the sub-national level will be better informed and more relevant to diverse interests in society than those taken only by national political authorities.

In this study, political decentralization is constituted as legislative powers, political competition and civil liberties. There is paucity of empirical evidence on the influence of political decentralization on service delivery in developing countries. Most empirical studies indicate the influence of political decentralization on service delivery is highly contingent on local conditions such as economic, social and cultural factors. Therefore, research finding from developed countries may not be generalized in local setting.

2.4.3 Administrative Decentralization

Administrative decentralization (sometimes referred as institutional decentralization) involves the full or partial transfer of any array of functional responsibilities to the local level institutions such as health care service, the operation of schools, the management service personnel, the buildings and maintenance of roads and garbage collection (Yusoff et al., 2016). As Stanton (2009) asserts, administrative decentralization is concerned with the functional tasks of decentralization. It relates to the assignment of service delivery powers and functions across levels of government and determining where responsibility is situated. Administrative decentralization involves transfer of civil servants and public functions to the lower level of government (Olatona & Olomola, 2015). It involves full or partial transfer of functional responsibilities to the sub-national units of governance. The national government assigns local governments the authority to hire and fire local staff without prior approval of central government (Stanton, 2009).

Administrative decentralization seeks to redistribute authority, responsibility, and financial resources for providing public services between different levels of government. Therefore, the responsibility for planning, financing, and managing certain public functions is transferred from the central government to subordinate levels of government, semi-autonomous public authorities or corporations, or area-wide, regional, or functional authorities (Ozmen, 2014). Administrative decentralization is often seen as part of civil service reform and is generally perceived as the narrowest form of decentralization

because local institutions to which tasks are transferred are not based on political representation controlled from below (Yusoff et al., 2016).

On the other hand, it involves the de-concentration of bureaucratic structures away from the central government to lower levels of structure without removing their accountability to the central government. In this way as Smoke (2003) reveals, administrative decentralization requires the establishment of administrative bodies, systems and mechanisms at local and regional levels to manage and support the decentralization process while maintaining links between the formal government bodies and other key local actors. The effective decentralization of government administration requires local and regional governments the ability to establish ordinance, regulations or by laws which they consider to be appropriate within their jurisdiction (Yusoff et al., 2016).

Akorsu (2015) citing Falleti (2004) argued that administrative decentralization have either a positive or negative impact on the autonomy of sub-national executives. If administrative decentralization improves local and state bureaucracies, fosters training of local officials, or facilitates learning through the practice of delivering new responsibilities, it will likely increase the organizational capacities of sub-national governments. Nevertheless, if administrative decentralization takes place without the transfer of funds, this reform may decrease the autonomy of sub-national officials, who will be more dependent on subsequent national fiscal transfers or sub-national debt for the delivery of public services (Akorsu, 2015).

Recently, Feizy, Moghali, Gramipour, and Zare (2015) asserts that there are two types of administrative decentralization. First, deconcentration which involves transfers authority and responsibility from one level of the central government to another while maintaining the same hierarchical level of accountability from the local units to the central government ministry or agency which has been decentralized. Secondly, delegation which refers to redistributes authority and responsibility to local units of government or agencies that are not always necessarily branches or local offices of the delegating authority. While some transfer of accountability to the sub-national units to which power is being delegated takes place, the bulk of accountability is still vertical and to the delegating central unit.

Review of previous research reveals that there is limited evidence on influence of administrative decentralization on services delivery. Majority of research has analyzed the impact of decentralization on services delivery from either political or fiscal decentralization rather than from all three forms of decentralization (fiscal, administrative, or political) simultaneously. Allowing for interaction of all three dimensions of decentralization in the same analysis can bring more robust evidence on the relationship between decentralization and service delivery and hence bring stronger basis for providing policy advice in the future. In this study, administrative decentralization is conceptualized as autonomy to contract services, hire and fire county employees, sign employment contracts and expertise and capacity of the county employees.

2.4.4 Citizen Participation

Citizen participation is active involvement of the people in all development activities (Mwesigye, 2013). Involving citizens in determining their social affairs enables them rally behind development initiatives. Therefore, inclusive programmes should be designed in a way that every individual in the community feel as being part of the development (Kihehere, 2013). Citizen's participation is required for various reasons; first, it helps strengthen legitimacy and accountability of democratic institutions. Second, it empowers communities and builds social cohesion. Third, this process helps deliver public services to the communities according to their needs. Lastly, it helps enhance citizens' self-esteem by developing their intrinsic skills and knowledge, and makes them politically aware of their roles as active citizens (Brodie, Cowling, &Nissen, 2009). Citizen participation in decision making has been evaluated as the cause of a variety of socio economic outcomes including significant variance in service delivery outcomes.

However, this variables seem to be ignored in most of the literature that evaluates the impact of decentralization on service delivery (Saavedra, 2010) . In this study, the effect of citizen participation on service delivery will be examined based on new public management theory. The theory advocates for citizens participation in the process of

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evaluating public services, since the new public management principle of customer responsiveness requires that the degree of the user satisfaction be measured (Pollitt, 1995) Therefore the relationship between citizen participation, decentralization and service delivery is conditioned by complex political, historical, social, and economic factors' which differ in magnitude and importance from country to country.

Despite the support for citizen participation in decentralized service delivery, there is a dearth of data on the resulting influence on service delivery. Robinson (2007) observes that a major problem with available empirical literature is that there is no systematic or comparative evidence on whether increased citizen participation in decentralized local governance generates better outputs in provision of education, health, drinking water and sanitation services'. The available evidence draws either on example from single countries and sectors, or is anecdotal, temporally specific and highly localized, thus rendering the task of generalization problematic. Previous research indicates that when citizens have the necessary information to monitor the providers, and the incentives to demand good quality services, their participation helps to improve the quality of public services (Banerjee, Banerji, Duflo, Glennerster, & Khemani, 2010). This study will focus on four dimensions of citizen's participation. These include: attending meeting, lodging complaints, raising voice and direct contribution. These dimensions were chosen as the study postulated they would have closer relationships with service delivery.

2.4.5 Social Accountability Practices

Social accountability practices are actions by civil society and citizens to push officeholders to report on and answer for their actions; this category is the demand side of accountability (Brinkerhoff & Wetterberg, 2015). The debates about strengthening accountability have focused on increasing government transparency (bringing previously opaque information or processes into the public domain) and social accountability that is citizen-led action for demanding accountability from providers/public officials (Joshi, 2013). Social accountability consists of three instrumental perspectives. First, social accountability increase the effectiveness of service delivery. It seeks to improve responsiveness to citizens' needs and preferences. Second, social accountability improves

the quality of governance and democracy. It strengthens the transparency and integrity of public institutions and actors and reduces corruption.

Lastly, social accountability increases citizen empowerment. These three instrumental perspectives on social accountability are interconnected, although the literature reveals that the nature of the connections is contested (Bukenya, Hickey, & King, 2012). This study will draw from the theory of new public management in understanding the impact of social accountability on public service delivery. The broad idea of new public management theory, which emerged in the 1990s, emphasized the use of market mechanisms in the public sector to make managers and providers more responsive and accountable (Hughes, 2003; Mongkol, 2011). The study will also draw from principal-agent theory, to understand the accountability practices between citizens and politicians. The principals are the citizens or service users, while politicians as representatives in decision-making organs are agents. There are various accountability mechanisms such as elections, information dissemination that can be used by the principal(citizens) to align the interest of the agents(politicians) (Kamara et al., 2012).

Literature review reveals that existing studies attempts to conceptualize and assess how social accountability has burgeoned (Joshi & Houtzager, 2012; Ringold, Holla, Koziol, & Srinivasan, 2012; Tembo, 2012). However, studies exploring the impacts of social accountability on service delivery are scanty(Joshi, 2013). There is relatively a small body of work and attempts to systematically examine the evidence on the impact of accountability on public service delivery. Additionally, previous studies identify information dissemination, complaint mechanisms, community monitoring and public hearings and social audits as the emerging social accountability practices (Brinkerhoff & Wetterberg, 2015; Joshi, 2013; Schatz, 2013). In this study, social accountability practices comprises of information dissemination, complaint mechanisms, community monitoring and public hearings and social audits.

2.4.6 E-Government

Electronic government (e-government) refers to the rapidly emerging global phenomenon of the use of information and communication technology as the new way forward in public administration (Chatfield & Alhujran, 2009; Jeong, 2007). E-government development very often aims to improve public service delivery capability, as well as public administration governance, transparency, and accountability through the development of e-government service delivery capability (Chatfield & Alhujran, 2009). Governments should engage with e-government implementation more and more in order to improve the public services and achieve good governance (Musa, 2010). This stems from the belief that e-government is of great potential in achieving successful development. Implementation of e-government initiatives such as e-service, e-administration and e-procurement eradicates corruption and improves service delivery to the nation (Bwalya, 2012) .

Karunasena and Deng (2009) posits that E-government promises significant benefits to governments and their citizens including delivery of quality public service, convenience and accessibility to government services, improvement of the quality of life, reduction of communication and information costs, bridging digital divide, and active participation of citizens in government. As a result tremendous investment has been made in implementing diverse e-government initiatives worldwide. Therefore, e-government is currently considered to be not only a tool for reporting but also an effective communication channel for citizens to participate in democratic institutions and political processes (Rodríguez-Domínguez et al., 2011) .

The image of the public administration can be improved; citizens can perceive governments as accessible, transparent, responsible, effective and participatory as they increasingly use public websites to communicate and to conduct procedures and complete paperwork with them (Rodríguez-Domínguez et al., 2011) .This position is supported by Singh et al. (2010) who reported the results of their study on Fiji and Papua New Guinea that e-governance has the potential to improve public service delivery. The results of the

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research suggested that e-governance contributes to effectiveness, efficiency and equity in public services that enhances the quality of public service delivery.

Recently, García-Sánchez et al. (2013) analyzed 102 Spanish municipalities the development of e-government, both as an overall process and in each of the three stages (e-government, e-governance and e-democracy). However, they revealed Spanish legislation needs to regulate the development of local government e-administration in order to improve the current one-way e-participatory status towards a two-way relationship of mutual feedback and finally to a partner relationship between government and society. Bhuiyan (2011) found that even with partial implementation of e-government accrues benefits, while the operational challenges, such as the lack of political support and consensus, the digital divide, the lack of qualified human resources, language, and infrastructure development, need to be addressed to ensure a cost-efficient, cost-effective, accountable, and transparent service delivery to Kazakhstanis.

According to Srivastava (2011) e-government research is classified into three broad areas namely ; the evolution and development of e-government initiatives, adoption and implementation perspectives, and the impact of e-government on stakeholders. Although much research has been conducted in these three areas, most studies tend to concentrate in developed countries focusing on "particular aspects" of e-government development There is need to look at the impact of e-government on service delivery in developing countries as little is known about the current state of e-government developments in those countries and how it impact service delivery.

In this study, the moderating role of e-government on the relationship between governance decentralization and service delivery will be examined based on Principal –Agency theory and the new public management theory. E-government is seen as a product of the reforms being advanced by the new public management theory; an output-oriented, demand-driven approach that gives premium to providing high quality service to citizens. Cordella (2007) argued that e-government is seen as a next step in the rationalization of government activities along the line of new public management theory. Literature review reveals that there are four e-government development stages from a user-centric perspective. The four

includes one-way information flows; two-way interaction; payment transaction; and e-democracy (Chatfield & Alhujran, 2007). This study examine whether e-government development stages moderates the relationship between decentralization and service delivery. Most of the existing e-government development research focuses on developed countries (Kim, 2009; Krishnan & Teo, 2012; Pan & Jang, 2008). Examination of existing literature reveals that there is lack of evidence on the moderating role of e-government development on the relationship between decentralization and public service delivery.

2.4.7 Service Delivery

Improving service delivery through increased accountability has been a significant implicit motivation behind the trend towards decentralization in developing countries(Hasnain, 2010). The standard theoretical argument for the transfer of responsibilities to lower tier so f government is that the closer proximity of local policy-makers to citizens increases the flow of information and better enables the public to monitor ,and to hold to account, government officials. Conversely, elected local policy-makers, responding to this greater citizen vigilance, focus on improving service delivery in order to get re-elected (Hasnain, 2010) Service delivery is an essential function in the relationship between government and citizens (Abe&Monisola, 2014). Government performance is measured service delivery to the people (Eigema, 2007).

A government is expected to deliver better services to its people, and the indices of measuring service delivery to the people include low inflation, better education, provision of improved health care at affordable rates, provision of clean water, provision of good roads and good road networks to the rural areas for the transport of agricultural products and raw materials (Abe & Monisola, 2014). Elsewhere, Carlson et al. (2005) depicted service delivery as the relationship between policy makers, service providers and poor people. Service delivery encompasses services and their supporting systems that are typically regarded as a state responsibility. These include social services (primary education and basic health services), infrastructure (water, sanitation, roads and bridges) and services that promote personal security (Carlson et al., 2005).

Literature reviewed reveals that majority of governance decentralization and service delivery studies have used service accessibility as a measure of service delivery (Abe&Monisola, 2014; Joshi, 2013; Macharia et al., 2014; Olatona&Olomola, 2015; Wangari, 2014; Wei-qing&Shi, 2010) . There is segmented body of research work that has measured service delivery using quality of service and citizen satisfaction. For example, a study by Sujarwoto (2012) on political decentralization and local public services performance in Indonesia. The study used citizen satisfaction on public service performance (health services, education services and general administration services) to measure service delivery. Another study in Russia by Freinkman and Plekhanov (2009) on fiscal decentralization and the quality of public services used service quality as a measure of service delivery. Likewise, Kyriacou and Roca-Sagale's (2011) used government quality to measure service delivery. Alternatively, Nayak and Samanta (2014) carried a study in India on the role of participation in public service delivery and combined four indicators to measure service delivery.

The researchers used accessibility, availability, reliability and quality of services as a measure of service delivery. Majority of previous decentralization research focused on one measure of service delivery that is, service accessibility. There is paucity of research on the influence of governance decentralization on service delivery measured from multiple dimensions (citizen's satisfaction, quality of the service and service accessibility). In this study, service delivery is conceptualized as accessibility of services, efficiency of services, quality of services and citizen satisfaction in relation to water, health, rural roads, and sewer services

2.5 Empirical Review

Empirical literature review is a directed search of published works, including periodicals and books, that discusses theory and presents empirical results that are relevant to the topic at hand (Zikmund, Babin, Carr, &Griffin, 2010). Literature review is a comprehensive survey of previous inquiries related to a research question. Although it can often be wide in scope, covering decades, perhaps even centuries of material, it should also be narrowly tailored, addressing only the scholarship that is directly related to the research question

(Miller & Kaifeng 2008). Through the use of a systematic approach to previous scholarship, literature review allows a researcher to place his or her research into an intellectual and historical context. In other words, literature review helps the author declare why their research matters (Miller&Kaifeng 2008). In this study, the empirical literature review discusses previous studies that are relevant in examining the relationship between governance decentralization   and service delivery based on the identified variables.

2.5.1 Financial Decentralization and Service Delivery

Adam et al. (2012) carried out a study in Europe and America to empirically examines the relationship between fiscal decentralization and public sector efficiency. The study found that irrespective of whether public sector efficiency concerns education or health services, an inverted U-shaped relationship exists between government efficiency in providing these services and fiscal decentralization. In contrast, Elhiraika (2007) used data from nine provinces in South Africa to investigate the impact of fiscal decentralization on basic service delivery, focusing on the role of own-source revenue. The own-source revenue variable was found to have a negative and significant impact on demand for health relative to demand for other public services. The researchers argued for increased fiscal decentralization and greater revenue autonomy in particular if sub national governments in South Africa are to improve service delivery by enhancing transparency and shifting accountability to the local population rather than the central government.

In a cross country analysis, Diaz-Serrano and Rodríguez-Pose (2012) reported that the impact of decentralization on satisfaction with government, democracy, and the economic situation of a country is ambiguous. More specifically, they indicate that fiscal decentralization, measured by the expenditure capacity of sub national governments, exerts a positive influence on satisfaction with political institutions. In addition they reported that if fiscal decentralization is proxied by revenue, the impact is negative. Consistent to the above are the findings of Balunywa et al. (2014) who established that fiscal decentralization helps to reduce corruption, leads to improved revenue performance, enables better planning for revenue collection, reduces on tax evasion, enables the local

unit to get more sources of revenue, makes it easy to handle taxation disputes and also that fiscal decentralization reduces on taxation bureaucracies hence better revenue performance.

Elsewhere, Wei-qing and Shi (2010) undertook an empirical study in China and revealed that fiscal decentralization on expenditure tended to encourage governments to allocate fiscal expenditure in infrastructure, to attract outside capital to develop local economy, but in the same time, reduced provision of public services, such as education. The study also found negative effect of fiscal decentralization on public education provision is the highest in Central and West China, and the lowest in Northeast China. Similarly, Busemeyer (2008) uses a pooled-data of 21 OECD countries analysis, and finds that fiscal decentralization decreases public education expenditures at national level but increases public education spending at regional level. In a related study in Europe, Sow and Razafimahefa (2015) concluded that fiscal decentralization improved the efficiency of public service delivery but only under specific conditions of adequate political and institutional environments and sufficient degree of decentralized expenditures and revenues. The researchers also noted that in the absence of those conditions, fiscal decentralization can worsen the efficiency of public service delivery.

Moreover, Ghuman and Singh (2013)analyzed the impact of decentralization on public service delivery. The study found that the impact of decentralization on public service delivery is contingent on factors such as the design of the decentralization policy; implementation bottlenecks and diluting the model of decentralization for accommodating the dissenting segments of stakeholders including employees; and participatory governance. In particular the study revealed that decentralization has resulted in improvements in delivery of local services where devolution as a mode of decentralization is accompanied by sound financial resource base of local governments, full autonomy to local governments in human resource management matters, regular capacity building of local officials, performance based incentive structures, and participatory governance.

In Russia, Freinkman and Plekhanov (2009) analyzed the relationship between fiscal decentralization and the quality of public services in the Russian regions. The study found

that fiscal decentralization has no significant effect on the key inputs into secondary education, such as schools, computers, or availability of pre-schooling, but has a significant positive effect on average examination results, controlling for key observable inputs and regional government spending on education. The study also concluded decentralization also had a positive impact on the quality of municipal utilities provision. In another study, Oriakhi (2006) examined fiscal decentralization and efficient service delivery in Nigeria. The researcher posited that service delivery by sub-national governments had been poor and attributed it to constraints such as, the mismatch between expenditure assignments and sources of revenue, lopsided vertical allocation formula which favored the federal government, rent seeking and ineffective monitoring of public expenditures among others.

For China,Uchimura and Jütting (2007) analyzed the effect of fiscal decentralization on health outcomes in China using panel data set with nationwide county-level data. They found that counties in more fiscally decentralized provinces have lower infant mortality rates than counties where the provincial government remains the main spending authority, if certain conditions are met. The findings supported the common assertion that fiscal decentralization can lead to more efficient production of local public goods, while also highlighting the conditions required for this result to be obtained. More recently, Olatona and Olomola (2015) analyzed the influence of fiscal decentralization on health and educational service delivery between 1999 and 2012. The study found that fiscal decentralization has positive link with educational service delivery, while high degree of fiscal decentralization is negatively related to health care delivery.

In the same context, Ibok (2014) carried a study on local governance and service delivery and avers that lack of funds occasioned by low budgetary allocation, restricted revenue sources available to local government and inability to effectively utilize its internal sources of revenue generation had impacted negatively on the provision of public goods at local level. For Kenya, Simiyu et al. (2014) using a descriptive survey design and a sample of 98 respondents carried a case study in Kimilili to examine effects of devolved

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funding on socio- economic welfare services. The study measured socio- economic welfare services by literacy level, access to health facilities, security level, employment level, income levels, water and sanitation and food security. The researchers revealed that that constituency development fund plays an important role in social economic aspects of the lives of the locals and called on policy makers to improve on management of the devolved funds.

2.5.2 Political Decentralization and Service Delivery

In Indonesia, Sujarwoto (2012) surveyed 8,320 households living in 120 local governments to investigate the association between political decentralization and local public service performance. The study revealed that effective local political institutions, better informed citizen and transparency, citizen political participation via community programs, and the presence of social group in community are significant for improving local public service performance. Enikolopov and Zhuravskaya (2007) conducted an empirical study using both cross-section and panel data from developing and transition countries and find that strong national parties (a form of political centralization) combined with fiscal decentralization significantly improves government quality measured both in terms of government efficiency, regulatory quality, control of corruption, and rule of law, and in terms of public good provision (health and education outcomes).

For Spain , Kyriacou and Roca-Sagale's (2011) using a sample of 101 countries found a negative impact of political decentralization on the relationship between fiscal decentralization and government quality (control of corruption, rule of law, regulatory quality, and government effectiveness).The researchers concluded that political decentralization, in the form of sub-national elections, bicameralism, and especially federalism and autonomy, tends to mitigate the positive impact of fiscal decentralization on the quality of government. They observed the findings could be as result of existence of a regionally elected upper house with the power to block the lower house's financial legislation which may be preventing improvements in government performance.

In the context of South Africa, Bogopane (2014) carried a study on political decentralization and service delivery based on north west provincial government that consists of twelve provincial departments and the legislature. The study revealed lack of a well-established public bureaucracy that bluntly implement government policies and also involved in putting politicians in check against any form of abuse of political power. The study also found lack of political structures which led to errors of judgment which in turn resulted with poor governance and service delivery. In addition, Lambright (2014) found that partisan politics undermines service delivery in Kampala in several ways, including financing, tax policy, and even direct interference in the policies and decisions made by the city council.

Importantly, Nir and Kafle (2013) evaluated the implications of political stability on educational quality using a sample comprising 47 countries, 26 politically stable and 21 politically unstable during a ten-year period of time (1998-2008). The study revealed that political stability plays a major role in explaining the survival rate in education when used as a single predictor or, when introduced in the analysis with the GDP per capita. In Europe, Diaz-Serrano and Rodriguez-Pose (2014) carried a study based on analysis of views of 160,000 individuals in 31 European countries found that political decentralization affects citizen's satisfaction with education and health delivery in different ways. The influence of political decentralization, however, is highly contingent on whether the capacity of the local or regional government to exercise authority over its citizens (self-rule) or to influence policy at the national level (shared-rule). Similarly, Kumar and Prakash (2012) carried a study in India to investigate the impact of political decentralization and gender quota in local governance on different measures of health outcomes and behaviors. The study found that political decentralization is positively associated with higher probabilities of institutional births, safe delivery, and births in public health facilities.

2.5.3 Administrative Decentralization and Service Delivery

Kosec and Mogues (2015) analyzed the impact that administrative district level decentralization on agricultural and rural service delivery. The study used sample data from eight districts in seven regions in Ethiopia, 1,899 individuals and 1,117 households. The study found that administrative decentralization has led to increased access to agricultural extension services, and to greater use of modern agricultural inputs, such as fertilizer and improved seed. Another study in United States, Saavedra (2010) examined the effects of administrative decentralization on access to two key services: health care and improved drinking water sources. The study provided evidence supporting positive and significant effects of administrative decentralization on access to health care, and improved water provision. In another study, Mobarak, Rajkumar, and Cropper (2006) using data from Brazilian municipalities found that administrative decentralization only provides good results when it is accompanied by good governance.

A study in south Africa by Stanton (2009) explored to what extent the problems of providing basic services currently experienced by municipalities are influenced by the administrative configuration of the decentralized system of governance. The study concluded that local councils have the authority to pass by-laws with respect to the implementation of their legally assigned functions and responsibilities. However, municipalities had limited autonomy and need provincial approval when contracting out responsibilities and services. In related study, Bogopane (2014) explored the impact of perceived erosion of the politics-administration dichotomy on good governance and service delivery . The study concluded that strong visionary political and administrative leadership; vibrant apolitical strong public bureaucracy and integrated political and administrative structures lead to improvement to the functionality and performance of politics-administration dichotomy relations.

In Ghana, Alornyeku (2011) carried a case study in Kumasi metropolis on administrative structure and service delivery. The study revealed even though there is a clear practice of division of labour, there is department's lack of technical equipment which results in delays in meeting the expectation of citizen's .In addition, assembly low productivity, due

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to excessive bureaucracy negatively impacted performance of the central government. In another study in Nigeria, Boris (2015)carried an empirical study to examine challenges confronting local government administration in effective and efficient social service delivery at the grassroots. Using secondary data, the study concluded lack of funds, corruption, and undue political interference amongst others as major constraints to local government service delivery.

2.5.4 Citizen's Participation and Service Delivery

Abe and Monisola (2014) carried out a study using a sample size of 100 respondents investigated the link between citizen participation and service delivery in Nigeria. The study revealed that lack of political participation hinders effective service delivery and may as well create an avenue for lack of transparency and accountability that is necessary for efficient use of available funds for the benefits of the people in the society. Another study by Bovaird and Downe (2008) surveyed municipal officials and established citizens' involvement in the process of public services leads to the better services, which comply with the needs of citizens, better informed decisions, better quality and more efficient collaboration in using tax money for the services.

In south Africa, Akinboade et al. (2013) analyzed citizen participation in public service delivery protests in the Sedibeng district municipality of South Africa. The study found service delivery protest participants opine that doing so is the only way of getting things done in the municipality. This implied low level of citizen participation in service delivery in the case Sedibeng district municipality of South Africa. Another study in India by Nayak and Samanta (2014) examined the effect of people's participation construct(attending meetings, raising voice, lodging complaints, and making contributions) on public service delivery in India. The study was based on primary household level survey of 250 respondents in the district of East Midnapore in, India. The researchers revealed that raising voice and making contributions positively influenced service delivery. However, the coefficient of attending meeting is also significant but negative, implying thereby that mere attendance does not help a household influence decisions to its favor.

In Russia, Beuermann and Amelina (2014) evaluated participatory budgeting model and increased satisfaction levels with public services. The research concluded that extent to which citizens participate in the process of public decision making are likely to influence the expected benefits of the decentralization of public services. In the case of Indonesia, Olken (2010) used a sample of 49 Indonesian villages randomly selected found that that direct participation in political decision making can substantially increase satisfaction and legitimacy. Goncalves (2014) carried a study in Brazil to investigated whether the use of citizen participatory budgeting in Brazilian municipalities during 1990–2004 affected the pattern of municipal expenditures and had any impact on living conditions. The study found that municipalities using participatory budgeting favored an allocation of public expenditures that closely matched popular preferences. Further, they found that municipalities channeled a larger fraction of their budgets to investments in sanitation and health services which was accompanied by a reduction in infant mortality rates. The researchers concluded a more direct interaction between service users and elected officials in budgetary policy can affect both how local resources are spent and living standard outcomes.

Gaventa and Barrett (2010) using a sample of 100 cases of four types of citizen engagement in 20 countries, found that over 30 cases of citizen engagement had significant impact on service delivery. The services impacted include health and education. In Brazil, participatory governance councils have been significant in improving access to and quality of health-care services. Elsewhere, in Bangladesh, parents of girls in schools mobilized to monitor teacher attendance and discourage absenteeism(Gaventa & Barrett, 2010). In contrast, Kihehere (2013)explored the effect of citizen participation on health service delivery of Ntungamo district local government, in Uganda. The study revealed that citizen participation does not necessarily improve service delivery.

For Kenya, Macharia et al. (2014) carried a case study in Kipipiri constituency, Nyandarua county to examine the influence of citizen participation on decentralized service delivery. Using descriptive research design and a sample of 192 respondents, the study revealed that allocative efficiency has a positive effect towards decentralized service delivery.

Further, the researcher s found that citizen participation strengthens accountability in the carrying out of projects. Thus they concluded that citizen participation in counties affairs have a positive impact on decentralized service delivery in Kipipiri constituency

2.5.5 Social Accountability Practices and Service Delivery

In Bangladesh, Nurunnabi and Islam (2012) examined the perceived privatized healthcare sector accountability gap. Using data collected from 533 patients, the study revealed despite Bangladeshi privatized healthcare growth, accountability mainly depends on government initiatives and effectively implementing existing laws. In another study, Ibok (2014) carried a study in Nigeria and revealed that elected leaders at the local level have not been responsive to the basic needs of the people due to bad leadership, lack of accountability and transparency. In the same context, Abe and Monisola (2014) contends that lack of transparency and accountability leads to corruption which may also be a reason for ineffective provision of social services for the people at the local level. Kjaer (2011) submitted that where a local authority is genuinely accountable to a local electorate, it displayed more incentive to improve the services for which it is responsible. The study revealed that accountability is essential to improved performance and that accountability is stronger when authorities and those they govern are proximate.

In another study by Joshi (2013) evaluated the impact of the impact of transparency and accountability initiatives on service delivery. The study found evidence suggesting that a range of accountability initiatives have been effective in their immediate goals and have had a strong impact on public services in a few cases, but that overall evidence of impact on the quality and accessibility of services is more mixed. In Uganda , Björkman and Svensson (2009) submitted that information dissemination of the quality of health services in Uganda led to reduced absenteeism and better health outcomes. For Pakistan, Hasnain (2010) explored the linkage between devolution, accountability, and service delivery The study found evidence that the direct accessibility of local policy-makers to citizens is considerably greater than that of provincial and national policy-makers, allowing the public many more channels to communicate their demands to the government. However,

the study also found indirect elections of the district and tehsil leadership imply lack of electoral accountability of this key leadership.

In the case of China, Fisher et al. (2015) applied qualitative case study a multidimensional accountability framework (managerial and democratic) to examine participation practices in a child disability organization founded by parents. The study found that the governance and operational structures attempted to provide accountability to all stakeholders, but top-down accountability to government and donors was prioritized over accountability to children and families. Schatz (2013) carried a comparative case study based on Ugandan public expenditure tracking survey and India citizen report card. The study submitted that social accountability mechanisms must be inclusive, broad, with public effect and embedded in other accountability relationships to fight corruption effectively. Electoral accountability is key, and support to social accountability mechanisms should therefore always be well placed within a broader agenda aimed at strengthening democratic governance. In the case of Ghana, King et al. (2013) assessed the level of transparency and accountability in the local government in 14 Metropolitan and Municipal Assembles analyses revealed that the legal provisions made room for social accountability but the weak capacity of assembly members in terms of resources, the understanding of legislative provisions, and the acceptability of the concept challenged its implementation.

2.5.6 E-Government and Service Delivery

Several studies have investigated the impact of e-government for the delivery of public services in a number of developed countries. However, the published research on the e-government for public service delivery in the context of developing countries is largely inadequate. Bhuiyan (2011) reported the results of their study that the impact of Information and Communication Technologies (ICTs) on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of e-government accrues benefits, while the operational challenges, such as the lack of political support and consensus, the digital divide, the lack of qualified human resources, language, and infrastructure development,

need to be addressed to ensure a cost-efficient, cost-effective, accountable, and transparent service delivery to Kazakhstanis .

Further, Singh et al. (2010) reported the results of their study on Fiji and Papua New Guinea that e-governance has the potential to improve public service delivery. The results of the research suggested that e-governance contributes to effectiveness, efficiency and equity in public services that enhances the quality of public service delivery. Using a structured questionnaire, Pathak, Singh, Belwal, Naz, and Smith (2008) explored the perceived role of e-Governance in reducing corruption amongst 400 respondents each from Fiji and Ethiopia . The study revealed that e-governance is positively related to an improved government-citizen relationship and the reduction of corruption. The study also suggested that while e-governance initiatives can make important contributions to improve public services, they can best do so by improving the overall relationship between governments and its citizens.

 Recently, Bhuiyan (2011) conducted a study in Bangladesh and found that e-governance can play a significant role in the modernization of public administration for efficient and effective service delivery to the citizens of Bangladesh, as well as its potential to combat corruption and reduce poverty. In related study, analyzing experiences at the local, state, and federal levels of government in India, Monga (2008) demonstrated that e-governance has brought about a revolution in the quality of service delivery to the citizens by improving transparency in the administrative process, saving time due to single window service provisions, simplifying procedures, reducing corruption, improving office and record management, and improving attitude and behavior of civil servants. E-government has been used in several prominent and comprehensive transparency efforts in a number of nations and suggested that its implementation promotes transparency, create significant change, and the cultural, social, and technology access factors likely require incremental and demonstrated successful change (Bertot, Jaeger, & Grimes, 2010). In United States, Pan & Jang (2008) focused on the effects on the evolvement of e-government online service delivery in the U.S. Cities. The researchers submitted that city population, council-

manager form of government, and the presence of e-government development plans are found to be positively related to service advancement.

Based on publicly available data from 178 countries, Krishnan and Teo (2012) empirically tested the moderating effects of governance on information infrastructure and e-government development. They revealed political stability, government effectiveness, and rule of law moderated the relationship of information infrastructure with e-government development in a positive direction while voice and accountability and control of corruption moderated the relationship negatively. Further, the relationship between information infrastructure and e-government development was not contingent on regulatory quality. Chatfield and Alhujran (2009) analyzed e-government web sites and portals of 16 Arab countries to assess their development stages in e-government service delivery capability. The study compared Arab e-government developments with selected developed countries (United States, Denmark, Sweden, UK, South Korea, and Australia).The study found evidence that most Arab countries are in the first stage of e-government development namely one-way information flows from the government online to the public. The results also revealed a wide digital divide that remains between the Arab countries and the leading developed countries.

For Nigeria, Asogwa (2013) using a sample of ten federal government ministries, revealed that e-government provide faster access to government information, lower administrative costs, increase transparency in government ministries, and reduce bribery and corruption, among others. In addition, these opportunities were threatened by low bandwidth and internet penetration, inadequate ICT infrastructure and technicians, incessant power outages, technological obsolescence, and other barriers in Nigeria. Another study by Alaaraj and Ibrahim (2014) found that e-government development have a positive and significant influence on good governance. Particularly, good governance is positively and significantly influenced by e-service but not by e-administration and e-procurement.

Additionally, Naz (2009) carried a study in Fiji to examine the role of e-governance in improving service delivery and quality and the impact that has on customer satisfaction The study concluded that e-governance has the potential to improve service delivery and

customer satisfaction. All in all, there are several studies that address the relationship between e-government and service delivery. However, studies that investigate the moderating effect of e-government on the relationship between governance decentralization and service delivery are lacking. This study sought to establish whether e-government moderates the relationship between decentralization and service delivery.

2.6 Critique of Existing Literature Related to the Study

This section discusses the empirical literature. Several empirical studies are reviewed with a view to building a case for the current study. These studies relates to the influence of governance decentralization and its dimensions on service delivery. Previous literature indicates existence of a relationship between governance decentralization and service delivery. Studies on this area will be compared and contrasted on the basis of scope, methodology, objectives, variables, conclusions and research gaps.

Olatona and Olomola (2015) conducted a study on analysis of fiscal decentralization and public service delivery in Nigeria. The study found that fiscal decentralization (transfer from federal government, internally generated revenue, loans and grants) has positive link with educational service delivery, while high degree of fiscal decentralization is negatively related to health care delivery. The current study differs significantly from the reviewed study in various conceptual areas for instance the reviewed study suffers from conceptual gaps since it measured decentralization from single dimension (financial decentralization) rather than from multiple dimensions (financial decentralization, political decentralization, administrative decentralization, social accountability and citizen participation) which restricted generalization of its finding. This study also focused on service accessibility and disregarded other measures of service delivery namely quality of service and citizens satisfaction. The reviewed study was also based on secondary data and confined to Nigeria culture while the current study was carried out in Kenya. Finally, the reviewed study is inconclusive since it found decentralization is positively related to educational service delivery but negatively related to health care delivery.

Freinkman and Plekhanov (2009) conducted an empirical analysis of the relationship between fiscal decentralization and the quality of public services in the Russian regions. The analysis suggests that fiscal decentralization has no significant effect on the key inputs into secondary education, such as schools, computers, or availability of pre-schooling, but has a significant positive effect on average examination results, controlling for key observable inputs and regional government spending on education. The study differs from the current study as it did not address the influence of political decentralization, administrative decentralization, social accountability and citizen participation variables on service delivery. Reviewed study also failed to consider moderating effects of e-government on the relationship between governance decentralization and service delivery. This study is also limited to the Russia context hence difficult to generalize the research findings in other countries due to different political and cultural environment. The current study also differs from the reviewed study in that it examine the interaction between governance decentralization and service delivery based on lens of Souffle theory, principal-agent theory, sequential theory of decentralization and new public management theory.

Wei-qing and Shi (2010) study focused on exploring the relationship between fiscal decentralization and public education provision in china. The reviewed study focused on service accessibility and disregarded other dimensions of service delivery namely quality of service and citizen satisfaction. Additionally, the information was only collected from China statistical yearbook for regional economy and only in China. Hence, the findings are not generalizable in other cultural and political contexts. The study is also confined to provision of educational services only. Other basic public services such as sewer, health, rural roads and water supply services should be considered. The current study is different from the reviewed study in that it examines the influence of governance decentralization on service delivery from multiple perspectives. The current study measures service delivery in terms of accessibility, satisfaction, efficiency and quality of four services namely sewer, health, rural roads and water supply services.

In addition, Sujarwoto (2012) sought to determine the influence of political decentralization on local public services performance in Indonesia. The study revealed that effective local political institutions, better informed citizen and transparency, citizen political participation via community programs, and the presences of social group in community are significant for improving local public service performance. The reviews study differs from the current study as it only addresses two decentralization variables that influence service delivery that is, political decentralization and citizen participation. The reviewed study was also done in Indonesia and hence difficult to generalize to other settings like Africa. The reviewed study also failed to recognize role of financial decentralization, administrative decentralization and social accountability practices in improving service delivery. The current study seeks to fill these gaps by examining the influence of financial decentralization, administrative decentralization and social accountability practices on service delivery.

Another study by Bogopane (2014) in South Africa found that lack of a well-established public bureaucracy that bluntly implement government policies and also involved in putting politicians in check against any form of abuse of political power. The study also found lack of political structures which led to errors of judgment which in turn resulted with poor governance and service delivery. This study was based on provincial administration as a unit of analysis which less relevant for national policy since such analyses is unable to capture the dynamics of decentralization reform within county governments in which decentralization is implemented. The current study is different in that it examines effects of governance decentralization on service delivery in county governments.

Alternatively, Kyriacou and Roca-Sagale's (2011) evaluated the effect of fiscal and political decentralization on government quality using the sample of 101 countries mainly from Europe. The found a negative impact of political decentralization on the relationship between fiscal decentralization and government quality (control of corruption, rule of law, regulatory quality, and government effectiveness).The researchers concluded that political decentralization tends to mitigate the positive impact of fiscal decentralization on the quality of government. By using a large sample of 101 countries, the study suffered methodological limitation of unobserved heterogeneities such as the difference of cultures and institutional

setting. The unobserved heterogeneities may lead to bias estimates on the relation between decentralization and provision of public service restricting generalization of research finding in local context. Further, the reviewed study ignored two constructs of decentralization (citizen participation and social accountability practices). The current study differs from reviewed study in that it considers one country and examine simultaneously how governance decentralization   variables (financial, political, administrative, citizen participation and social accountability) influences service delivery

Abe and Monisola (2014) conducted a study investigated the link between citizen participation and service delivery in Ekiti State, Nigeria. The study revealed that lack of political participation hinders effective service delivery and may as well create an avenue for lack of transparency and accountability that is necessary for efficient use of available funds for the benefits of the people in the society. This study was a case study that used data from only one state in Nigeria thus findings are not generalizable in other cultural and institutional settings. However, the current study is different in that it collected data from a sample of five county governments. The reviewed study also measured service delivery from one perspective (service accessibility) rather than from multiple perspectives (service accessibility, quality and citizen satisfaction). The current study further differs from the reviewed study because it used a sample of 338 respondents while the reviewed study used a sample of 100 respondents. Reviewed study used descriptive survey research design while the current study adopted both descriptive and explanatory research design.

Nayak and Samanta (2014) studied the role of participation(attending meetings, raising voice, lodging Complaints, and making contributions) in public service delivery: evidences from rural west Bengal, India. The results revealed that raising voice and making contributions positively influenced service delivery. However, the coefficient of attending meeting was significant but negative, implying thereby that mere attendance does not help a household influence decisions to its favor. The reviewed study focused on citizen participation construct and failed to consider other constructs of decentralization (fiscal decentralization, political decentralization and accountability practices). Further, reviewed study differs from the current study since its scope was 250

households. The scope of the current study is 338 county government officials. The reviewed study was done on India and hence difficult to generalize to other settings while current study was carried in Kenya.

Macharia et al. (2014) examined the influence of citizen participation on decentralized service delivery in Kenya. The study revealed that allocative efficiency has a positive effect towards decentralized service delivery. Further, the researcher s found that citizen participation strengthens accountability in the carrying out of projects. Thus they concluded that citizen participation in counties affairs have a positive impact on decentralized service delivery in Kipipiri Constituency. In measuring service delivery, the study ignored reliability, availability and quality of service being offered. The reviewed study focused on citizen participation and disregarded other constructs of decentralization (fiscal decentralization, administrative decentralization, and political decentralization and accountability practices). The reviewed study was based on one constituency thus the results may not be generalized in counties settings. The current study was based on five county governments in Kenya.

Hasnain (2010) explored the linkage between devolution, accountability, and service delivery in Pakistan. The study found evidence that the direct accessibility of local policy-makers to citizens is considerably greater than that of provincial and national policy-makers, allowing the public many more channels to communicate their demands to the government. The reviewed study differs from the current study in that it focused on political accountability (electoral accountability) and failed to consider other dimension of decentralization (citizen participation, political, fiscal decentralization and social accountability).The reviewed study was also done in Pakistan and hence difficult to generalize to other settings. Further, the reviewed study also suffers from methodological limitation as it uses qualitative method to analyze the data. The current study adopted both descriptive (means and frequencies) and inferential statistics (regression and correlation analysis) in data analysis.

2.7 Research Gaps

Majority of previous empirical studies on decentralization and service delivery have been conducted in developed or developing countries of Asia and Latin America(Kyriacou & Roca-Sagale's, 2011; Wei-qing & Shi, 2010). There is relatively small body of work and attempts to systematically examine the evidence on the impact of decentralization on service delivery in Sub-Saharan Africa. Consequently, the link between decentralization and public service delivery in the context of Sub-Saharan Africa is scarcely explored. Only a limited number of studies have so far examined the impact of decentralization on service delivery in the context of Sub-Saharan Africa (Balunywa et al., 2014; Tshukudu, 2014).The near absence of research in Africa in this area raise a question as to whether decentralization influences service delivery in Africa. Empirical findings in developed countries may not be generalized in developing countries due to different cultural and political context. Further, there is also the need to test if decentralization frameworks, models or theories developed in western countries are applicable in poor African countries suffering high unemployment rates. Moreover, it has been argued that people's attitudes, beliefs and values vary across countries, cultures and continents. Hence, this study to bridge the knowledge gap by establishing the impact of decentralization on service delivery in a less developed, non-Western context like the Kenyan context.

Additionally, literature reviewed indicates there is imbalance on the attention that has gone into studies on decentralization and service delivery. In measuring service delivery, most studies tends to concentrate on service accessibility and disregards other dimensions of service delivery such as quality of service and citizens satisfaction (Kosec & Mogues, 2015; Sujarwoto, 2012). Empirical evidence on the links between decentralization and service delivery measured by quality of service and citizen satisfaction is evidently lacking. One notable exception is a study in India by Nayak and Samanta (2014) which examined the role of participation in public service delivery. The researchers used accessibility, availability, reliability and quality of services as a measure of public service delivery. However, the findings of this study could not be generalized due to different cultural and political contexts. It would therefore be prudent for other researchers to make

a remarkable contribution in this field by establishing the impact of decentralization on service delivery (measured by accessibility, citizen satisfaction and quality of services)

Moreover, there is need to question the veracity of the link between decentralization and service delivery. Analysis of previous research relating to the question of a link between decentralization and service delivery reveals there is uncertainty as to the direction of the link. Empirical evidence on the impact of decentralization on service delivery is mixed and inconclusive. A cross section of studies provide evidence that decentralization leads to improved service delivery (Balunywa et al., 2014; Freinkman & Plekhanov, 2009). In contrast, other studies found that decentralization negatively influences service delivery (Elhiraika, 2007; Olatona & Olomola, 2015). The inconclusive nature of evidence suggests that more empirical work is required on the relationship between decentralization and service delivery.

Furthermore, empirical literature has analyzed the impact of decentralization on public services from either fiscal or political dimension rather than from all three dimensions of decentralization (fiscal, administrative, or political) simultaneously. Allowing for interaction of all three dimensions of decentralization in the same analysis can bring more robust evidence on the relationship between decentralization and access to service delivery and hence bring stronger basis for providing policy advice in the future. Moreover, prior literature reviewed reveals that the few decentralization and service delivery studies done in developing country suffers from methodological limitations such as use of case study data (Mwamuye &Nyamu, 2014; Wangari, 2014). Studies that use case studies fall short of providing comparisons and cross-county evidence on relationship between decentralization and service delivery. This suggests that more research is required with large sample size to shed more light on how decentralization influences service delivery in developing countries.

Importantly, examination of prior research further reveals that majority of decentralization studies have so far focused on direct link between decentralization and service delivery (Balunywa et al., 2014; Sow & Razafimahefa, 2015). According to Alaaraj and Ibrahim (2014) e-government influences service delivery, which depicts e-

government as a viable moderator in the relationship between decentralization and service delivery. However, there is limited research on the moderating role of e-government on the relationship between decentralization and service delivery. Locally, the Constitution of Kenya (2010) shifted government from centralized to decentralized governance. However, empirical literature on the impact of decentralization on public service delivery in Kenya is scant. The available local studies are mainly qualitative which have only helped to understand the pros and cons of decentralization(Abdumlingo & Mwirigi, 2014; Kobia & Bagaka, 2014).The magnitude of the impact of decentralization on public services delivery in Kenya remains largely non-quantified. The limited character of research findings in this area suggests that there is need to further investigate the nature of the relationship between decentralized governance and service delivery.

2.8 Summary

This chapter reviewed the various theories that explain the independent and dependent variables. Specifically, the reviewed theories are Soufflé theory, Principal-Agent theory, Sequential theory of decentralization and new public management theory. The chapter also presents the conceptualization of the independent and the dependent variables by analyzing the relationships between the two set of variables. The chapter also discusses various decentralization constructs including financial decentralization, political decentralization, social accountability practices, e-government development and citizen participation. In addition, empirical review, critique of existing studies and research gaps are discussed.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The purpose of this study was to investigate the effects of governance decentralization on service delivery in county governments in Kenya. This chapter sets out the methodology that was used to achieve the objectives of the study. Research methodology is a way of obtaining, organizing and analyzing data and thus methodology decisions often depend on the nature of the research question. Methodology refers to how the research is done and its logical sequence (Polit&Hungler, 2004). The methodology includes the research design, research population and the target population, the sample size and sampling techniques, the instruments of research, data collection procedures, pilot test and data processing and analysis.

3.2 Research Philosophy

Research philosophy is the foundation of knowledge and the nature of that knowledge contains important assumptions about the way in which researchers view the world (Saunders, Lewis & Thornhill, 2007). Research methods are influenced by philosophical orientations such as epistemology. Epistemology attempts to answer the basic question: what distinguishes true (adequate) knowledge from false (inadequate) knowledge. Epistemology is concerned with determination of the nature of knowledge and the extent of human knowledge (Burrell & Morgan, 1979). There are various philosophical paradigms such as ontology, realism, positivist and phenomenological paradigms, but the two main paradigms that guide research in social sciences are the positivist and phenomenological paradigms (Munjuri, 2012).

Cooper and Schindler (2006) asserted that positivist research paradigm takes the quantitative approach and is based on real facts, objectivity, neutrality, measurement and validity of results. The roots of positivism lie particularly with empiricism, that is, all factual knowledge is based on positive information gained from observable experiences,

and only analytic statements are allowed to known as true through reason alone. Positivism maintains that knowledge should be based on facts and not abstractions; thus knowledge is predicated on observations and experiments based on existing theory (Cooper & Schindler, 2006). The researcher focuses on facts, looks for causality and fundamental laws, reduces phenomena to simplest elements, formulates hypotheses and tests them. This paradigm involves operationalizing concepts so that they can be measured, and taking large samples (Saunders et al., 2007)

Phenomenological paradigm focuses on the immediate experience and description of things as they are, not what the researcher thinks they are. The phenomenological approach does not begin from an established theory and then proceed to collect data to either vindicate or reject the theory (Saunders et al., 2007).This paradigm believes that rich insights into this complex world are lost if such complexity is reduced to a series of law-like generalizations. There is need to discover the details of the situation to understand the reality. It is necessary to explore the subjective meanings motivating people's actions in order to be able to understand these (Cooper & Schindler, 2006). This approach assumes that reality is multiple, subjective and mentally constructed by individuals. The use of flexible and multiple methods is desirable as a way of studying a small sample in depth over time that can establish warranted assertability as opposed to absolute truth (Munjuri, 2012).

This study adhered to the foregoing beliefs and practices, it would be appropriate to assert that a predominantly positivist framework was followed. The study was anchored on theory from which hypotheses are derived, followed deductive reasoning and employed quantitative methods to ensure precision, logic and evidence testing. The positivist philosophy is derived from that of natural science and is characterized by the testing of hypothesis developed from existing theory through measurement of observable social realities (Saunders, Lewis & Thornhill, 2009). The positivist paradigm views the researcher as independent of the study they are conducting. They view the reality as objective and measurable, human beings are assumed to be rational; research emphasizes

fact and predictions to explain cause and effects (Bryman & Bell, 2007; Heenetigala, 2011).

3.3 Research Design

Research design is the blue print for the collection, measurement, analysis of data and a plan to obtain answers to research questions (Cooper&Schindler, 2006). According to Kothari and Garg (2014) and Kothari (2004) research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. Bryman and Bell (2007) further avers that the research design is a plan or framework for data collection and its analysis which reveals the type of research . Research design is thus a plan of how the research will be carried out (Waithaka, 2013).

This study used both descriptive survey research design and explanatory research design to help identify, analyze, and describe the relationship between governance decentralization and service public delivery in county governments in Kenya. Descriptive survey research studies are those studies which are concerned with describing the characteristics of a particular individual, or of a group, whereas diagnostic research studies determine the frequency with which something occurs or its association with something else (Kothari, 2004). A descriptive study is one that is undertaken with a view of offering the researcher a profile or to describe relevant aspects of the phenomena of interest from an individual, organization, organizational, industry oriented, or other perspective (Bryman & Bell, 2007; Emory & Cooper, 2003; Sekaran, 2009). Thus, descriptive survey design was used to allow for description of governance decentralization and service delivery variable. Previous researches examining the relationship between decentralization and service delivery have used the descriptive design (Abe & Monisola, 2014; Macharia et al., 2014; Opiyo, 2014; Wangari, 2014)

In contrast, explanatory research design describes in quantitative terms the degree to which variables are related (Mugenda & Mugenda, 2003) . It is used in studies that are aimed at establishing causal relationship between variables (Bryman & Bell, 2007; Cooper

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& Schindler, 2006) .The objective of this study is to establish effects of governance decentralization on service delivery in county governments in Kenya. An explanatory study design was used because the study seeks to establish the relationship between the dependent and the independent variables. The method also provides information concerning the degree of relationships between the variables being studied (Kothari, 2004; Mugenda&Mugenda, 1999). Several previous studies on decentralization and service delivery have used explanatory research design with satisfactory results (Adam et al., 2012; Alaaraj & Ibrahim, 2014; Saavedra, 2010; Wei-qing & Shi, 2010).

3.4 Target Population

Target population refers to the entire group of individuals or objects to which researchers are interested in generalizing the conclusions (Kothari & Garg, 2014; Mugenda & Mugenda, 1999; Mugenda & Mugenda, 2003). In other words, population is the aggregate of all that conforms to a given specification. All items in the field of enquiry constitute a population (Kothari, 2004). According to Burns and Grove (2003) population is all the elements that meet the criteria for inclusion in a study.

The target population of this study was 2,794 county government officials from all the 47 counties in Kenya. The list of the 2,794 county government officials was sourced from the directory of Commission on Revenue Allocation (2011) and http://kenyacountyguide.com website as at 31st December 2014. The county government officials comprises of 485 county ministers and secretary, 1573 MCA's , 291 sub counties administrators and 445 county directors and chief officers.The distribution of county government officials across the country is relatively not homogeneous in terms of geographical location in all the 47 Counties in Kenya. Therefore, the study stratified county government officials into strata based on Kenya's geographical regions as shown below in table 3.1

Table 3.1: Target Population

	Stratum	Population (N)
1	Central	343
2	Coast	276
3	Eastern and North Eastern	617
4	Nairobi	165
5	Rift Valley & Western Region	1393
	Total	**2794**

Source: Commission on Revenue Allocation (2011) and   http://kenyacountyguide.com

3.5 Sampling Frame

A sampling frame describes the list of all population units from which the sample is selected (Cooper & Schindler, 2006). Sampling frame shows the distribution of the population from which a sample is drawn. In this study, the sampling frame was a list of 2794 county government officials in all the 47 county governments in Kenya as shown on Appendix IV.

3.6   Sample and Sampling Technique

A sample is often described as being representative if certain known percentage, frequency distributions of elements' characteristics within the sample is similar to the corresponding distributions within the whole population (Kasomo, 2007). Sampling is the process of selecting a number of individuals for a study in such a way that the individuals selected represent the larger group from which they were selected (Cooper & Schindler, 2006). The sample size and sampling procedure that was used in this study is discussed below.

3.6.1 Sample Size

Holloway and Wheeler (2002) asserts that sample size does not influence the importance or quality of the study and noted that there are no guidelines in determining sample size

in qualitative research. Qualitative researchers do not normally know the number of people in the research beforehand; the sample may change in size and type during research. Generally, sample sizes larger than 30 and less than 500 are is recommended for statistical data analysis (Churchill & Brown, 2004; Mugenda & Mugenda, 2003). To compute the sample size, the study adopted formula provided by Kothari and Garg (2014).

$$n = \frac{Z^2 pqN}{e^2(N-1) + Z^2 pq}$$

$$n = \frac{1.96^2(0.5)(0.5)(2794)}{0.05^2(2794-1) + 1.96^2(0.5)(0.5)}$$

n=338 respondents (county government officials)

Where:

n is the sample size

Z is the standard normal deviation at the required confidence level. Assuming a 95% confidence level the value of Z is 1.96

N=2794

e is the margin of error

P is the proportion in the target population estimated to have characteristics being measured taken as 0.5

$q = 1 - p$

3.6.2 Sampling Procedure

Burns and Grove (2003) contends that sampling is a process of selecting a group of people, events or behavior with which to conduct a study. This study used multiphase sampling technique to select the subjects of study. In the first stage, the study used stratified random sampling to select county governments from which county government officials was drawn. Stratified sampling is regarded as the most efficient system of sampling as there is little possibility of any essential group of population being completely excluded (Gupta & Gupta, 2009).

The 47 counties were divided into five geographical regions / strata as shown in Table 3.3, each key region forming a stratum. According to Kothari (2004), a population is stratified based on different features of the population and a random sample is picked from each stratum. Thereafter, total of 8 county governments were randomly selected from the 5 regions based on the population of county government officials. The researcher divided the total number of county government officials in each region by the total number of county government officials in the entire 5 region and then multiplied by 8 to obtain the number of county governments in each region.

Table 3.2: Sampling Table (Units of Analysis)

	Stratum	Population (N)	Counties per Region	No. of Selected Counties
1	Central	343	5	1
2	Coast	276	6	1
3	Eastern and North Eastern	617	11	2
4	Nairobi	165	1	1
5	Rift Valley & Western	1393	24	3
	Total	**2794**	**47**	**8**

Based on stratified random sampling approach, the following 8 counties were selected; Nairobi (Nairobi region), Muranga (Central region), Nakuru, Laikipia and Kajiado (Rift Ralley and Western region), Embu and Machakos (Eastern and North Eastern region) and Mombasa (Coast region). The 8 county governments represent 17.02 % of all the county governments in Kenya which is considered an optimal sample size. An optimum sample should be in a range of 10%-30% (Mugenda&Mugenda, 2003; Serekan, 2009). Previous study by Mwangi (2015) used 10% as an appropriate sample size in their study on employees' perception of determinants of the effectiveness of performance contracting on service delivery in local authorities in Kenya. Therefore, 8 county governments (17.02%) are considered optimal and representative of all counties in Kenya.

In the next stage, stratified random sampling technique was also be used to select the county government officials from each strata as suggested by Kothari and Garg (2014) and Mugenda and Mugenda (2003). The county governments were stratified into 5 regions. To select the number of county government officials in each region, the researcher divided the total number of county government officials in each region by the total number of county government officials in the entire 5 region and then multiplied by the sample size (338) as shown in the table 3.3. Thereafter, the study randomly select specific number of individual county government officials allocated to each selected counties as respondent for the study as recommended by Kothari (2004). Using stratified random sampling approach, the following county governments officials were selected per county; 20 Nairobi, 41 Muranga, 77 Nakuru, 34 Laikipia, 44 Kajiado, 39 Embu , 50 Machakos and 33 Mombasa. Other prior studies that successfully used stratified random sampling to select with satisfactory results include studies by Mwangi (2015) and Rugar, Ayodo, and Agak (2010). In this study, three hundred and thirty eight (338) county government officials from 8 counties in 5 regions were sampled in their respective strata as shown below.

Table 3.3: Sampling Matrix

	Region	Population (N)	Sampling Percent	Sample Size (n)
1	Central	343	12%	41
2	Coast	276	10%	33
3	Eastern and North Eastern	617	26%	89
4	Nairobi	165	6%	20
5	Rift Valley & Western Region	1393	46%	155
	Total	**2794**	**100%**	**338**

3.7 Data Collection Instruments

Data was collected through instruments developed by the researcher under the supervision of university supervisors. The choice of data collection instrument is often very crucial to the success of a research and thus when determining an appropriate data collection method, one has to take into account the complexity of the topic, response rate, time and the targeted population (Mwangi, 2015) The data collection instruments were questionnaires. Kothari (2004) defines a questionnaire as a document that consists of a number of questions printed or typed in a definite order on a form or set of forms. There are three basic types of questionnaires; close ended, open-ended or a combination of both. Close-ended questionnaires are used to generate statistics in quantitative research while open-ended questionnaires are used in qualitative research, although some researchers quantified the answers during the analysis stage (Dawson, 2002). According to Mugenda and Mugenda (2003) questionnaire are easy to analyze, easy to administer and economical in terms of time and money.

This study used both closed-ended questions and open questions to collect the data. The questions were administered to county government officials (county ministers and secretary, MCA's, sub-counties administrators and county directors and chief officers) in selected county governments. Closed-ended questions were used where respondents was restricted to direct their answers without further explanation while the open-ended

questions sought respondent's views on variables being studied. The questionnaire included Likert scale psychometric constructs with a scale ranging from 1-5 where each respondent was required to rate each and every statement given describing a given variable. The scale ranged from 5=Strongly Agree, 4=Agree, 3=Neutral, 2= Disagree and 1=Strongly Disagree. At the end of each Likert scale questions, open ended questions were included to allow the respondent give additional information that is not captured in the Likert scales questions. This is the section that enabled the study to capture vital information directly from the respondents based on their understanding of their environment and the challenges they face on a daily basis.

3.8 Data Collection Procedures

Burns and Grove (2003) define data collection as the precise, systematic gathering of information relevant to the research sub-problems, using methods such as interviews, participant observations, focus group discussion, narratives and case histories. For purposes of this study, the data collection procedure involved seeking for authorization from JKUAT Westland campus to allow the researcher to collect data. A research permit was also obtained from National Commission for Science, Technology and Innovation. In addition, the researcher sought permission from governor's office in the sampled counties in order to be allowed to collect data from county government officials. The primary data was collected through use of questionnaires. The questionnaires were presented to the respondents under a questionnaire-forwarding letter accompanied by an introductory from the university. The researcher identified the respondents, introduced himself and request to drop the questionnaire and collect back answered instruments. The questionnaire method was selected because it proved to be relatively unobtrusive and inexpensive method for data collection (Ghauri & Grønhaug, 2002)

3.9 Pilot Testing

To ascertain the validity and reliability of questionnaire, pre-test and pilot survey was conducted. Kothari (2004) asserts that a pilot survey as a replica and a rehearsal of the main survey. A pilot study for the instrument was carried out to ensure that the items in the questionnaire are stated clearly, have the same meaning to all the respondents, and also to give the researcher an idea of approximately how long it would take to complete the questionnaire. According to Cooper and Schindler (2003) a pilot test is conducted to detect weaknesses in design and instrumentation and to provide proxy data for selection of a probability sample. It should, therefore, draw subjects from the target population and simulate the procedures and protocols that have been designated for data collection. If the study is a survey to be executed by mail, the pilot questionnaire should be mailed. If the design calls for observation by an unobtrusive researcher, this behavior should be practiced (Kilungu, 2015).

According to Saunders et al. (2009) pilot testing refines the questionnaire so that respondents will have no problems in answering the question. For high precision pilot studies, 1% to 10% of the sample should constitute the pilot test size (Lancaster, Dodd, &Williamson, 2010) The questionnaire was pilot tested on 35 county government officials that were part of the target population but not in the sample, and county government officials filled in the questionnaire. The individuals were randomly selected from Kiambu and Nyeri counties which were not part of the final sample. The subjects participating in the pilot study was not included in the final study to avoid survey fatigue. This represented 10 % of the accessible population (sample size) that is generally recommended by social researchers, according to Mugenda and Mugenda (2003). In choosing the 35 county government officials for pilot testing, the researcher used simple random sampling.

According to Orodho (2005), simple random sampling ensures that each unit has an equal probability of being chosen, and the random sample is the most representative of the entire population and least likely to result in bias. It has statistical properties that allow the researcher to make inferences about the population, based on the results obtained from the sample. Additionally, all aspects of the questionnaire were pre- tested including question

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content, wording, sequence, form and layout, question difficulty and instructions. The feedback obtained was used to revise the questionnaire before administering it to the study respondents. The questionnaire was revised to captures all the corrections from the pilot study. The researcher also tested the validity and reliability of the data collection instruments. The results of the test were used to refine the questionnaire. Validity and reliability in research are issues that the researcher should address in the design of the study and analysis of the results so that the research can withstand a quality test (Patton, 2002).

3.91 Validity of Research Instrument

Validity refers to the accuracy and meaningfulness of inferences based on the research results (Kothari, 2004). Validity exists if the data measure what they are supposed to measure. The study enlisted both face validity and content validity. In order to ascertain face validity, the instruments was constructed and passed over to university supervisors for constructive criticism. Thereafter it was revised according to their insights. The study instrument was also content-validated.

Donald and Pamela (2001) posit that content validity is determined by expert judgment. In this study, validity was achieved through expert judgements of the research supervisors.The research supervisors were required to indicate whether the item were relevant or not. The results of their responses were analyzed to establish the percentage representation using the content validity index. The content validity formula by Amin (2005) was used in line with other previous studies (Lefort & Urzua, 2008; Waithaka, 2013).The formula is; Content Validity Index = (No. of judges declaring item valid) / (Total No. of items). The validity of test yielded an average validity index score of 94% implying that the instrument was valid as emphasized by (Amin, 2005)

3.9.2   Reliability of Research Instrument

Reliability refers to the ability of a measurement instrument to produce the same answer in the same circumstances, time after time (De Vaus, 2002; Kipkebut, 2010). This means

that if people answered a question the same way on repeated occasions, then the instrument can be said to be reliable. Kothari (2009) further argued that reliability is consistency of measurement; the more reliable an instrument is, the more consistent the measure. In this study, the reliability in the pilot study was tested for internal consistency using the Cronbach alpha coefficient. The rationale for internal consistency is that the individual items should all be measuring the same constructs and thus correlates positively to one another (Kipkebut, 2010).

Cronbach's Alpha (α) indicates the extent to which a set of test items can be treated as measuring a single latent variable (Sekaran, 2009). Cronbach's alpha (α) is a coefficient (a number between 0 and 1) that is used to rate the internal consistency(Kipkebut, 2010).Higher alpha coefficient values means that scales are more reliable. As a rule of thumb, acceptable alpha should be at least 0.70 or above (De Vaus, 2002; Hair, Anderson, Tatham & Black, 1998; Maizura, Masilamani, & Aris, 2009). However, the value of Cronbach alpha may vary for different studies. For instance, in exploratory research, a Cronbach alpha value of 0.60 is acceptable (Kilungu, 2015; Kipkebut, 2010; Maizura et al., 2009). Other studies have recommended that reliability coefficient of 0.50 or 0.60 was sufficient for exploratory studies (Nunnally, 1967).

Through a pilot study, a total of 35 questionnaires were obtained and reliability tests were conducted. The reliability alpha coefficients for governance decentralization items were as follows: citizen participation, $\alpha = 0.646$, social accountability, $\alpha = 0.862$, political decentralization $\alpha = 0.860$, financial decentralization $\alpha=0.732$, administrative decentralization $\alpha = 0.737$, service delivery $\alpha = 0.877$ while e-government development had the highest, $\alpha = 0.929$. The results showed a Cronbach-alpha coefficient of greater than 0.60, which is used to indicate a factor as reliable (Suhr & Shay, 2009). However, based on the pilot study a negatively word questions was added to each set of items measuring a variable to control guessing. The questionnaire was refined on the basis of the responses and the items which required revision were done to make them more meaningful before the actual collection of data. The revised items that were used to collect

data are included in the appendices iii. A summary of Cronbach-alphas for each factor achieved in the pilot study is given in table 3.4.

Table 3.4: Summary of Cronbach alpha Reliability Coefficients for Study Variables

Aggregated Variable	No. of items	Cronbach's Alpha
Citizen Participation	6	0.646
Social Accountability	6	0.862
Political Decentralization	9	0.860
Financial Decentralization	8	0.732
Administrative Decentralization	7	0.737
E-Government Development	7	0.929
Service Delivery	21	0.877

3.10   Data Analysis and Presentation

According to Sekaran (2009) there are three objectives in data analysis; getting a feel for the data, testing the goodness of data, and answering the research question. Data analysis consists of running various statistical procedures and tests on the data (Cooper & Schindler, 2006). The researcher used SPSS software to analyze the data.   The independent variables were tested for their reliability through the use of cronbachs alpha which is a reliability coefficient that indicates how well the items in a set are positively correlated to one another. The results showed a Cronbach-alpha coefficient of greater than 0.7 for all sub contrasts which indicates the variables were reliable (Suhr & Shay, 2009). Quantitative data was analysed using descriptive statistics tabulated in percentages, and frequencies to describe the categories formed from the data. The data was tabulated to permit interpretation. Qualitative data collected (through the open ended section of the questionnaire) was coded, and repeated themes (responses) or concepts recorded until saturation was achieved (Jennings, 2001).

The study also performed descriptive analysis. Descriptive (frequencies and percentages) was used to portray the sets of categories formed from the data. Descriptive statistics enable the researcher to meaningfully describe a distribution of measurements and summarize data (Kothari, 2009; Mugenda & Mugenda, 2003). The mean was used to indicate the level of service delivery based on governance decentralization achievement. The mean takes into account each score in the distribution (Mugenda & Mugenda, 2003). In this study, mean score of below 3.00 indicated that a particular sub-process was implemented to a less extent, a mean of between 3.00 and 3.99 was considered to be moderate while that of above 4.00 indicated that a process had been implemented to a large extent. On the other hand, the standard deviations were used to show the extent of variance on service delivery. A standard deviation of more than one was interpreted as high variation on customer perception, while a standard deviation of less than one indicated less variation. Standard deviation is the most widely used and stable measure of dispersion and takes into account each score in the distribution (Kothari & Garg, 2014).

3.10.1 Correlation Analysis

This study also conducted inferential statistics through correlation analysis. Correlation is a statistical tool with the help of which relationships between two or more variables is determined (Saunders et al., 2007). Pearson correlation coefficient was used for testing associations between the independent and the dependent variables. Correlation usually refers to the degree to which a linear predictive relationship exists between random variables, as measured by a correlation coefficient (Cooper & Schindler, 2006). Correlation coefficients between independent variables (financial decentralization, administrative decentralization, political decentralization, citizen's participation, and social accountability practices), moderating variables (e-government development) and dependent variable (service delivery) were computed to explore possible strengths and direction of relationships. A correlation coefficient (r) has two characteristics, direction and strength. Direction of relationship is indicated by how r is to 1, the maximum value possible. r is interpreted as follows; When r = +1 it means there is perfect positive correlation between the variables. r = -1 it means there is perfect negative correlation

between the variables. r = 0 it means there is no correlation between the variables, that is the variables are uncorrelated.

3.10.2 Regression Model

This study also conducted inferential statistics through bivariate regression analysis and multiple regression analysis. Using SPSS software, the data was subjected to regression analysis. Simple linear regression analyses for (H_{01}, H_{02}, H_{03}, H_{04} and H_{05}) and multiple regression analysis were used to establish the nature and the magnitude of the relationship between the dependent and the independent variables and to test the hypothesized relationships. In addition, moderated multiple regression models were used to establish the direction and the magnitude of the effect of the moderator variable, on each of the independent variables and the total effect of the moderator variable, on the dependent variable H06. In this study, the influence of each variable was determined by the size and the direction (sign) of the regression for the significant terms. According to Mugenda and Mugenda (2003) regression analysis attempts to determine whether a group of variables together predict a given dependent variable and in this way, attempt to increase the accuracy of the estimate. The use of regression model is preferred due to its ability to show whether there is a positive or a negative relationship between independent and dependent variables (Mason, Lind, & Marchal, 1999). Previous studies have used regression models with satisfactory results. Wei-qing and Shi (2010) carried a study on the relationship between fiscal decentralization and public education provision in China and adopted regression model. Similarly, Saavedra (2010) used multiple regression model in a study on the impact of decentralization on access to service delivery.

3.10.3 Statistical Model

The study used both simple regression models and multiple regression model for objective 1,2,3,4 and 5 and moderated regression models for objective 6

a) Simple Regression Models

Objective one: $Y = \beta_0 + \beta_1 X_1 + \varepsilon$...1.1

Where;

Y-Service delivery (Dependent variable)

X_1-Financial decentralization

B_0 -The constant

β_1- The coefficient

ε -Error term

Objective two: $Y = \beta_0 + \beta_2 X_2 + \varepsilon$ 1.2

Where;

Y-Service delivery (Dependent variable)

X_2- Political decentralization

B_0 -The constant

B_2- The coefficient

ε -Error term

Objective three: $Y = \beta_0 + \beta_3 X_3 + \varepsilon$ 1.3

Where;

Y-Service delivery (Dependent variable)

X_3- Administrative decentralization

β_0 -The constant

β_3- The coefficient

ε -Error term

Objective four: $Y = \beta_0 + \beta_4X_4 + \varepsilon$ 1.4

Where;

Y-Service delivery (Dependent variable)

X_4- Citizen's participation

β_0 -The constant

β_4- The coefficient

ε -Error term

Objective five: $Y = \beta_0 + \beta_5X_5 + \varepsilon$ 1.5

Where;

Y-Service delivery (Dependent variable)

X_5- Social accountability practices

β_0 -The constant

β_5- The coefficient

ε -Error term

b) Multiple Regression Model

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + \beta_5X_5 + e$$

....1.6

Where:

Y -Service delivery (Dependent variable)

X_1 -Financial decentralization

X_2 -Political decentralization

X_3 -Administrative decentralization

X_4 -Citizen's participation

X_5 -Social accountability practices

ε -Error term

β_0 -constant (Y- intercept)

β_i - are the regression coefficients of each X_i (i=1, 2, 3, 4, 5)

c) Moderated Multiple Regression Models

Moderator is a variable that affects the direction and the strength of the relationship between an independent or predictor variable and a dependent criterion variable (Baron&Kenny, 1986). This variable may reduce or enhance the direction of the relationship between a predictor variable and a dependent variable, or it may change the direction of the relationship between the two variables from positive to negative (Baron&Kenny, 1986; Lindley&Walker, 1993). This study used multiple regressions analysis (stepwise method) to establish the moderating effect of e-government (Z) on relationship between governance decentralization and service delivery. To determine the direction and the effect of the moderating variable on each of the independents variables and the total effect on the dependent variable, model 1.6 was used while model 1.7 was used to test the joint moderating effect.

Y = β0 + βiXi+ βizXiZ+ ε, (i=1, 2, 3, 4,5) 1.7

Y = β0 + β1X1+ β2X2+ β3X3+ β4X4+ β5X5+ βzZ+ βizXiZ+ ε, (i=1, 2, 3, 4,5)
....1.8

Where:

Y is service delivery (Dependent variable), X_1 is financial decentralization, X_2 is political decentralization, X_3-administrative decentralization, X_4 is citizen's participation, X_5 is social accountability practices and Z is the hypothesized moderator (e-government)

X_iZ is the interaction term of the e-government with each of the independent variables (X_1, X_2, X_3, X_4, X_5)

B_iZ is the coefficient of X*Z the interaction term between e-government and each of the independent variables for $i = 1,2,3,4,5$

β_0 is constant (Y- intercept) which represent the value of Y when X =0

3.10.4 Test of Hypotheses

This study tested the validity of the multi regression models using ANOVA and F-distribution as proposed by (Mason et al., 1999). ANOVA is also the data analysis procedure that is used to determine whether there are significant differences between two or more groups or samples at a selected probability level (Mugenda & Mugenda, 2003). To test the significance of regression coefficient, t test was performed (Mason et al., 1999). The study performed individual tests of all independent variables to determine which regression coefficient may be zero and which one may not. The conclusion was based on the basis of p value where if the null hypothesis of the beta is rejected then the overall model is significant and if null hypothesis is not rejected the overall model is insignificant. In other words if the p-value is less than 0.05 then the researcher concluded that the

overall model is significant and has good predictors of the dependent variable and that the results are not based on chance. If the p-value is greater than 0.05 then the model is not significant and cannot be used to explain the variations in the dependent variable. The decision rule is summarized in table 3.5

Table 3.5: Hypotheses Test

Hypotheses statement	Hypothesis test	Decision rule
H01: There is no relationship between financial decentralization and service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H01** : $\beta1 = 0$	Reject H01 if P- value ≤ 0.05 otherwise fail to reject H01 if P is > 0.05
H02: Political decentralization is not related to service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H02** : $\beta2 = 0$	Reject H02 if P- value ≤ 0.05 otherwise fail to reject H02 if P is > 0.05
H03: Administrative decentralization is not related to service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H03** : $\beta3 = 0$	Reject H03 if P- value ≤ 0.05 otherwise fail to reject H03 if P is > 0.05
H04: There is no relationship between citizen participation and service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H04** : $\beta4 = 0$	Reject H04 if P- value ≤ 0.05 otherwise fail to reject H04 if P is > 0.05
H05: Social accountability practices are not related to service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H05** : $\beta5 = 0$	Reject H05 if P- value ≤ 0.05 otherwise fail to reject H05 if P is > 0.05
H06: There is no moderating effect of e-government development on the relationship between governance decentralization and service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H06** : $\beta6 = 0$	Reject H06 if P- value ≤ 0.05 otherwise fail to reject H06 if P is > 0.05

H06a: There is no moderating effect of e-government on the relationship between Financial decentralization and service delivery in county governments	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H06a** : $\beta 6a = 0$	Reject H06a if P-value ≤ 0.05 otherwise fail to reject H06a if P is > 0.05
H06b: There is no moderating effect of e-government on the relationship between political decentralization and service delivery in county governments	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H06b** : $\beta 6b = 0$	Reject H06b if P-value ≤ 0.05 otherwise fail to reject H06b if P is > 0.05
H06c: There is no moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H06c** : $\beta 6c = 0$	Reject H06c if P-value ≤ 0.05 otherwise fail to reject H06c if P is > 0.05
H06d: There is no moderating effect of e-government on the relationship between citizens participation and service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H06d** : $\beta 6d = 0$	Reject H06d if P-value ≤ 0.05 otherwise fail to reject H06d if P is > 0.05
H06e: There is no joint moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test **H06e** : $\beta 6e = 0$	Reject H06e if P- value ≤ 0.05 otherwise fail to reject H06e if P is > 0.05

3.10.5 Summary of Variables Measurement

This study involved measurement of five independent variables namely financial decentralization, political decentralization, administrative decentralization, citizen participation and social accountability; moderating variable, e-government development and response variable, service delivery. The study used 5 point Likert scale. According to Kothari (2004) Likert scales are good because they show the strength of the persons feelings to whatever is in the questions, they are easy to analyze, they are easy to collect

data, they are more expansive and they are quick. Each closed-ended question had a 5-point scale ranging from 5 = Strongly Agree, 4 = Agree, 3 =Indifferent, 2 = Disagree, and 1 = Strongly Disagree. Notably, similar related governance studies have used questionnaires with Likert scale with satisfactory results (Abe & Monisola, 2014; Alaaraj & Ibrahim, 2014; Macharia et al., 2014; Opiyo, 2014; Wangari, 2014).The measurements of variables in this study were conceptualized as provided in table 3.6

Table 3.6: Measurements of Variables

Variables	Indicators	Measurement
Independent Variables 1. Financial Decentralization	- Revenue decision making -Expenditure decision making -Local revenue generation -National borrowing	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of financial decentralization and 1 is the lowest.
2. Political Decentralization	-legislative powers -Political competition -Civil liberties	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of political decentralization and 1 is the lowest.
3. Administrative Decentralization	-Autonomy to contract services in the county -Autonomy to hire and fire county employees -Autonomy to sign employment contracts at the county -Expertise and capacity of county employees	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of administrative decentralization and 1 is the lowest
4. Citizen Participation	-Attending meeting -Lodging complaints -Raising voice -Direct Contribution	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of citizen participation and 1 is the lowest

5. Social Accountability	- Information dissemination -Complaint mechanisms -Community monitoring -Public hearings and social audits	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of social accountability and 1 is the lowest
Moderators Variables		
6. E-Government Development	-One-way information flows -Two-way interaction -Payment transaction -E-democracy	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of e-government development and 1 is the lowest.
Dependent Variable		
7. Service Delivery	-Accessibility of roads, water, health and sewer services -Quality of roads, water, health and sewer services -Citizen satisfaction with roads, water, health and sewer services -Efficiency of roads, water, health and sewer services	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of service delivery and 1 is the lowest

CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSIONS

4.1 Introduction

This chapter presents the key findings of the study that sought establish the effect of governance decentralization on service delivery in county governments in Kenya. The findings with regard to the response rate and study sample characteristics are presented first. The chapter then provides a detailed analysis of descriptive and inferential statistics showing how each hypothesis was tested. The study linked the findings with reviewed literature to enable interpret the data, draw implications and make recommendations.

4.2 Response Rate

The total population of this study was 2,794 county government officials from all the 47 counties in Kenya where a sample of 338 was targeted. A total of 338 questionnaires were delivered to the respondents but 275 questionnaires were filled and returned. This represented an 81.4% response rate, which is quite suitable to make a finale for the study. This response rate was favorable according to Mugenda and Mugenda (2003) who asserted that a 50% response rate is adequate for analysis and reporting in research; 60% good and above 70% is very good for data analysis and reporting. This agreed with Babbie (2004) , that a response rate of 50% is enough to analyze and publish, 60% is good and 70% is very good. In the same context , Mwangi (2015) carried a study on employees' perception of determinants of the effectiveness of performance contracting on service delivery in local authorities in Kenya asserted that a response rate of above 69% is adequate for satisfactory research findings. Based on the above, the response rate of 81.4% was found to be adequate and good for analysis and generalization of the results.

Table 4.1: Response Rate

Response rate	Sample size	Percentage (%)
Returned questionnaires	275	81.4
Un-returned questionnaires	63	18.6
Total	338	100
	Response Rate Distribution	**Percentage (%)**
Regional Response Rate		
Coast	32	11.6
Rift Valley & Western Region	106	38.5
Nairobi	7	2.5
Central	41	14.9
Eastern and North Eastern	89	32.4
Total	**275**	**100**
Counties Response Rate		
Mombasa	32	11.6
Laikipia	28	10.2
Nakuru	46	16.7
Nairobi	7	2.5
Kajiado	32	11.6
Murang'a	41	14.9
Machakos	51	18.5
Embu	38	13.8
Total	**275**	**100**

The study collected from county government officials distributed across the five geographical regions in Kenya. The result in Table 4.1 shows response rate per region. The response in rift valley and western region was 106 county government officials (38.5%), Nairobi region 7 county government officials (2.5%), coast region 32 county government officials (11.6%), central 41 county government officials (14.9 %), eastern and north eastern 89 county government officials (32.4 %). In case of counties, Mombasa had response rate of 11.6%, Laikipia 10.2%, Nakuru 16.7% while Nairobi had 2.5%. Kajiado had response rate of 11.6%, Muranga 14.9%, Machakos 18.5% while Embu had

13.8%. This shows that all regions in Kenya had a good representation thus reduced bias of the findings.

4.3 Sample Characteristics

This section outlines the general characteristics of the respondents (county government officials) in terms of their gender, age, academic qualifications, and position s they hold in county governments. The results were as shown in table 4.2

Table 4.2: Respondents Bio-Data

Item	Frequency	Percent (%)	Cumulative Percent (%)
Gender			
Female	102	37.1	37.1
Male	173	62.9	100
Total	**275**	**100**	
Age			
18-25 yrs	24	8.7	8.7
26-35 yrs	74	26.9	35.6
36-45 yrs	136	49.5	85.1
46-55 yrs	39	14.2	99.3
Above 55 yrs	2	0.7	100
Total	**275**	**100**	
Highest Academic Qualifications			
High school	4	1.5	1.5
Diploma	32	11.6	13.1
Undergraduate	205	74.5	87.6
Masters	32	11.6	99.3
Doctorate	2	0.7	100
Total	**275**	**100**	
Position of the Respondents			
MCA	117	42.5	42.5
County Minister/Secretaries	55	20	62.5
Chief Officer/Director	54	19.6	82.2
Sub-County Administrator	38	13.8	96
Others	11	4	100
Total	**275**	**100**	

The result in Table 4.2 show that majority of county government officials were male (173) representing a percentage of 62.9% compared to the female 102 representing a percentage of (29.5%).

The results in table 4.2 also shows that 49.5% of the county government officials who participated were between 36-45 years, 8.7% were between 18 to 25years old, 26.9% were between 26 to 35 years old, 14.2% between 46 to 55 years with only 0.7 % of the sampled county government officials being more than 55 years old. This finding implies that majority of county government officials are between the ages of 36 to 45 years. This age group is usually energetic, very active, experienced, responsible and has skills (Kimani, 2015) . This indicates that the county governments in Kenya had diversified labor force. However, the finding indicates that 36% of the respondents were in the youth bracket which is between the ages of 18 to 35 years. This implies that the county government's youth employment policy is not providing enough intervention to encourage youth employment in public sector. The results also indicate few respondents were above fifty years in line with expectations. Generally, employees above 55 years normally exits employment through either voluntary exit or employer initiated early retirement.

Table 4.2 also provides results of academic qualifications of the sampled county government officials. The result of the item on highest academic qualifications possessed by respondents show that most of the staff are holders of undergraduate degree 74.5%. There were 11.6% county government officials with master's degree, 11.6% with diplomas, and 1.6% with high school qualifications while 0.7% had doctorate degrees. This finding that majority of the respondents have undergraduate degree indicates that county governments have made significant progress toward human capital development. The availability of skilled personnel in county government has a positive impact on the effectiveness and efficiency of service delivery.

The results in table 4.2 also revealed that government positions held by the respondents. The majority of the county government officials who participated in this study as were member of county assembly (MCA) 42.5%,county minister/secretaries were 20%, chief officer/director were 19.6 %, sub-county administrator were 13.8% and others (personal

assistant to MCA, deputy director and administrator) were 4%. In general, the finding implies that majority of county government officials are members of the county assembly. The result also indicates 42.5% of county official's works in county assembly while 57.5% works in the executive arm of county government. This was considered a good representation of the sample to allow generalization of results.

4.4 Descriptive Statistics

The purpose of this study was to establish the effect of governance decentralization on service delivery in county governments in Kenya. The researcher analyzed descriptive statistics for the following observed variables: financial decentralization, political decentralization, administrative decentralization, citizen participation, social accountability, E-government and service delivery. The following sub-sections present descriptive statistics for each of the study variable.

4.4.1 Descriptive Analysis for Financial Decentralization

Finzgar and Oplotnik (2013) posits that financial decentralization refers to transfer of competencies, responsibilities and financial resources from the central (state) level to the lower levels of government .The first objective of the study was to establish the effect of financial decentralization on service delivery in county governments in Kenya. Results in Table 4.3 indicate that two items had standard deviation that was below 1.0. The item "The county government has the authority to set the rates and charges for devolved services" had the lowest standard deviation of 0.80. The percentages indicates that 0.7% and 4.1% of the respondents scored for strongly disagree and disagree while 53.3 % and 32.2 % scored for agree and strongly agree respectively. This shows that the two items had no extremes hence are good measure. However, five items had standard deviation that was above 1.0. This shows that the respondents were spread to the positive and to the negative hence the high standard deviation witnessed. The item "The county government borrows loans from national government" had the highest standard deviation of 1.19 which shows extremes. The percentages indicate that 9.7% and 13% of the respondents scored for strongly disagree and disagree respectively while 16.7 % and 35.7% scored for

strongly agree and agree respectively. This shows extremes. The findings are not reflecting where the respondents are as they viewed the items from different angles. Most of the items hence are not a good measure

Additionally, overwhelming majority 82% of the respondents agreed that county government has sufficient power to decide on how to raise revenue but 11% disagreed. In addition, 52% agreed that the county government met the budget for locally generated revenue in the last financial year and overwhelming majority 86% agreed that the county government has the authority to set the rates and charges for devolved services. Further, 83% agreed that the county government has significant power to decide on how to spend the county revenue and 52% agreed that county government borrows loans from national government. Moreover, 54% of the respondents agreed that national government consults with county government on new taxes affecting counties, and 69% agreed that the county government has the authority to incur debt.

Further, the highest mean was 4.12 with the lowest being 3.3. This show the respondents took a positive position (above 3.0). All items had a mean of above 3.0. This shows that the general position was that the respondents agreed with the items. The scores for this section indicate that most county government officials agreed that financial decentralization was a key driver of service delivery in the county governments in Kenya. This is evidenced by 69% who agreed and strongly agreed on the statements. This information was corroborated by the themes that emerged from the open ended questions where on average informants indicated that financial decentralization is a key driver of devolution and service delivery.

The findings are consistent with those of Simiyu et al. (2014) who used descriptive survey design with a sample of 98 respondents in Kimilili to examine effects of devolved funding on socio- economic welfare services. The researchers revealed that that devolved fund (financial decentralization) played an important role in social economic aspects of the lives of the locals and called on policy makers to improve on management of the devolved funds. The findings also concurs with those in Saavedra (2010) who asserts that fiscal decentralization positively and significantly influences the health care and water

provision. Moreover, Ghuman and Singh (2013) analyzed the impact of decentralization on public service delivery. The study found that the impact of decentralization on public service delivery is contingent on factors such as the design of the decentralization policy; implementation bottlenecks and diluting the model of decentralization for accommodating the dissenting segments of stakeholders including employees; and participatory governance. In particular the study revealed that decentralization has resulted in improvements in delivery of local services where devolution as a mode of decentralization is accompanied by sound financial resource base of local governments, full autonomy to local governments in human resource management matters, regular capacity building of local officials, performance based incentive structures, and participatory governance.

Table 4.3: Responses to Financial Decentralization items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
The county government has sufficient power to decide on how to raise revenue	4.4	6.7	7	48.9	33	3.99	1.04
The county government meet the budget for locally generated revenue in the last financial year	5.9	23	19.7	38.7	13	3.30	1.13
The county government has the authority to set the rates and charges for devolved services	0.7	4.1	9.6	53.3	32.2	4.12	0.80
The county government has significant power to decide on how to spent the county revenue	3	2.2	11.5	52.6	30.7	4.06	0.88
The county government borrows loans from national government	9.7	13	24.9	35.7	16.7	3.37	1.19
The national government consults with county government on new taxes affecting counties	5.6	14	26.8	35.3	18.6	3.48	1.11
The county government has the authority to incur debt	4.8	6.7	20	45.6	23	3.75	1.04

Key: n= 275, SD= strongly disagree, D=disagree, N=neutral, A=agree, SA=strongly agree, M=mean, Std. Dev. =standard deviation

4.4.2 Descriptive Analysis for Political Decentralization

The second objective of the study was to evaluate the effect of political decentralization on service delivery in county governments in Kenya. Akorsu (2015) posits that political decentralization is a set of constitutional amendments and electoral reforms designed to open new, or activate existing but dormant or ineffective spaces for the representation of sub-national politics. It aims to give more authority to citizens and their elected representatives in decision making and public administration. Results tabulated in Table 4.4 indicate that five items had standard deviation that was below 1.0. This shows that for most of the items were good measures with no extremes. The item "There was political competition on all elective posts during the last general election" had a standard deviation of 0.86 which shows no extremes. The percentages indicate that 2.4% and 2% of the respondents scored for strongly disagree and disagree respectively while 47.2 % and 42.1% scored for strongly agree and agree respectively. This shows that majority of the respondents viewed the items from same angles (strongly agree and agree) hence most of the items are good measure.

The results also revealed that three items had standard deviation that was above 1.0. The item "The county government respects civil liberties and human rights" had a standard deviation of 1.17 which shows extremes. The percentages indicate that 7.1 % and 7.9 % of the respondents scored for strongly disagree and disagree respectively while 28 % and 37 % scored for strongly agree and agree respectively. This shows that majority of the respondents viewed the items from positive and negative angles hence three items are not good measure. The findings also indicates that majority 86% of the respondents unanimously agreed that the county assembly has power to pass laws relating to county governance, and 5% disagreed. On whether there was political competition on all elective posts during the last general election, majority at 89% agreed with the statements with a few 4% of the respondents disagreed with the statements. Majority of the respondents

65% agreed that county government respects civil liberties and human rights but 15% answered on the negative.

Additionally, the study findings depicted that majority 63% of the respondents reported that most political parties are active and have party offices in your county while a few 16% disagreed. On whether the county government has effective input in national policy making processes 67% agreed while 9% disagreed. Overwhelming majority 80% reported that they agreed the county government has full autonomy to formulate local policies while 8% disagreed. On whether county governor is elected by popular vote 88% agreed but 6% disagreed. An overwhelming number of respondents 84% reported that county executive committee are nominated by governors but approved through popular vote by county assembly while 5% disagreed.

The highest mean was 4.3 with the lowest being 3.65. The finding revealed that the respondents took a positive position (above 3.0). All items had a mean of above 3.0. This shows that the general position was that the respondents agreed with the items. The scores of responses for this section agreed at 75% indicating that most county government officials agreed that political decentralization was a key driver of service delivery in the county governments in Kenya. This result concurs with the findings by Kumar and Prakash (2012) who carried a study in India to investigate the impact of political decentralization and gender quota in local governance on different measures of health outcomes and behaviors. The study found that political decentralization is positively associated with higher probabilities of institutional births, safe delivery, and births in public health facilities. Sujarwoto (2012) also concurred by surveying 120 local governments in Indonesia and revealed that effective local political institutions are significant in improving local government public service performance.

Table 4.4: Responses to Political Decentralization items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
The county assembly has power to pass laws relating to county governance	4.7	0.4	8.6	53.7	32.7	4.09	0.92
There was political competition on all elective posts during the last general election	2.4	2	6.3	42.1	47.2	4.3	0.86
The county government respects civil liberties and human rights	7.1	7.9	20.1	37	28	3.71	1.17
Most political parties are active and have party offices in your county	7.1	8.7	21.7	37.4	25.2	3.65	1.16
Your county government has effective input in national policy making processes	3.1	5.9	23.9	42	25.1	3.8	0.99
The county government has full autonomy to formulate local policies	4.3	3.5	12.5	40.8	38.8	4.06	1.02
The county governor is elected by popular vote	3.1	2.8	5.9	43.3	44.9	4.24	0.92
The county executive committee are nominated by governors but approved through popular vote by county assembly	2.5	2.9	10.2	47.5	36.9	4.14	0.89

Key: n= 275, SD= strongly disagree, D=disagree, N=neutral, A=agree, SA=strongly agree, M=mean, Std. Dev. =standard deviation

4.4.3 Descriptive Analysis for Administrative Decentralization

Administrative decentralization (sometimes referred as institutional decentralization) involves the full or partial transfer of any array of functional responsibilities to the local level institutions such as health care service, the operation of schools, the management service personnel, the buildings and maintenance of roads and garbage collection (Yusoff et al., 2016).The third objective of the study was to evaluate the effect of administrative decentralization on service delivery in county governments in Kenya. Results on Table 4.5 indicates that the highest standard deviation for the items was 1.15 with three items

having a standard deviation of more than 1.0 which shows there were extremes in the scoring. In the item "The county government has adequate autonomy to contract services without direction from the national government", 8.9% and 6.32% of the respondents scored for strongly disagree and disagree while 22.4% and 51% scored for strongly agree and agree respectively. This show the respondents were spread to the positive and to the negative hence the high standard deviation witnessed.

In contrast, four items had standard deviation of less than 1.0 which shows there were no extremes in the scoring. The lowest item had standard deviation of 0.74. In the item "The county government has power to sign employment contracts with county employees ''1.5 % and 0.00% of the respondents scored for strongly disagree and disagree while 36.2% and 53.1% scored for strongly agree and agree respectively. The findings thus reflects that majority of respondents viewed the items from same angles. Most of the items are thus good measure. The study also revealed that a high percentage of the respondents 73% agreed that county government has adequate autonomy to contract services without direction from the national government, with 88% also agreeing that the county government has autonomy to hire new employees. Likewise, 85% of the respondents agreed that the county government has autonomy to fire county employees with 89% agreeing that county government has power to sign employment contracts with county employees. Also, the majority of the respondents who were 75 % agreed that county government is responsible for economic empowerment of the residents and only 14 % disagreed with that statement.

Furthermore, majority of the respondents 83% agreed that the county assembly has adequate power to make county by-laws whereas 73% were satisfied that the county government usually has freedom to forge public-private partnerships to speed up development in your county. The scores of responses for this section agrees at 82% indicating that most county government officials agreed that administrative decentralization was a key driver of service delivery in the county governments in Kenya. This was corroborated by the themes that emerged from the open ended questions with all the informants indicating that administrative decentralizations improves service

delivery in county governments in Kenya. The highest mean was 4.22 with the lowest being 3.72. This show the respondents took a positive position (above 3.0). All items had a mean of above 3.0. This shows that the general position was that the respondents agreed with the items.

These findings are consistent with Saavedra (2010) who examined the effects of administrative decentralization on access to two key services: health care and improved drinking water sources. The study provided evidence supporting positive and significant effects of administrative decentralization on access to health care, and improved water provision. Bogopane (2014) explored the impact of perceived erosion of the politics-administration dichotomy on good governance and service delivery. The study concluded that strong visionary political and administrative leadership; vibrant apolitical strong public bureaucracy and integrated political and administrative structures lead to improvement of performance of politics-administration dichotomy relations.

Table 4.5: Responses to Administrative Decentralization items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
The county government has adequate autonomy to contract services without direction from the national government	8.9	6.2	11.6	51	22.4	3.72	1.15
The county government has autonomy to hire new employees	1.5	3.9	6.6	56.4	31.7	4.13	0.81
The county government has autonomy to fire county employees	3.8	3.1	7.7	51.2	34.2	4.09	0.94
The county government has power to sign employment contracts with county employees	1.5	0.00	9.2	53.1	36.2	4.22	0.74
Your county government is responsible for economic empowerment of the residents	7.1	6.7	11.5	50.6	24.1	3.78	1.11
The county assembly has adequate power to make county by-laws	2.4	4	10.4	54.2	29.1	4.04	0.88

	SD	D	N	A	SA	M	Std. Dev
The county government usually has freedom to forge public-private partnerships to speed up development in your county	5.7	8.1	13.4	44.5	28.3	3.82	1.11

Key: n= 275, SD= strongly disagree, D=disagree, N=neutral, A=agree, SA=strongly agree, M=mean, Std. Dev =standard deviation

4.4.4 Descriptive Analysis for Citizen Participation

Citizen participation is the ways in which citizens exercise influence and control over the decisions that affect them. Citizen participation is increasingly becoming a core aspect of decentralization reforms which entails the transfer of authority and responsibility for public functions from the central government to subordinate or quasi-independent government organizations or the private sector (Muriu, 2014). The fourth objective of the study was to examine the effect of citizen participation on service delivery in county governments in Kenya. Seven statements which depicted the influence of citizen participation on service delivery were subjected to descriptive analysis through the use of percentages, mean and standard deviation.

The result in table 4.6 indicates that five items had standard deviation of more than 1.0 which shows there were extremes in the scoring. The highest standard deviation for the items was 1.31 with which shows there were extremes in the scoring. In the item "Most times county government considers public input in selecting roads, water supply, sewer and health service projects." 15% and 9.6% of the respondents scored for strongly disagree and disagree while 18.8% and 45.8% scored for strongly agree and agree respectively. This show the respondents were spread to the positive and to the negative hence the high standard deviation witnessed. However, two items had standard deviation of less than 1.0 which shows there were no extremes in the scoring hence the items were good measure. The item '' In the last one year, citizens have made many general complaints (written or verbal) to the county government'' had the lowest standard deviation of 0.85. The percentages indicates that 1.5% and 3.7% of the respondents scored for strongly disagree and disagree while 49.8 % and 35.1 % scored for agree and strongly agree respectively.

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The finding further revealed that overwhelming majority, 70% of the respondents strongly agreed that county government usually involves the public in selecting development projects and budget making.

Second, the study findings depicted that 75% of the respondents agreed that citizens usually attend meetings organized by county government to discuss development and service delivery. The findings too revealed that majority of the respondents, 67% agreed that citizens frequently submits proposals for development projects to be prioritized by the county government. Additionally, 65% agreed that most times county government considers public input in selecting roads, water supply, and sewer and health service projects. It was important to note that the responses in this statement had the highest dispersion among the seven citizen participation statements, percentage analysis indicated that (19%) strongly agreed, (46%) agreed, (11%) either strongly agreed or disagreed on the same, 9% disagreed while 15% strongly disagreed.

Moreover, the majority of the respondents, 85% agreed that in the last one year, citizens have made many general complaints (written or verbal) to the county government. On whether, most citizens' complaints (written or verbal) relates to service delivery of water supply, health services, roads and sewer services, 86% of the respondents agreed. Likewise, 72% of the respondents agreed that the public regularly volunteer ideas to their county government on how to improve service delivery. The highest mean was 4.20 with the lowest being 3.44. This show the respondents took a positive position (above 3.0). All items had a mean of above 3.0. This shows that the general position was that the respondents agreed with the items. On average, the scores of responses for this section indicate that 75% of county government officials agreed that citizen participation was a key driver of service delivery in the county governments in Kenya.

These finding are consistent with Nayak and Samanta (2014) who examined the effect of people's participation construct measured by attending meetings, raising voice, lodging complaints, and making contributions on public service delivery in India. The study revealed that raising voice and making contributions positively influenced service delivery. Gaventa and Barrett (2010) also concurred when they found that over thirty

cases of citizen engagement had significant impact on service delivery namely health and education.

Table 4.6: Responses to Citizen Participation items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
The county government usually involves the public in selecting development projects and budget making.	10	11	8.5	50.9	19.2	3.58	1.21
The citizens usually attend meetings organized by county government to discuss development and service delivery	5.2	8.9	10.7	55.7	19.6	3.76	1.03
The citizens frequently submits proposals for development projects to be prioritized by the county government	9.6	8.5	15.1	47.6	19.2	3.58	1.17
Most times county government considers public input in selecting roads, water supply, sewer and health service projects.	15	9.6	11.1	45.8	18.8	3.44	1.31
In the last one year ,citizens have made many general complaints(written or verbal) to the county government	1.5	3.7	10	49.8	35.1	4.13	0.85
Most citizens' complaints (written or verbal)relates to service delivery of water supply, health services ,roads and sewer services	3.7	2.2	8.2	42.2	43.7	4.20	0.95
The public regularly volunteer ideas to their county government 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=275

4.4.5 Descriptive Analysis for Social Accountability

Social accountability practices are actions by civil society and citizens to push officeholders to report on and answer for their actions; this category is the demand side of accountability (Brinkerhoff &Wetterberg, 2015). The fifth objective of the study was to determine the relationship between social accountability practices and service delivery in county governments in Kenya. The finding in table 4.7 indicates that the highest standard deviation for the items was 1.39 with no single item having a standard deviation of less than 1.0 which shows there were extremes in the scoring. In the item "The county governments have been accountable to the people in the last 2 years", 20% and 14% of the respondents scored for strongly disagree and disagree while 17.2% and 31.3% scored for strongly agree and agree respectively. This show the respondents were spread to the positive and to the negative hence the high standard deviation witnessed.

The study further found that 63% of the respondents in this study agreed that the county government regularly shares information with the public relating to projects being implemented. In addition, 70% agreed that the citizens' access to information influences the level of service delivery by their county government. Many of the respondents in this study (72%) agreed that the county government have provided citizens with various complain methods e.g. complaint boxes, hotlines and boxes provided. It was important to note that the responses in this statement had the highest dispersion among the six social accountability statements, percentage analysis indicated that (20%) strongly agreed, (52%) agreed, (10.8%) either strongly agreed or disagreed on the same, 10% disagreed while 7.1% strongly disagreed.

In addition, 55% of the respondents agreed that citizens (opinion leaders) closely follows up the implementation of services to ensure they are according to the plans and that resources are put to their rightful use while 62 % agreed that government occasionally organizes public hearings for citizens to articulate their preferences and disappointments. The research also observed that 49% of the respondents in this study agreed that the county government have been accountable to the people in the last 2 years but 34% disagreed. This information was corroborated by the themes that emerged from the open ended

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questions where on average informants indicated that most counties has social accountability practices.

The highest mean was 3.76 with the lowest being 3.12. This show the respondents took a positive position (above 3.0). All items had a mean of above 3.0. This shows that the general position was that the respondents agreed with the items. On average, the scores of responses for this section indicate that 61% of county government officials agreed that social accountability practices was a key driver of service delivery in the county governments in Kenya.The findings are in line with those of Joshi (2013) who evaluated the impact of the impact of transparency and accountability initiatives on service delivery. The study found evidence suggesting that a range of accountability initiatives have been effective in their immediate goals and have had a strong impact on public services. The findings also agrees with those of Björkman and Svensson (2009) who found that information dissemination of the quality of health services in Uganda led to reduced absenteeism and better health outcomes.

Table 4.7: Responses to Social Accountability Items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
The county government regularly shares information with the public relating to projects being implemented	9	9.7	18.3	51.1	11.9	3.47	1.11
The citizens' access to information influences the level of service delivery by their county government	4.1	14	12.4	41.6	28.1	3.76	1.13
The county government have provided citizens with various complains methods e.g. complaint boxes, hotlines and boxes provided	7.1	10	10.8	52.2	19.4	3.66	1.12
The citizens (opinion leaders) closely follows up the implementation of services to ensure they are according to the plans and that resources are put to their rightful use	13	14	18.1	37.7	17	3.32	1.27
The government occasionally organizes public hearings for citizens to articulate their preferences and disappointments	11	13	14.6	41.2	21	3.49	1.25
The county government have been accountable to the people in the last 2 years	20	14	17.6	31.3	17.2	3.12	1.39

Key: n= 275, SD= strongly disagree, D=disagree, N=neutral, A=agree, SA=strongly agree, M=mean, Std. Dev. =standard deviation

4.4.6 Descriptive Analysis for E-Government

E-government, which can be broadly defined as the use of information and communication technologies (ICTs) and the Internet to enhance access to and delivery of all facets of government services and operations for the benefit of citizens, businesses, employees, and other stakeholders, is continuously transforming public service delivery systems (Krishnan&Teo, 2012). This section addresses the various measurements of e-government in county governments in Kenya. The responses to the e-government items are tabulated in Table 4.8

Table 4.8: Responses to E-Government items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
The county government has website or Internet portal accessible by citizens and businesses community	8.7	3.9	7.1	44.9	35.4	3.94	1.17
The county government website has capability of searching database and downloading, printing forms, policies and documents	4.7	3.1	19.3	46.1	26.8	3.87	1.0
Citizens can contact government services via email, complete forms online an e-government website/portal, or upload complete forms and sent them to the government	5.5	5.9	21.2	45.1	22.4	3.73	1.05
The county government website offers secure online payment solution to the citizens.	22	17	28	23.6	8.7	2.79	1.27
The citizens can access government services anytime 24hrs a day, 7 days a week(or 24/7 service delivery) through government website	10	14	27.1	27.5	21.6	3.36	1.25
The county government website has online poll/ survey capabilities	23	17	33.1	20.3	7.2	2.73	1.22
The county government website has formal online interaction facility with the government officials	19	14	34.3	27	6.0	2.87	1.18

Key: n= 275, SD= strongly disagree, D=disagree, N=neutral, A=agree, SA=strongly agree, M=mean, Std. Dev. =standard deviation

The sixth objective of the study was to find out the moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya. Results on Table 4.8 indicate that all the seven items had standard deviation above 1.0. The highest standard deviation for the items was 1.27 with which shows there were extremes in the scoring. In the item "The county government website offers secure online payment solution to the citizens", 22% and 17% of the respondents scored for strongly disagree and disagree while 8.7% and 23.6 % scored for strongly agree and agree respectively. This show the respondents were spread to the positive and to the negative hence the high standard deviation witnessed.

In addition, 80% of the respondents agreed with the item "the county government has website or Internet portal accessible by citizens and businesses community''. In addition, 73% agreed that the county government website has capability of searching database and downloading, printing forms, policies and documents. Sixty-eight percent agreed that Citizens can contact government services via email, complete forms online an e-government website/portal, or upload complete forms and sent them to the government. Forty percent disagreed that the county government website offers online secure payment solution to the citizens.

In addition, 39% of the respondents disagreed that the county government website has online poll/ survey capabilities while 33% disagreed that the county government website has formal online interaction facility with the government officials. The highest mean was 3.94 with the lowest being 2.73. Out of the 7 items, 4 of them had a mean of above 3.0. This show the respondents took a positive position (above 3.0).The general position was that the respondents agreed with the items. The scores of responses for this section agrees at 52% indicating that more county government officials agreed that e-government was being practiced in county governments in Kenya.

4.4.7 Descriptive Analysis for Service Delivery

Service delivery is an essential function in the relationship between government and citizens (Abe & Monisola, 2014). Government performance is measured by service delivery to the people (Eigema, 2007). This section addresses the various measurements of service delivery in county governments in Kenya. The responses to the service delivery items are tabulated in Table 4.9.

Table 4.9: Responses to Service Delivery items

Opinion Statements	SD	D	N	A	SA	M	Std. Dev.
	%	%	%	%	%		
In the last three years, the quality of sewer services rendered by your county government has greatly improved	14.2	21.8	15.3	30.2	18.5	3.17	1.344
In your opinion, the county government provides sewer service in satisfactory manner	13.5	25.5	20	31.6	9.5	2.98	1.222
In your own town, you rarely experience sewage pipe bursts and blockages	21.8	17.5	18.5	28.7	13.5	2.95	1.37
In the last three years, many households in your town has been connected the sewer line	20	17.5	22.2	27.3	13.1	2.96	1.333
The sewer line in your town is regularly repaired as soon as it breaks down	21	17.2	17.6	33	11.2	2.96	1.34
In the last three years the quality of the health services at county health centers has greatly improved	9.5	10.5	15.6	40.4	24	3.59	1.227
Am satisfied with health services provided by county health centers	19.3	24.4	17.5	25.8	13.1	2.89	1.338
Drugs are always provided to patient in the county government health centers	21.5	20.4	13.8	32	12.4	2.93	1.371
Prompt attention is always given to the patient who visits county government health centers or hospitals	21.1	20	13.8	34.2	10.9	2.94	1.351
After devolution most of the health centers became as accessible to the citizens	9.5	13.1	22.2	30.9	24.4	3.48	1.254
Drugs are always provided to the patients in the hospitals or county government health centers	25.5	15.6	19.3	25.5	14.2	2.87	1.41

	SD	D	N	A	SA	M	Std. Dev.
In the last 3 years, the quality of most county roads has greatly improved	17.1	17.5	13.1	32.4	20	3.21	1.395
My county government maintains county roads in a satisfactory manner	15.6	18.5	20.4	26.9	18.5	3.14	1.345
Most of the rural roads in our county are now accessible after devolution	15.6	13.8	18.5	33.1	18.9	3.26	1.338
Majority of roads being built by the county government usually take long to complete	16.7	14.5	15.6	28.4	24.7	3.3	1.416
My county government regularly builds new roads in both rural and urban areas	22.2	14.9	17.8	29.5	15.6	3.01	1.401
The quality of water supply in our county has greatly improved in the last 3 years	21.5	14.9	12.7	34.5	16.4	3.09	1.416
I am satisfied with water supply schedule of county government	25.1	22.2	17.5	22.5	12.7	2.76	1.381
The county government supply us with enough clean water on daily basis	21.8	19.3	18.2	25.1	15.6	2.93	1.394
There are frequent unplanned water supply interruptions	19.3	20	17.1	23.6	20	3.05	1.418
In the last 3 years, many households have been connected to water supply	25.1	16.4	20	24.4	14.2	2.86	1.402

Key: n= 275, SD= strongly disagree, D=disagree, N=neutral, A=agree, SA=strongly agree, M=mean, Std. Dev. =standard deviation

The result in table 4.9 shows that all the twenty one items had standard deviation above 1.0. The highest standard deviation for the items was 1.418 with which shows there were extremes in the scoring. In the item "There are frequent unplanned water supply interruptions", 19.3% and 20% of the respondents scored for strongly disagree and disagree while 20% and 23.6 % scored for strongly agree and agree respectively. This

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show the respondents were spread to the positive and to the negative hence the high standard deviation witnessed. This implied that majority of the respondents viewed the items from different angles hence items were not a good measure.

The findings also revealed that majority of the respondents were neutral with most of the service delivery items. In the item "in the last three years the quality of the health services at county health centers has greatly improved'' 40.4% and 20 % of the respondents agreed and strongly agreed respectively. In the item "I am satisfied with water supply schedule of my county government", 25% and 22% of the respondents disagreed and strongly disagreed respectively. On average, the overall score of the responses for this section was neutral at 45.8% indicating that most employees neither agreed nor disagreed with the statements concerning service delivery in the county governments in Kenya. Furthermore, the highest mean was 3.590 while the lowest was 2.76.. Out of the 21items, 10 of them had a mean of above 3.0. This show the respondents took a neutral position (above 3.0). The general position was that the respondents were neutral with service delivery items.

4.5 Aggregation of Variables and Test of Reliability

After each set met the threshold, the items that were retained were aggregated by getting the mean to get specific variables for the study. The 7 items under financial decentralization (X1) were aggregated by getting the average to give X1 score for each respondent. The 8 items under political decentralization (X2) were aggregated by getting the average to give X2 score for each respondent. The 7 items under administrative decentralization (X3) were aggregated by getting the average to give X3 score for each respondent. The 7 items under citizen participation (X4) were aggregated by getting the average to give X4 score for each respondent. The 6 items under social accountability (X5) were aggregated by getting the average to give X5 score for each respondent. The 7 items under e-government (Z) were aggregated by getting the average to give Z score for each respondent. The 21 items under service delivery (Y) were aggregated by getting the average to give Y score for each respondent. The descriptive of the variables X1, X2, X3, X4, X5, Z and Y are shown in Table 4.10.

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Table 4.10: Descriptive Statistics of Aggregated Variables and Test of Reliability

	No. of items	Cronbach's Alpha	Mean	Std. Deviation
Financial Decentralization	7	0.703	3.06	0.82
Political Decentralization	8	0.815	3.48	0.79
Administrative Decentralization	7	0.813	4.03	0.65
Citizen Participation	7	0.702	3.57	0.55
Social Accountability Practices	6	0.714	3.99	0.62
E-Government	7	0.745	3.36	0.72
Service Delivery	21	0.877	3.80	0.61

The results in Table 4.10 shows that administrative decentralization had the highest mean of 4.03. This indicates that majority of respondents agreed with the items meaning that administrative decentralization existed and mostly practiced in county governments in Kenya. Administrative decentralization could be the most exercised form of decentralization in county governments in Kenya. Social accountability practices is also practiced as its mean was 3.99 meaning majority of the respondents agreed with the items but the mean was lower than that of administrative decentralization. The standard deviation for administrative decentralization and social accountability practices was 0.64915 and 0.62495 respectively. This standard deviation is low meaning that there were no extremes in the positive and negative in the scoring. However, social accountability practices is a better measure than administrative decentralization as it had a lower standard deviation indicating that the respondents agreed more in scoring social accountability practices than administrative decentralization.

The mean of service delivery and citizen participation was 3.80 and 3.57 respectively. This implies that majority of the respondents also agreed with service delivery and citizen participation items meaning the two are also frequently practiced in county government in Kenya. The standard deviation for service delivery and citizen participation was 0.60872 and 0.54591 respectively. The standard deviations are low implying that the respondents generally agreed in the scoring of service delivery and citizen participation

items. It can therefore be said that there were no extremes in the scoring and hence a good measure.

Majority of the respondents agreed about financial decentralization as the variable had a mean of 3.06. This position implies that it can be said that financial decentralization is also being practiced in county governments in Kenya. The standard deviation for financial decentralization is 0.81898 which is low. This indicates that the respondents generally agreed in the scoring and hence a good measure. Majority of the respondents also agreed about political decentralization and e-government as the two variables had a mean of 3.48 and 3.36 respectively. As such it could be said that county governments have embraced political decentralization and e-government. The standard deviation for service delivery and citizen participation was 0.79340 and 0.72174 respectively. The standard deviations are low implying that the respondents generally agreed in the scoring of political decentralization and e-government items. It can therefore be said that there were no extremes in the scoring and hence a good measure.

Further, each independent variable was tested for internal consistency to ensure they were reliable. Reliability is a measure of the degree to which a research instrument yields consistent results or data after repeated trials (Mugenda & Mugenda, 1999). Cronbach's alpha was used to test for internal reliability of each variable used in the study. The alpha can take any value from zero (no internal consistency) to one (complete internal consistency). As a rule of the thumb, acceptable alpha should be at least 0.70 (Maizura et al., 2009) However, Cronbach's alpha of as low as 0.50 is acceptable (Kilungu, 2015; Kipkebut, 2010) Cronbach's reliability value for each of the variables was calculated. The results obtained showed that the variables tested achieved Cronbach's alpha value of above 0.7 as shown in Table 4.10.

The results in table 4.10 further indicates that citizen participation had alpha of 0.702, social accountability had 0.714, political decentralization had 0.815, financial decentralization had 0.703, administrative decentralization had 0.813 and e-government development had 0.745. This indicates strong internal consistency among measures of variable items. This implies that respondents who tended to select high scores for one item

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were likely to select high scores for others. Likewise, those who select low scores for one item are likely to select low scores for others. The data collection instrument was therefore reliable and acceptable for the purposes of the study. This enhances the ability to predict outcomes using the scores.

4.6 Normality of the Dependent Variable

The purpose of normality test was to assess whether the sample was obtained from a normally distributed population. Saunders (2007) posits that when this assumption is violated, the study results are likely to give biased estimates of the parameters. Kolmogorov-Smirnov and Shapiro-Wilk test were used to test the normality of dependent variable (service delivery).The null hypothesis in the Kolmogorov-Smirnov and Shapiro Wilk test of normality is that the data for the variable is normally distributed. The desirable outcome for this test is to fail to reject the null hypothesis. The tests fails to reject the hypothesis of normality when the p-value is greater than or equal to 0.05 (Shapiro&Wilk, 1965). The decision rule is such that fail to reject H0 if P- value greater than the 0.05 alpha level otherwise reject H0 if P- value is less than 0.05 alpha level. The hypotheses were stated as follows:

H₀: The data is normal

H₁: The data is not normal.

Table 4.11: Normality of Service Delivery

	Kolmogorov-Smirnov			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Service Delivery	0.037	275	.200*	0.992	275	0.122

Table 4.11 shows that the Kolmogorov-Smirnova and Shapiro-Wilk statistics were 0.037and 0.992 respectively. The associated p-value was 0.200 and 0.122 for Kolmogorov-Smirnov and Shapiro-Wilk statistics respectively. Since the p-values for

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both tests were greater than the significance level (0.05), the service delivery data is normal. The study therefore concluded that service delivery variable is normal in distribution and hence subsequent analysis could be carried out.
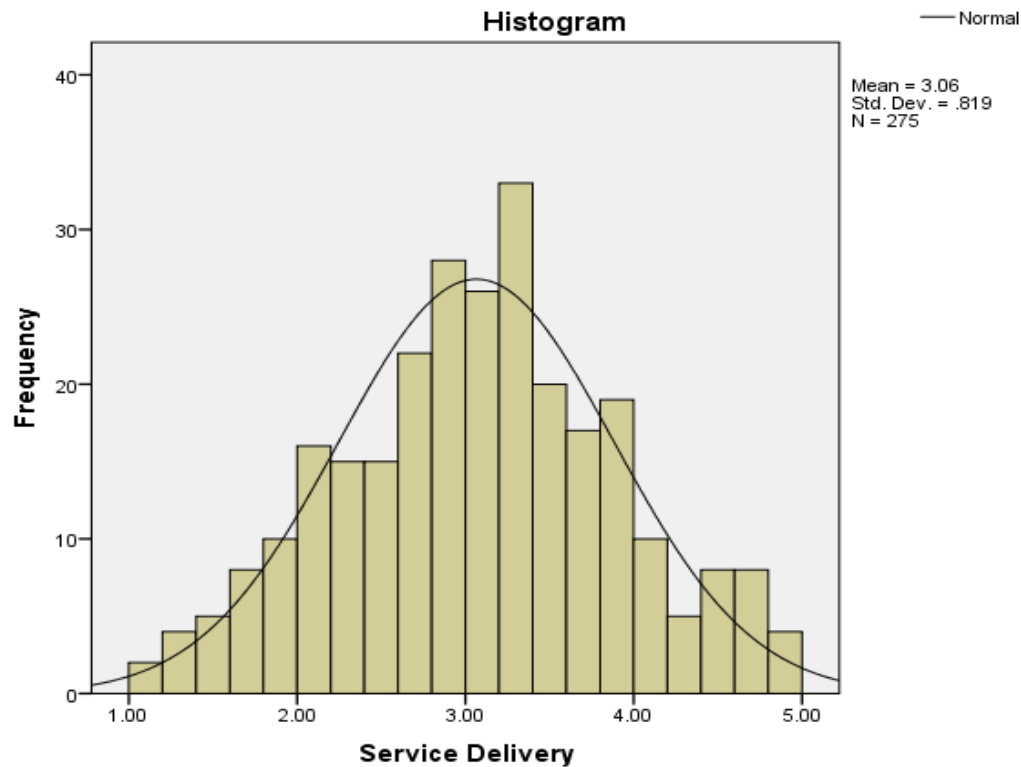
Figure 4.1: Normal Histogram for Service Delivery

The Figures 4.1 also shows minimal deviation from normality. Thus overall, the distribution appeared normally distributed. On the basis of the computed significant test statistics, for Kolmogorov-Smirnov and Shapiro Wilk tests, normality of dependent variable was maintained. In addition, normal Q-Q plot of service delivery was obtained showing that the line representing actual data for the dependent variable closely follows the diagonal representing normally distributed data suggesting a normal distribution as shown in figure 4.2 below
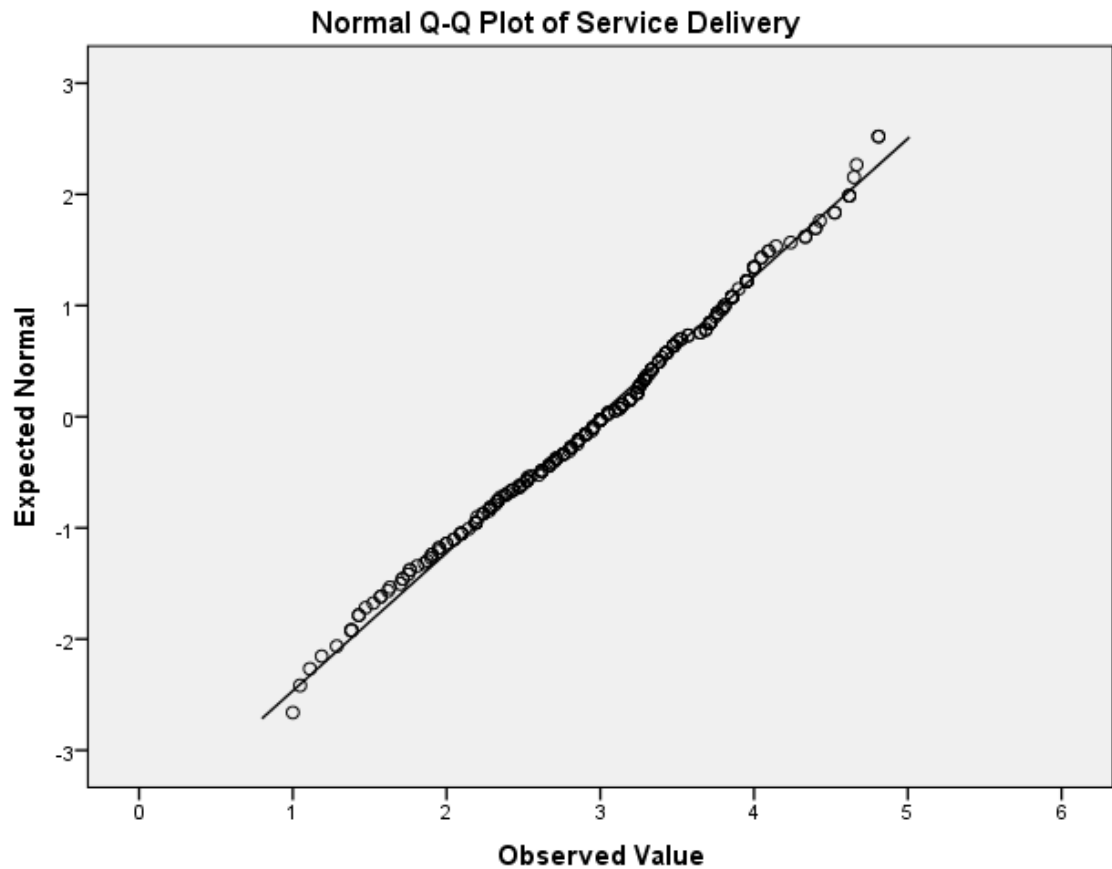
Figure 4. 2: Normal Q-Q Plot of Service Delivery

4.7 Correlation Analysis Results for the Study Variables

The researcher used correlation technique to analyze the degree of relationship between two variables with the Pearson correlation coefficient (r), which yields a statistic that ranges from -1 to 1. Mugenda and Mugenda (2003) posits that correlation coefficient tells the magnitude of the relationship between two variables. If the correlation coefficient is positive (+), it means that there is a positive relationship between the two variables. A negative relationship (-) means that as one variable decreases, then the other variable increases and this is termed as an inverse relationship. A zero value of r indicates that there is no association between the two variables.

The coefficient assumes that there is a linear relationship or correlation between two variables, and that the two variables are causally related; one of the variables is the independent and the other the dependent variable; and a large number of independent causes are operating in both variables so as to produce a normal distribution (Kothari & Garg, 2014; Saunders et al., 2007; Sekaran, 2009). The correlation among variables is illustrated by the correlations matrix in table 4.12 below.

Table 4.12: Correlation Matrix of the Study Variables

Variable		SD	FD	PD	AD	CP	SA	EG
SD	Pearson Correlation	1						
	Sig. (2-tailed)							
FD	Pearson Correlation	.278**	1					
	Sig. (2-tailed)	0.001						
PD	Pearson Correlation	.481**	.386**	1				
	Sig. (2-tailed)	<0.001	0.001					
AD	Pearson Correlation	.382**	.254**	.450**	1**			
	Sig. (2-tailed)	<0.001	0.001	<0.001				
CP	Pearson Correlation	.275**	0.066	.162**	.264**	1		
	Sig. (2-tailed)	<0.001	0.277	0.007	<0.001			
SA	Pearson Correlation	.221**	.166**	.226**	.453**	.292**	1**	
	Sig. (2-tailed)	<0.001	0.006	<0.001	<0.001	<0.001		
EG	Pearson Correlation	.373**	.465**	.415**	.263**	.127**	.309**	1**
	Sig. (2-tailed)	<0.001	0.002	<0.001	<0.001	0.035	<0.001	
	N	275	275	275	275	275	275	275

Key: SD= Service Delivery, CP= citizen participation, SA=social accountability, FD=financial decentralization, PD= political decentralization, AD= administrative decentralization and EG=E-government
** Correlation is significant at the 0.01 level (2-tailed).
* Correlation is significant at the 0.05 level (2-tailed).

The results in Table 4.12 show Pearson product-moment correlation coefficient which is a measure of the strength of the linier association between two variables. The results indicate that relationship between financial decentralization and service delivery was significant and positively correlated r (FD, SD) = 0.278, p=0.001.This means that any positive change in financial decentralization led to increased service delivery. The results agree with those of Aslam and Yilmaz (2011) who reported that financial decentralization is positively correlated with service delivery. The results showed that the magnitude of provision of all services increased significantly following financial decentralization. These results are also supported by Olatona and Olomola (2015) who found that fiscal decentralization was positively correlated with educational service delivery.

The results in Table 4.12 show that political decentralization is positively and significantly correlated with service delivery at r (PD, SD) =0. 481, p <0.001. These findings are supported by Enikolopov and Zhuravskaya (2007) who found that strong national parties (a form of political centralization) significantly improves government quality in terms of public good provision (health and education outcomes).This result concurs with the findings by Kumar and Prakash (2012) who found that political decentralization is positively associated with higher probabilities of institutional births, safe delivery, and births in public health facilities.

Administrative decentralization was also found to be positively and significantly correlated with service delivery r (AD, SD) =0.382, p <0.001. These findings are consistent with Saavedra (2010) who provided evidence supporting positive and significant effects of administrative decentralization on access to health care, and improved water provision. The correlation analysis also establish that focusing on citizen participation positively and significantly correlates with service delivery r (CP, SD) =0.275, p <0.001. The findings agree with those Macharia et al. (2014) who found that citizen participation in counties affairs have a positive impact on decentralized service delivery in Kipipiri constituency. However, the results are in contradiction with the findings of Kihehere (2013) who revealed that citizen participation is not correlated with service delivery.

The results in Table 4.12 also shows that social accountability practices is positively and significantly correlated with service delivery at r (SA, SD) = 0.221, p <0.001. These findings are supported by Björkman and Svensson (2009) who found that social accountability practices lead to improved service delivery. In addition, the correlations coefficients between service delivery and moderating variable (e-government) was found to be positive and significant r (EG, SD)=0.373, p <0.001. The results are supported by Pan and Jang (2008) who found that presence of e-government development plans was positively related to service delivery in united states. The results in Table 4.15 further revealed that the weakest and insignificant correlation was between citizen participation and financial decentralization (r=0.066, p=0.277). The highest correlation was between service delivery and political decentralization (r =0.481, p<0.001).

4.8 Relationship between Financial Decentralization and Service Delivery

The first objective of the study was to establish the effect of financial decentralization on service delivery in county governments in Kenya. A scatter diagram, regression analysis and moderated multiple regression (MMR) analysis were done to establish the relationship between financial decentralization and service delivery.

4.8.1   Scatter Plot of Financial Decentralization and Service Delivery.

Figure 4.3 shows the scattered plot of financial decentralization and service delivery. The figure reveals that there was a positive relationship between the two variables. Therefore, an increase in the level of financial decentralization leads to increase in service delivery.
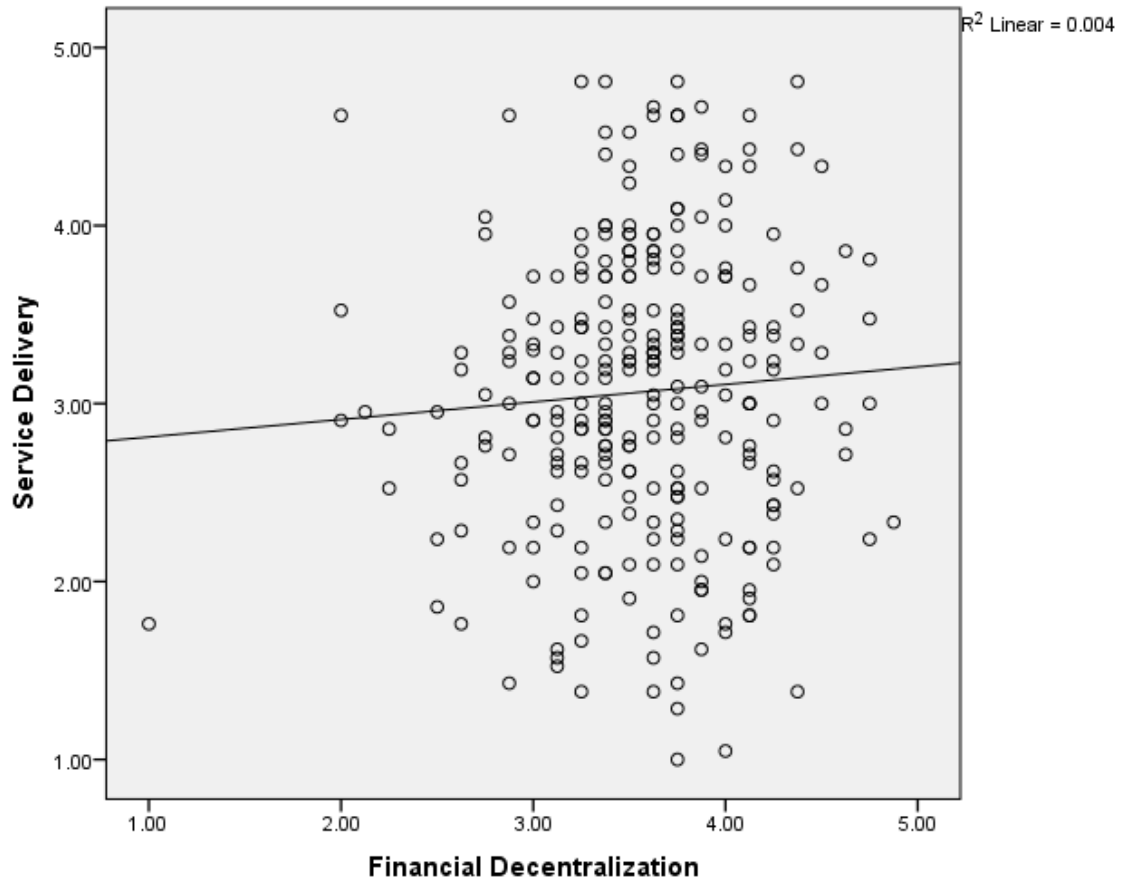
Figure 4.3:   Scatter Plot on Relationship between Service Delivery and Financial Decentralization

4.8.2   Regression Results for Financial Decentralization and Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by financial decentralization (independent variable). It was hypothesized that:

> **H01**: There is no relationship between financial decentralization and service delivery in county governments in Kenya.

To test this hypothesis, the model $Y = \beta_0 + \beta_1 X_1 + \varepsilon$ was fitted. Where y is service delivery and X1 is financial decentralization.

Table 4.13: Regression Results on Financial Decentralization and Service Delivery

Model Summary				
Model	R	R Square	Adj. R Square	Std. Error
1	0.278	0.077	0.074	0.58575

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	7.859	1	7.859	22.905	<0.001
	Residual	93.668	273	0.343		
1	Total	101.527	274			

Coefficients[a]						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.168	0.137		23.116	<0.001
	Financial Decentralization	0.207	0.043	0.278	4.786	0.001

Regression results in Table 4.13 indicate the goodness of fit for the regression between financial decentralization and service delivery was satisfactory in the linear regression model. An R squared of 0.077 indicates that 7.7 % of the variances in service delivery in county governments in Kenya are explained by the variances in financial decentralization. However, the model failed to explain 92.3% of the variation in service delivery. This means that there are other factors associated with service delivery which were not explained by the model. The correlation coefficient of 27.8% indicates financial decentralization has a positive correlation with service delivery. The regression results in Table 4.13 reveal that the overall model was significance.

The model was found to be significant (F $(1,273)$ =22.905, p <0.001). The high residual sum of squares (93.668) as shown in table 4.16 indicates that the model does not explain all the variations in service delivery and there are other factors that account for a higher proportion of the variation in service delivery. The study further determined the beta coefficients of financial decentralization. The results reveal that financial decentralization

is statistically significant in explaining service delivery of county governments in Kenya. This is supported by $\beta = 0.207$, p=0.001. The results imply that a unit change in financial decentralization lead to a positive change in service delivery by the rate of 0.207

The model equation is therefore

$Y = 3.168 + 0.207 X_1$

Where Y is service delivery and X_1 is Financial Decentralization

Using results in table 4.13, the study rejected hypothesis **H01**: there is no relationship between financial decentralization and service delivery in county governments in Kenya. Therefore, the study concluded that financial decentralization had positive and significant influence on service delivery in county governments in Kenya. This implies that the more efficiently financial decentralization is implemented, the higher the service delivery in county governments in Kenya.

The study findings were consistent with the findings of Olatona and Olomola (2015) who analyzed the influence of fiscal decentralization on health and educational service delivery in Nigeria between 1999 and 2012. The study revealed that that fiscal decentralization had significant positive effects on educational service delivery (t=2.3, p<0.05). The result was also supported by those of Freinkman and Plekhanov (2009) who conducted a study on the relationship between fiscal decentralization and the quality of public services in the Russian regions . The researchers found that decentralization positively influenced the quality of municipal utilities provision in Russia. This was consistent with the findings of Sow and Razafimahefa (2015)who found that fiscal decentralization can improve the efficiency of public service delivery but only under specific conditions. First, the decentralization process requires adequate political and institutional environments. Second, a sufficient degree of expenditure decentralization seems necessary to obtain favorable outcomes. Third, decentralization of expenditure needs to be accompanied by sufficient decentralization of revenue. Absent those conditions, fiscal decentralization can worsen the efficiency of public service delivery.

Uchimura and Jütting (2007) analyzed the effect of fiscal decentralization on health outcomes in China using panel data set with nationwide county-level data. They found that counties in more fiscally decentralized provinces have lower infant mortality rates than counties where the provincial government remains the main spending authority, if certain conditions are met. The findings supported the common assertion that fiscal decentralization can lead to more efficient production of local public goods, while also highlighting the conditions required for this result to be obtained. All these studies concurred with the findings of this study that financial decentralization positively and significantly influence service delivery.

In contrast, Adam et al. (2012) carried out a study in Europe and America to empirically examines the relationship between fiscal decentralization and public sector efficiency. The study found that irrespective of whether public sector efficiency concerns education or health services, an inverted U-shaped relationship exists between government efficiency in providing these services and fiscal decentralization. Additionally, Elhiraika (2007) used data from nine provinces in South Africa to investigate the impact of fiscal decentralization on basic service delivery, focusing on the role of own-source revenue. The own-source revenue variable was found to have a negative and significant impact on demand for health relative to demand for other public services.

4.8.3 Moderation Effect of E-Government on the relationship between Financial Decentralization and Service Delivery

A moderator variable influences the relationship between the dependent variable and the independent variable. The direction and magnitude of the relationship depends on the value of the moderator (Sekaran, 2006). This study identified e-government as a moderator variable affecting the relationship between financial decentralization (independent variable) and service delivery (dependent variable) in county governments in Kenya. in county governments in Kenya. Using moderated multiple regression (MMR) analysis in this study, the moderating effect of the variable (interaction term) was analyzed by interpreting the R^2 change in the models obtained from the model summaries, and by interpreting the regression coefficients for the interaction term obtained from the

coefficients tables. The study performed regression analysis to test the moderating effect of e-government on the relationship between financial decentralization and service delivery.

It was hypothesized that:

H06a: There is no moderating effect of e-government on the relationship between financial decentralization and service delivery in county governments in Kenya.

To the test the hypothesis the following models were fitted;

Model 1a: $Y = \beta_0 + \beta_1 X_1 + \beta_2 Z + \varepsilon$

Model 2a: $Y = \beta_0 + \beta_1 X_1 + \beta_2 Z + \beta_3 X_1 Z + \varepsilon$

Where y is service delivery, X_1 is financial decentralization, Z is e-government and $X_1 Z$ is interaction term (financial decentralization*e-government).

Model 1a represents the regression model with the independent variable (financial decentralization) and the moderator (e-government) as a predictor. As shown in Table 4.14, the model shows that the association between financial decentralization and service delivery with e-government as a predictor was significant [F (2, 272) = 24,625 p <0.001].With $R^2 = 0.153$, the results indicate that the percentage of variation accounted for by the model increased from 7.7% to 15.3% (see Table 4.13). This implies therefore that the moderator as a predictor explained 7.6% variation in service delivery.

The results in table 4.14 shows that Model 1a Beta coefficient for financial decentralization was statistically significant ($\beta = 0.099$, t = 2.118, p=0.035). The results revealed that for a 1-unit increase in financial decentralization, the service delivery is predicted to vary by 0.099, given that the e-government is held constant. As shown in table 4.14, Model 1a indicates that Beta coefficient for e-government as a predictor was significant ($\beta = 0.262$,

t = 4.938, p < 0.001), meaning that for one unit increase in e-government, service delivery increases by about 0.262 units given that financial decentralization is held constant. The findings confirm that e-government is a significant variable in the relationship between financial decentralization and service delivery.

The model equation for financial decentralization and e-government as a predictor is therefore,

$Y = 3.802 + 0.099X_1 + 0.262Z$

Where, Y is service delivery, X_1 is financial decentralization and Z is e-government.

Table 4.14: Moderating effect of E-government on the relationship between Financial Decentralization and Service Delivery in County Governments in Kenya

Model Summary									
Model	R	R²	Adj. R²	Std. Error	**Change Statistics**			**Change Statistics**	
					Adj. R² Change	F Change	df1	df2	Sig. F Change
1a	0.392[a]	0.153	0.147	0.5622	0.153	24.625	2	272[a]	<0.001
2a	0.392[b]	0.154	0.144	0.563	0.001	0.171	1	271[b]	0.679
ANOVA									
Model		Sum of Squares	df	Mean Square	F	Sig.			
1a	Regression	15.565	2	7.783	24.625	<0.001[b]			
	Residual	85.962	272	0.316					
	Total	**101.527**	**274**						
2a	Regression	15.619	3	5.206	16.424	<0.001[c]			
	Residual	85.908	271	0.317					
	Total	**101.527**	**274**						

Table 4.14: Moderating effect of E-government on the relationship between Financial Decentralization and Service Delivery in County Governments in Kenya

		Coefficients						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	B			Toler.	VIF
1a	(Constant)	3.802	0.034		112.146	<0.001		
	Financial Decentralization	0.099	0.047	0.133	2.118	0.035	0.784	1.276
	E-Government	0.262	0.053	0.311	4.938	<0.001	0.784	1.276
2a	(Constant)	3.796	0.037		103.252	<0.001		
	Financial Decentralization	0.098	0.047	0.131	2.074	0.039	0.779	1.284
	E-Government	0.271	0.057	0.322	4.738	<0.001	0.678	1.475
	Financial. Decen.*E-Govern	0.021	0.051	0.025	0.414	0.679	0.855	1.170

a. Dependent Variable: Service Delivery

b. Predictors: (Constant), E-Government, Financial Decentralization

c. Predictors: (Constant), E-Government, Financial Decentralization, Financial Decentralization*E-Government

Model 2a represents results after the interaction term (financial decentralization*e-government) was added into the model. The results indicated that the inclusion of the interaction term resulted into an increase of R^2 by only 0.1% [$F_{(1, 271)}$ = 4.4763, p =0.679] showing no significant moderating effect. Further, the result for coefficient in Table 4.14 model 2a further indicates that interaction effect of e-government on the relationship between financial decentralization and service delivery was not significant (β = 0.021, t=0.414, p=0.679). This implies that the interaction term did not add any predictive power to the model. With p > 0.05, the study failed to reject the null hypothesis and it was concluded that there is no significant moderating effect of e-government on the relationship between financial decentralization and service delivery in county governments in Kenya.

The model equation for the moderating effect is:

$$Y = 3.796 + 0.098X_1 + 0.271Z + 0.021X_1*Z$$

Where, Y is service delivery, X_1 is financial decentralization, Z is e-government and X_1*Z is the interaction between financial decentralization and e-government.

The findings are consistent with Mugambi (2013) who argues that implementation of e-government does not affect governance and the speed of service delivery . The study further established that overcrowding was still evident despite the adoption of e-government in the government. However, the findings are in contradiction with Bhuiyan (2011) who reported that the impact of e-government (ICT) on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of e-government accrues benefits. Similarly, the findings that e-government does not moderate the relationship between financial decentralization and service delivery in county governments in Kenya are in contradiction with Krishnan and Teo (2012) who found that political stability, government effectiveness, and rule of law moderated the relationship of information infrastructure

with e-government development in a positive direction, voice and accountability and control of corruption moderated the relationship negatively.

4.9 Relationship between Political Decentralization and Service Delivery

The second objective of the study was to establish the effect of political decentralization on service delivery in county governments in Kenya. A scatter diagram, regression analysis and moderated multiple regression (MMR) analysis were done to establish the relationship between political decentralization and service delivery.

4.9.1 Scatter Plot of Political Decentralization and Service Delivery.

Figure 4.4 shows the scattered plot of political decentralization and service delivery. The figure reveals that there was a positive relationship between the two political decentralization and service delivery. Therefore, an increase in political decentralization positively influences service delivery.
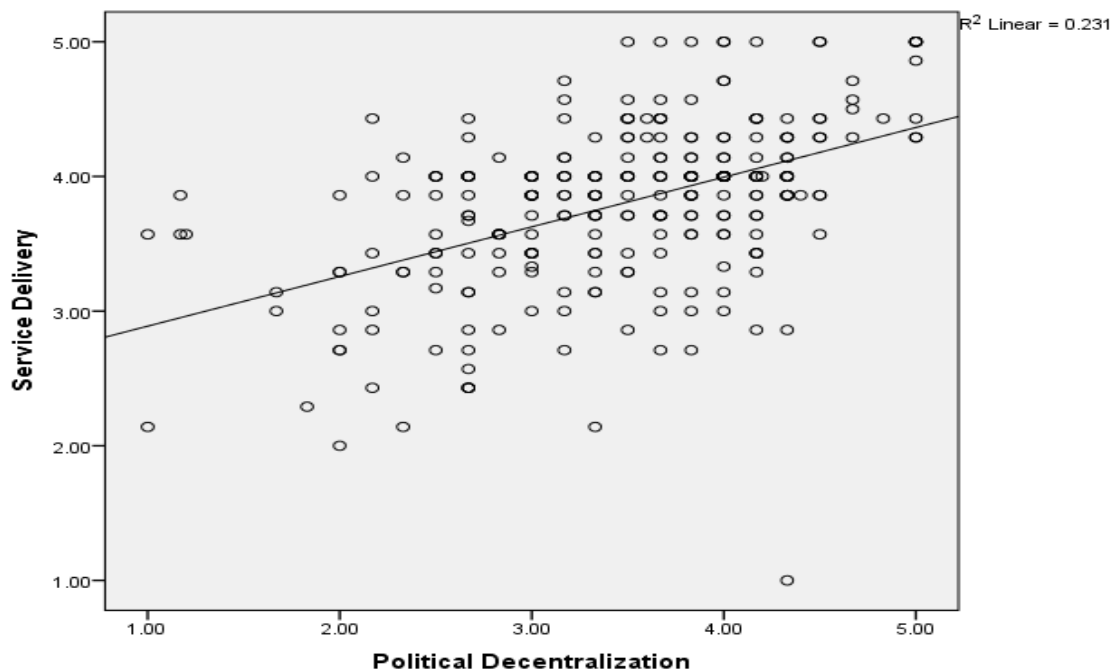
Figure 4.4: **Scatter Plot Relationship between Service Delivery and Political Decentralization**

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4.9.2   Regression Results for Political Decentralization and Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by political decentralization (independent variable). It was hypothesized that:

H02: There is no relationship between political decentralization and service delivery in county governments in Kenya.

To test this hypothesis, the model $Y = \beta_0 + \beta_2 X_2 + \varepsilon$ was fitted. Where Y is service delivery and X_2 is political decentralization.

Table 4.15: Regression Results on Political Decentralization and Service Delivery

Model Summary						
Model	R	R Square	Adj. R Square	Std. Error		
1	.481ᵃ	0.231	0.228	0.53476		
ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	23.458	1	23.458	82.029	<0.001
	Residual	78.07	273	0.286		
1	Total	101.527	274			
Coefficients a						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.52	0.145		17.355	<0.001
	Political Decentralization	0.369	0.041	0.481	9.057	<0.001

a. Dependent Variable: Service Delivery

b. Predictors: (Constant), Political Decentralization

Regression analysis was conducted to empirically determine whether political decentralization was a significant determinant of service delivery in county governments in Kenya. Regression results in Table 4.15 indicate the goodness of fit for the regression

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between political decentralization and service delivery was satisfactory in the linear model regression. An R squared of 0.231 indicates that 23.1% of the variances in service delivery in county governments are explained by the variances in political decentralization. However, the model could not explain 76.9% of variation in service delivery which is attributed to other factors outside the current model. The correlation coefficient of 48.1 % indicates that political decentralization has a strong and positive correlation with service delivery.

Table 4.15 shows the results of the overall model significance. The model was found to be valid and significant (F (1,273) =82.029, p-value<0.001). The high residual sum of squares (78.070) in table 4.15 indicates that the model does not explain all the variations in service delivery and there are other factors outside the model that account for a higher proportion of the variation in service delivery. The study further determined the beta coefficients of political decentralization. Table 4.15 displays the regression coefficients of the independent variable (political decentralization).The results reveal that political decentralization is statistically significant in explaining service delivery of county governments in Kenya. This is supported by $\beta = 0.481$,t=9.057, p<0.001. The results imply that a unit change in political decentralization lead to a positive change in service delivery by the rate of 0.369.

The model equation for political decentralization as a predictor is therefore,

$Y = 2.520+ 0.369X_2$

Where, Y is service delivery and X_2 is political decentralization

Using results in table 4.15, the study rejected the null hypothesis **H02**: there is no relationship between political decentralization and service delivery in county governments in Kenya. The study concluded that political decentralization had positive and significant influence on service delivery in county governments in Kenya.The finding are in line with Obicci (2014) who revealed that political decentralization can be used as an instrument to promote the provision of service delivery. The study concluded that political

decentralization had significant effect on service delivery in the ten local governments examined in the study. The findings are also consistent with Sujarwoto (2012) found that effective local political institutions, better informed citizen and transparency, citizen political participation via community programs, and the presence of social group in community are significant for improving local public service performance. The empirical findings suggest that improved local public services performance requires well-functioning local political institutions, better informed citizens and transparent local government, and effective channels for political participation.

Another study by Enikolopov and Zhuravskaya (2007) based on both cross-section and panel data from developing and transition countries and found that strong national parties (a form of political centralization) combined with fiscal decentralization significantly improves government quality measured both in terms of government efficiency, regulatory quality, control of corruption, and rule of law, and in terms of public good provision (health and education outcomes). However, Kyriacou and Roca-Sagale's (2011) using a sample of 101 countries found a negative impact of political decentralization .The researchers concluded that political decentralization, in the form of sub-national elections, bicameralism, and especially federalism and autonomy, tends to mitigate the positive impact of fiscal decentralization on the quality of government.

4.9.3 Moderation Effect of E-Government on the relationship between Political Decentralization and Service Delivery

A moderator variable influences the relationship between the dependent variable and the independent variable. The direction and magnitude of the relationship depends on the value of the moderator (Sekaran, 2006). This study identified e-government as a moderator variable affecting the relationship between political decentralization (independent variable) and service delivery (dependent variable) in county governments in Kenya. The study performed regression analysis to test the moderating effect of e-government on the relationship between political decentralization and service delivery in county governments in Kenya. The moderating effect of the e-government variable (interaction term) was analyzed by interpreting both R^2 change and regression coefficients for the interaction term in the models.

It was hypothesized that:

H_{06b}: There is no moderating effect of e-government on the relationship between political decentralization and service delivery in county governments in Kenya

To test the hypothesis, the following models were fitted;

Model 1b: $Y = \beta_0 + \beta_2 X_2 + \beta_1 Z + \varepsilon$;

Model 2b: $Y = \beta_0 + \beta_2 X_2 + \beta_1 Z + \beta_3 X_2 Z + \varepsilon$.

Where, Y is service delivery, X2 is political decentralization, Z is e-government and X2*Z is the interaction term between political decentralization and e-government. Model 1b in Table 4.16 represents the regression model with the independent variable (political decentralization) and the moderator (e-government) as a predictors; the moderator as a predictor was significant in the model. The relationship between political decentralization and service delivery with e-government as a predictor was significant [F (2, 272) = 24.625, p < .000]. The value of R^2 of $R^2 = 0.153$ indicates that 15.3% of the variance in

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the service delivery can be accounted by e-government scores and political decentralization.

With $R^2 = 0.153$, the results indicate that the percentage of variation accounted for by the model went down from 23.1% to 15.3% (see Table 4.15).This means that introduction of moderator as a predictor, the model lost 7.8% predictive power in explaining the variation in service delivery. Beta coefficient for e-government as a predictor was significant ($\beta = 0.262$, $t = 4.938$, $p < 0.001$), meaning that for one unit increase in e-government index, service delivery increases by about 0.262 units.

 The model equation is therefore:

$Y = 3.843 + 0.099X_2 + 0.262Z$

Where, Y is service delivery, X_2 is political decentralization and Z is e-government

Table 4.16: Moderating effect of E-government on the relationship between Political Decentralization and Service Delivery in County Governments in Kenya

Model Summary									
Model	R	R²	Adj. R²	Std. Error	**Change Statistics**			**Change Statistics**	
					Adj. R² Change	F Change	df1	df2	Sig. F Change
1b	0.392[a]	0.153	0.147	0.56217	0.153	24.625	2	272[a]	< 0.001
2b	0.392[b]	0.154	0.144	0.56303	0.001	0.171	1	271[b]	0.679

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1b	Regression	15.565	2	7.783	24.625	<0.001b
	Residual	85.962	272	0.316		
	Total	**101.527**	**274**			
2b	Regression	15.619	3	5.206	16.424	<0.001c
	Residual	85.908	271	0.317		
	Total	**101.527**	**274**			

Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	B			Toler.	VIF
1b	(Constant)	3.843	0.039		98.516	<0.001		
	Political Decentralization	0.099	0.047	0.133	2.118	0.035	0.784	1.276
	E-Government	0.262	0.053	0.311	4.938	<0.001	0.784	1.276
2b	(Constant)	3.836	0.042		91.144	<0.001		
	Political Decentralization	0.098	0.047	0.131	2.074	0.039	0.779	1.284
	E-Government	0.280	0.068	0.332	4.120	<0.001	0.481	2.079
	Political Decentralization*E-Government	0.021	0.051	0.03	0.414	0.679	0.576	1.735

Coefficients

a. Dependent Variable: Service Delivery

b. Predictors: (Constant), E-Government, Political Decentralization

c. Predictors: (Constant), E-Government, Political Decentralization, Political Decentralization*E-Government

Model 2b in table 4.16 shows the results after the interaction term (political decentralization*e-government) was added into the model. The results indicated that the inclusion of the interaction term resulted into an increase of R^2 by 0.1% [F (1, 171) = 0.038, p= 0.679]. However, this model was found to be insignificant (R^2 change= 0.001, p=0.679) showing no presence of moderating effect .To put it differently, the moderating effect of e-government failed to contribute variance in the service delivery, above and beyond the variance by e-government and political decentralization

The result for coefficient in Table 4.16 model 2b further indicates that interaction effect of e-government on the relationship between political decentralization and service delivery was not significant ($\beta = 0.021$, t=0.414, p=0.679). This implies that the interaction term did not add any predictive power to the model (p=0.679> 0.05). With p > 0.05, the study failed to reject the null hypothesis H_{06b}: There is no moderating effect of e-government on the relationship between political decentralization and service delivery in county governments in Kenya. It was concluded that there is no significant moderating effect of e-government on the relationship between financial decentralization and service delivery in county governments in Kenya. The results revealed that e-government does not moderate the relationship between political decentralization and service delivery.

The model equation for the moderating effect is:

$Y = 3.836 + 0.098X_2 + 0.280Z + 0.021X_2*Z$

Where, Y is service delivery, X_2 is political decentralization, Z is e-government and X_2*Z is the interaction between political decentralization and e-government.

The results in table 4.16 indicate that the percentage of variation accounted for by the model went down from 23.1% to 15.3% when the moderator (e-government) was added in the model as predictor variable. This findings are consistent with Mugambi (2013) who argued that implementation of e-government does not affect governance and the speed of service delivery . The study further established that overcrowding was still evident despite the adoption of e-government in the government. However, the findings are in

contradiction with Bhuiyan (2011) who reported that the impact of e-government (ICT) on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of e-government accrues benefits. Similarly, the findings that e-government does not moderate the relationship between financial decentralization and service delivery in county governments in Kenya are in contradiction with Krishnan and Teo (2012) who found that political stability, government effectiveness, and rule of law moderated the relationship of information infrastructure with e-government development in a positive direction, voice and accountability and control of corruption moderated the relationship negatively.

4.10 Relationship between Administrative Decentralization and Service Delivery

The third objective of the study was to establish the effect of administrative decentralization on service delivery in county governments in Kenya. A scatter diagram, regression analysis and moderated multiple regression (MMR) analysis were done to establish the relationship between administrative decentralization and service delivery.

4.10.1 Scatter Plot of Administrative Decentralization and Service Delivery

Figure 4.5 shows the scattered plot of administrative decentralization and service delivery. The figure reveals that there was a positive relationship between the two variables. Therefore, an increase in administrative decentralization leads to increase in service delivery.
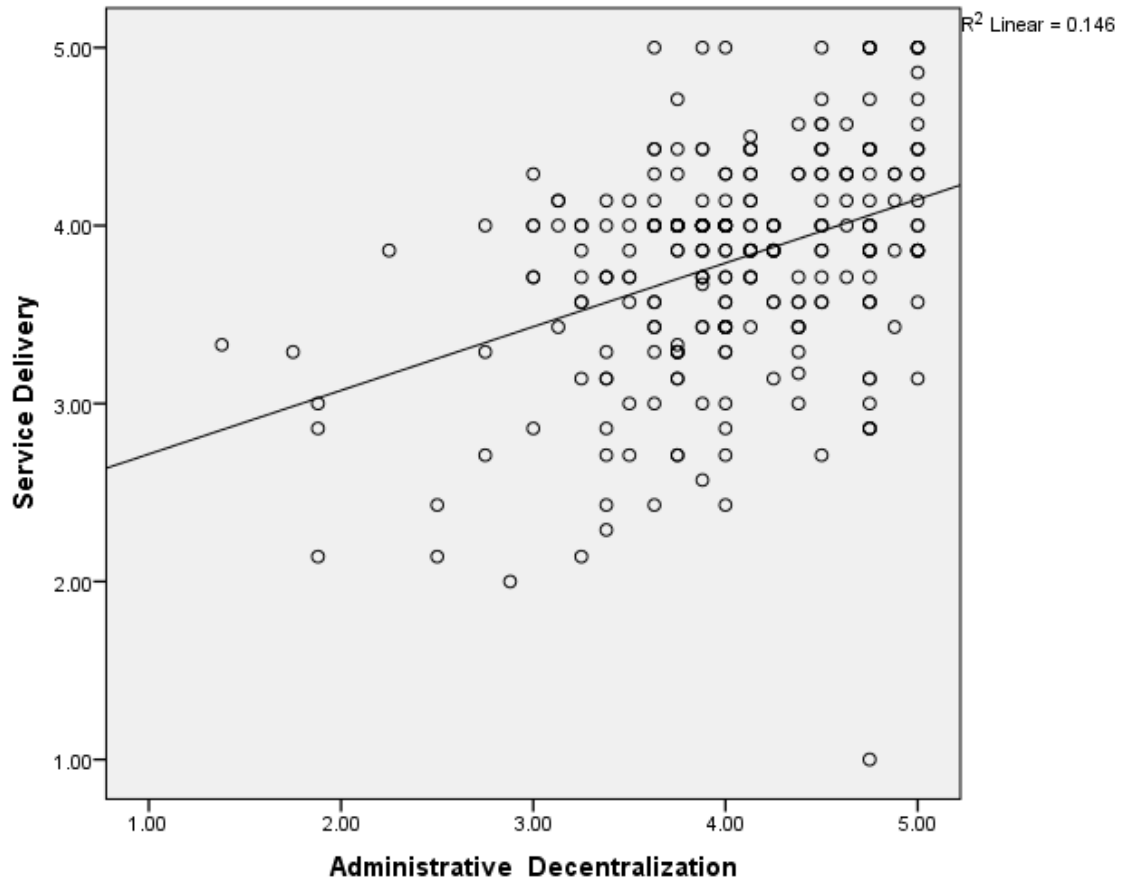
Figure 4.5: **Scatter Plot Relationship between Service Delivery and Administrative Decentralization**

4.10.2 Regression Results for Administrative Decentralization and Service Delivery

Regression analysis was conducted to empirically determine whether administrative decentralization was a significant determinant of service delivery.

It was hypothesized that:

H_{03}: There is no relationship between administrative decentralization and service delivery in county governments in Kenya.

To test this hypothesis, the model $Y = \beta_0 + \beta_3 X_3 + \varepsilon$ was fitted.

Where Y is service delivery and X_3 is administrative decentralization.

Table 4.17: Regression Results on Administrative Decentralization and

Service Delivery

Model Summary						
Model	R	R Square	Adj. R Square	Std. Error		
1	0.382[a]	0.146	0.143	0.56366		
ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	14.793	1	14.793	46.563	<0.001b
	Residual	86.734	273	0.318		
1	Total	101.527	274			
Coefficients						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.358	0.214		11.007	<0.001
	Administrative Decentral.	0.358	0.052	0.382	6.824	<0.001

a. Dependent Variable: Service Delivery
b. Predictors: (Constant), Administrative Decentralization

The regression results in Table 4.17 show that the relationship between the administrative decentralization and service delivery was significant (F (1,273) =46.563, p<0.001). The regression results in Table 4.17 also indicate correlation coefficient (r) was 0.382. The correlation coefficient of 38.2 % indicates administrative decentralization has a positive correlation with service delivery. With R square of 0.146, the model implies that about 14.6% variation in service delivery in county government is explained by variations in administrative decentralization. However, the model did not explain 85.4% of the variation, meaning that there are other factors associated with service delivery which were not fitted in the model. The beta coefficient for administrative decentralization in the model was significant (β = 0.358, t =6.824, p < 0.001) indicating that administrative decentralization significantly influences service delivery, indicating that with one unit

increase in relationship administrative decentralization index, service delivery increases by about 0.358 units.

 The model equation is therefore,

$y = 2.358 + 0.358X_3$

Where, y is service delivery, and X_3 is administrative decentralization.

Since p-value for administrative decentralization < 0.05, the null hypothesis was rejected and it was concluded that there is a statistically significant relationship between the administrative decentralization and service delivery. The study rejected hypothesis H_{03}: there is no relationship between administrative decentralization and service delivery in county governments in Kenya. Therefore, the study concluded that administrative decentralization had positive and significant influence on service delivery in county governments in Kenya.

The findings are consistent with Kosec and Mogues (2015) who analyzed the impact of administrative district level decentralization on agricultural and rural service delivery. The study found that administrative decentralization has led to increased access to agricultural extension services, and to greater use of modern agricultural inputs, such as fertilizer and improved seed. Another study in United States, Saavedra (2010) examined the effects of administrative decentralization on access to two key services: health care and improved drinking water sources. The study provided evidence supporting positive and significant effects of administrative decentralization on access to health care, and improved water provision. In another study, Mobarak, Rajkumar and Cropper (2006) using data from Brazilian municipalities found that administrative decentralization only provides good results when it is accompanied by good governance. A study in south Africa by Stanton (2009) explored to what extent the problems of providing basic services currently experienced by municipalities are influenced by the administrative configuration of the decentralized system of governance. The study concluded that local councils have the

authority to pass by-laws with respect to the implementation of their legally assigned functions and responsibilities.

4.10.3 Moderating Effect of E-Government on the relationship between Administrative Decentralization and Service Delivery

The study performed regression analysis to test the moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya. Using moderated multiple regression (MMR) analysis in this study, the moderating effect of the variable (interaction term) was analyzed by interpreting the R^2 change and by interpreting the regression coefficients for the interaction term.

The study tested null hypothesis H_{06c} which states that there is no significant moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya.

To test the hypothesis, the following models were fitted;

Model 1c: $Y = \beta_0 + \beta_3 X_3 + \beta_2 Z + \varepsilon$;

Model 2c: $Y = \beta_0 + \beta_3 X_3 + \beta_2 Z + \beta_3 X_3 Z + \varepsilon$.

Where, Y is service delivery, X_3 is administrative decentralization, Z is e-government and $X_3 * Z$ is the interaction term between administrative decentralization and e-government.

Model 1c in Table 4.18 represents the regression model with the independent variable (administrative decentralization) and the moderator (e-government) as a predictors; the moderator as a predictor was significant in the model. The relationship between administrative decentralization and service delivery with e-government as a predictor was significant [F $(2, 272) = 39.627$, p <0.000]. The value of R^2 was 0.226 which indicates that 22.6% of the variance in the service delivery can be accounted by e-government and administrative decentralization.

With R² of 0.226, the results indicate that the percentage of variation accounted for by the model increased from 14.6% to 22.6% (see Table 4.17).This means that introduction of moderator as a predictor, the model improved by 8% in explaining the variation in service delivery. Beta coefficient for e-government as a predictor was significant (β = 0.247, t = 5.298, p < 0.001), meaning that for one unit increase in e-government index, service delivery increases by about 0.247units. The model equation is therefore:

y= 3.802+ 0.286 X_3 + 0.247Z

Where, Y is service delivery, X_3 is administrative decentralization, Z is e-government

Table 4.18: Moderating effect of E-government on the relationship between Administrative Decentralization and Service Delivery in County Governments in Kenya

					Model Summary				
					Change Statistics			**Change Statistics**	
Model	R	R²	Adj. R²	Std. Error	Adj. R² Change	F Change	df1	df2	Sig. F Change
1c	0.475[a]	0.226	0.220	0.53763	0.226	39.627	2	272[a]	<0.001
2c	0.482[b]	0.233	0.224	0.5362	0.007	2.449	1	271[b]	0.119

			ANOVA						
	Model	Sum of Squares	df	Mean Square	F	Sig.			
1c	Regression	22.908	2	11.454	39.627	<0.001[b]			
	Residual	78.62	272	0.289					
	Total	101.527	274						
2c	Regression	23.612	3	7.871	27.375	<0.001[c]			
	Residual	77.915	271	0.288					
	Total	101.527	274						

Table 4.18: Moderating effect of E-government on the relationship between Administrative Decentralization and Service delivery in County Governments in Kenya

		Coefficients						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	B			Toler.	VIF
1c	(Constant)	3.802	0.032		117.266	<0.001		
	Administrative Decentralization	0.286	0.052	0.304	5.505	<0.001	0.931	1.075
	E-Government	0.247	0.047	0.293	5.298	<0.001	0.931	1.075
2c	(Constant)	3.813	0.033		115.17	<0.001		
	Administrative Decentralization	0.270	0.053	0.287	5.113	<0.001	0.896	1.116
	E-Government	0.243	0.047	0.288	5.207	<0.001	0.927	1.079
	Administ. Decentr *E-govern	-0.09	0.058	-0.085	-1.565	0.119	0.95	1.053

a. Dependent Variable: Service Delivery

b. Predictors: (Constant), E-Government, Administrative Decentralization

c. Predictors: (Constant), E-Government, Administrative Decentralization, Administrative Decentralization*E-Government

Model 2c in table 4.18 shows the results after the interaction term (administrative decentralization*e-government) was added into the model. The results indicated that the inclusion of the interaction term resulted into an increase of R^2 by 0.7% [$F (1, 171) =$ 2.449, p= 0.119]. However, this model was found to be insignificant (R^2 change= 0.007, p=0.119) showing no presence of moderating effect .To put it differently, the interaction effect of e-government failed to contribute variance in the service delivery, above and beyond the variance by e-government and administrative decentralization.

The result for coefficient in Table 4.18 model 2c further confirmed that interaction effect of e-government on the relationship between administrative decentralization and service delivery was not significant ($\beta = -0.09$, t=-1.565, p=0.119). This implies that the interaction term did not add any predictive power to the model (p=0.119> 0.05). Therefore, the study failed to reject the null hypothesis H_{06c}: There is no moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya. It was concluded that there is no significant moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya. The findings revealed that e-government does not moderate the relationship between administrative decentralization and service delivery.

The model equation for the moderating effect is:

$Y = 3.813+ 0.270X_3+ 0.243Z-0.09X_3*Z$

Where, Y is service delivery, X_3 is administrative decentralization, Z is e-government and X_3*Z is the interaction between administrative decentralization and e-government.

The results in table 4.18 indicates that the percentage of variation accounted for by the model increased from 14.6% to 22.6%   when e-government was added as predictor variable .This means that introduction of moderator as a predictor, the model improved by 8% in explaining the variation in service delivery. This findings are supported by Bhuiyan (2011) conducted a study in Bangladesh and found that e-governance can play a

significant role in the modernization of public administration for efficient and effective service delivery to the citizens of Bangladesh, as well as its potential to combat corruption and reduce poverty. In related study, analyzing experiences at the local, state, and federal levels of government in India, Monga (2008) demonstrated that e-governance has brought about a revolution in the quality of service delivery to the citizens by improving transparency in the administrative process, saving time due to single window service provisions, simplifying procedures, reducing corruption, improving office and record management, and improving attitude and behavior of civil servants. However, the findings that e-government has no moderating effect contradicts Krishnan and Teo (2012) who revealed political stability, government effectiveness, and rule of law moderated the relationship of information infrastructure with e-government development in a positive direction while voice and accountability and control of corruption moderated the relationship negatively.

4.11 Relationship between Citizen Participation and Service Delivery

The fourth objective of the study was to examine the effect of citizen participation on service delivery in county governments in Kenya. A scatter diagram, regression analysis and moderated multiple regression (MMR) analysis were done to establish the relationship between administrative decentralization and service delivery

4.11.1 Scatter Plot of Citizen Participation and Service Delivery.

Figure 4.6 shows the scattered plot of citizen participation and service delivery. The figure reveals that there was a positive relationship between citizen participation and service delivery. Therefore, increase in citizen participation leads to increase change of service delivery.
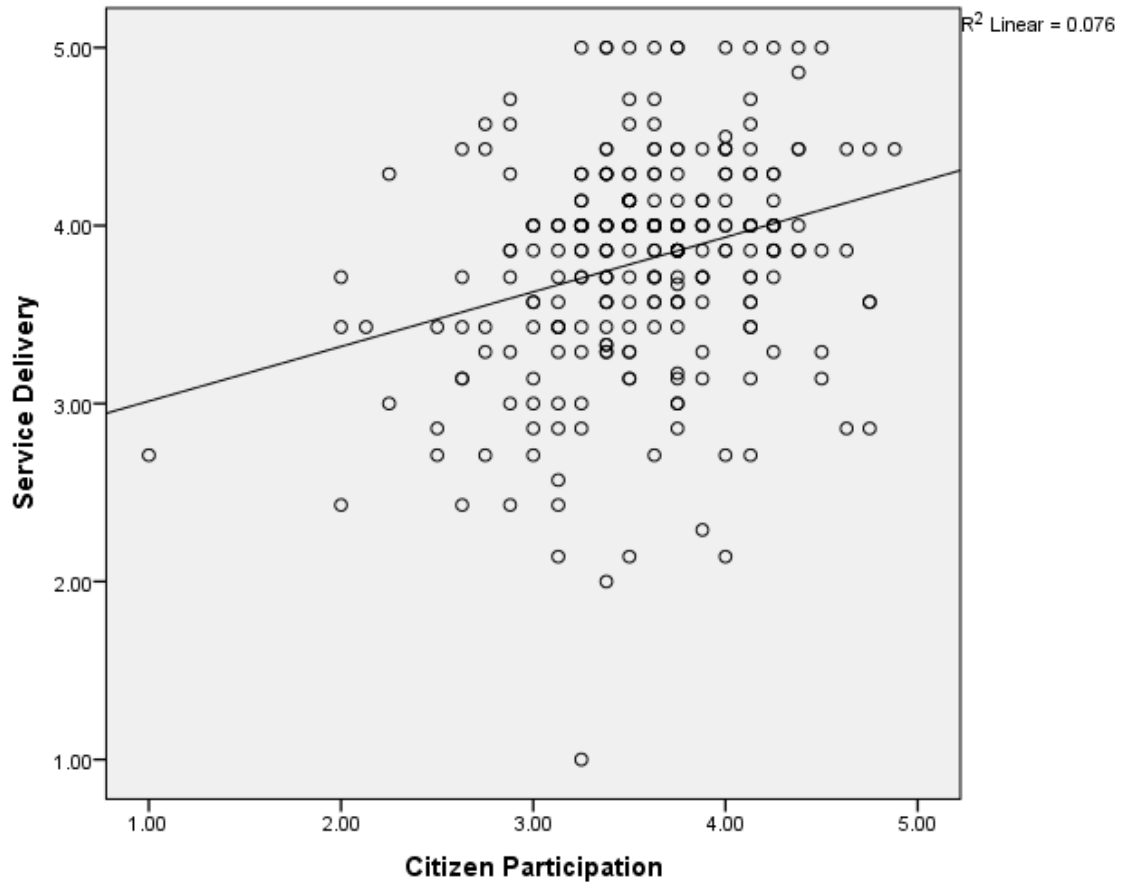
Figure 4.6: Scatter Plot Relationship between Service Delivery and Citizen Participation

4.11.2 Regression Results for Citizen Participation and Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by citizen participation (independent variable). It was hypothesized that:

H_{04}: There is no relationship between citizen participation and service delivery in county governments in Kenya

To test this hypothesis, the model $Y = \beta_0 + \beta_4 X_4 + \varepsilon$ was fitted. Where y is service delivery and X_4 is citizen participation.

Table 4.19: Regression Results on Citizen Participation and

Service Delivery

Model Summary				
Model	R	R Square	Adj. R Square	Std. Error
1	0.275[a]	0.076	0.072	0.58624
ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	7.702	1	7.702	22.411	<0.001[b]
	Residual	93.825	273	0.344		
1	Total	101.527	274			

Coefficients						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.
		B	Std. Error	Beta		
	(Constant)	2.706	0.234		11.563	<0.001
1	Citizen Participation	0.307	0.065	0.275	4.734	<0.001

a. Dependent Variable: Service Delivery
b. Predictors: (Constant), Citizen Participation

Regression results in Table 4.19 indicate the goodness of fit for the regression between citizen participation and service delivery was satisfactory in the linear regression model. An R squared of 0.076 indicates that 7.6% of the variances in service delivery in county governments in Kenya are explained by the variances in citizen participation. However, the model failed to explain 92.4% of the variation in service delivery. This means that there are other factors associated with service delivery which were not explained by the model. The correlation coefficient of 27.5% indicates that citizen participation has positive correlation with service delivery.

The regression results in Table 4.19 also revealed that the overall model was significance. The model was found to be significant (F $(1,273)$ =22.411, p <0.001). The high residual

sum of squares (93.825) as shown in table 4.19 indicates that the model does not explain all the variations in service delivery and there are other factors that account for a higher proportion of the variation in service delivery. The study further determined the beta coefficients of citizen participation. The results reveal that citizen participation is statistically significant in explaining service delivery of county governments in Kenya. This is supported by $\beta = 0.307$, t=4.734, p<0.001. The results imply that a unit change in citizen participation lead to a positive change in service delivery by the rate of 0.307

The model equation is therefore:

$Y = 2.706 + 0.307 X_4$

Where Y is service delivery and X_4 is citizen participation

Using results in table 4.19, the study rejected hypothesis H_{04}: There is no relationship between citizen participation and service delivery in county governments in Kenya

It was therefore concluded that citizen participation had positive and significant influence on service delivery in county governments in Kenya. This implies that the more the citizen participation, the higher the level of service delivery in county governments in Kenya. The study findings were consistent with the findings of Abe and Monisola (2014) who carried out a study using a sample size of 100 respondents investigated the link between citizen participation and service delivery in Nigeria. The study revealed that lack of political participation hinders effective service delivery and may as well create an avenue for lack of transparency and accountability that is necessary for efficient use of available funds for the benefits of the people in the society.

The findings of the current study are also supported by Bovaird and Downe (2008) who surveyed municipal officials and established citizens' involvement in the process of public services leads to the better services, which comply with the needs of citizens, better informed decisions, better quality and more efficient collaboration in using tax money for the services. Another study in India by Nayak and Samanta (2014) examined the effect of people's participation construct(attending meetings, raising voice, lodging complaints,

and making contributions) on public service delivery in India. The researchers revealed that raising voice and making contributions positively influenced service delivery. However, in contrast Kihehere (2013) analyzed the influence of citizen participation in the provision of service delivery in Itojo hospital Ntungamo district, Uganda and revealed that citizen participation does not necessarily improve service delivery.

4.11.3 Moderation Effect of E-Government on Citizen Participation and Service Delivery

A moderator variable influences the relationship between the dependent variable and the independent variable. The direction and magnitude of the relationship depends on the value of the moderator (Sekaran, 2006). This study identified e-government as a moderator variable affecting the relationship between citizen participation (independent variable) and service delivery (dependent variable) in county governments in Kenya. The study performed regression analysis to test the moderating effect of e-government on the relationship between citizen participation and service delivery in county governments in Kenya. Using moderated multiple regression (MMR) analysis in this study, the moderating effect of the variable (interaction term) was analyzed by interpreting the R^2 change and regression coefficients for the interaction term. The study tested null hypothesis H_{06d}: There is no moderating effect of e-government on the relationship between citizen's participation and service delivery in county governments in Kenya.

To test the hypothesis, the following models were fitted;

Model 1d: $Y = \beta_0 + \beta_4 X_4 + \beta_2 Z + \varepsilon$;

Model 2d: $Y = \beta_0 + \beta_4 X_4 + \beta_2 Z + \beta_3 X_4 Z + \varepsilon$.

Where, Y is service delivery, X_4 is citizen participation, Z is e-government and X_4*Z is the interaction term between citizen participation and e-government.

Model 1d in Table 4.20 represents the regression model with the independent variable (citizen participation) and the moderator (e-government) as a predictors; the moderator

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as a predictor was significant in the model. The relationship between citizen participation and service delivery with e-government as a predictor was significant [$F_{(2, 272)} = 32.356$, $p < 0.001$]. The value of R^2 was 0.186 which indicates that 18.6 % of the variance in the service delivery can be accounted by e-government and citizen participation.

With R^2 of 0.186, the results indicate that the percentage of variation accounted for by the model went up from 7.6% to 18.6% (see Table 4.19).This means that introduction of moderator as a predictor, the model improved by 11 % in explaining the variation in service delivery. Beta coefficient for e-government as a predictor was significant ($\beta = 0.290$, $t = 6.258$, $p < 0.001$), meaning that for one unit increase in e-government index, service delivery increases by about 0.290 units. The model equation is therefore:

$$y = 3.802 + 0.258X_4 + 0.290Z$$

Where, Y is service delivery, X_4 is citizen participation, Z is e-government.

Table 4.20: Moderating effect of E-government on the relationship between Citizen Participation and Service Delivery in County Governments in Kenya

Model Summary									
Model	R	R²	Adj. R²	Std. Error	Change Statistics			Change Statistics	
					Adj. R² Change	F Change	df1	df2	Sig. F Change
1d	0.438[a]	0.192	0.186	0.54911	0.192	32.356	2	272[a]	<0.001
2d	0.442[b]	0.195	0.186	0.54908	0.003	1.035	1	271[b]	0.310

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1d	Regression	19.512	2	9.756	32.356	<0.001[b]
	Residual	82.015	272	0.302		
	Total	**101.527**	**274**			
2d	Regression	19.824	3	6.608	21.918	<0.001[c]
	Residual	81.703	271	0.301		
	Total	**101.527**	**274**			

Table 4.20: Moderating effect of E-government on the relationship between Citizen Participation and Service Delivery in County Governments in Kenya

a. Dependent Variable: Service Delivery

	Coefficients[a]							
Model	Unstand. Coefficients		Stand. Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	B			Toler.	VIF
1d (Constant)	3.802	0.033		114.813	<0.001		
Citizen Participation	0.258	0.061	0.232	4.218	<0.001	0.984	1.016
E-Government	0.290	0.046	0.344	6.258	<0.001	0.984	1.016
2d (Constant)	3.806	0.033		114.111	<0.001		
Citizen Participation	0.255	0.061	0.228	4.148	<0.001	0.98	1.020
E-Government	0.292	0.046	0.346	6.296	<0.001	0.982	1.018
Citizen Partici*E-Government	-0.082	0.08	-0.056	-1.017	0.310	0.995	1.005

b. Predictors: (Constant), E-Government, Citizen Participation

c. Predictors: (Constant), E-Government, Citizen Participation, Citizen Participation*E-Government

Model 2d in table 4.20 shows the results after the interaction term (citizen participation *e-government) was added into the model. The results indicated that the inclusion of the interaction term resulted into an increase of R^2 by 0.3% [F (1, 171) = 1.035, p= 0.310]. However, the model was insignificant (R^2 change= 0.003, p=0.31) showing no presence of moderating effect .To put it differently, the interaction effect of e-government failed to contribute variance in the service delivery, above and beyond the variance by e-government and citizen participation.

The result for coefficient in Table 4.20 model 2d further confirmed that interaction effect of e-government on the relationship between citizen participation and service delivery was not significant (β = -0.082, t=-1.017, p=0.310). This implies that the interaction term did not add any predictive power to the model (p=0.310> 0.05). Therefore, the study failed to reject the null hypothesis H_{06d}: There is no moderating effect of e-government on the relationship between citizen participation and service delivery in county governments in Kenya. It was concluded that there is no significant moderating effect of e-government on the relationship between citizen participation and service delivery in county governments in Kenya. The findings revealed that e-government does not moderate the relationship between citizen participation and service delivery.

The model equation for the moderating effect is:

$$Y = 3.806 + 0.255X_4 + 0.292Z - 0.082X_4*Z$$

Where, Y is service delivery, X4 is citizen participation, Z is e-government and X_4*Z is the interaction between citizen participation and e-government. The finding in table 4.20 indicates that the percentage of variation accounted for by the model up from 7.6% to 18.6%. This means that introduction of e-government as a predictor, the model improved by 11 % in explaining the variation in service delivery.These findings are consistent with Chatfield and Alhujran (2009) who found evidence that e-government implementation leads to improved service delivery. Likewise, Asogwa (2013) using a sample of ten federal government ministries, revealed that e-government provide faster access to government

information, lower administrative costs, increase transparency in government ministries, and reduce bribery and corruption, among others. The findings are also supported by Alaaraj and Ibrahim (2014) who found that e-government development have a positive and significant influence on good governance. Particularly, good governance is positively and significantly influenced by e-service but not by e-administration and e-procurement. In support, Naz (2009) found that that e-governance has the potential to improve service delivery and customer satisfaction.

4.12 Relationship between Social Accountability practices and Service Delivery

The fifth objective of the study was to determine the relationship between social accountability practices and service delivery in county governments in Kenya. A scatter diagram, regression analysis and moderated multiple regression (MMR) analysis were done to establish the relationship between administrative decentralization and service delivery

4.12.1 Scatter Plot of Social Accountability practices and Service Delivery

Figure 4.7 shows the scattered plot of social accountability practices and service delivery. The figure reveals that there was a positive relationship between the two variables. Therefore, an increase in social accountability practices leads to positive change of service delivery.
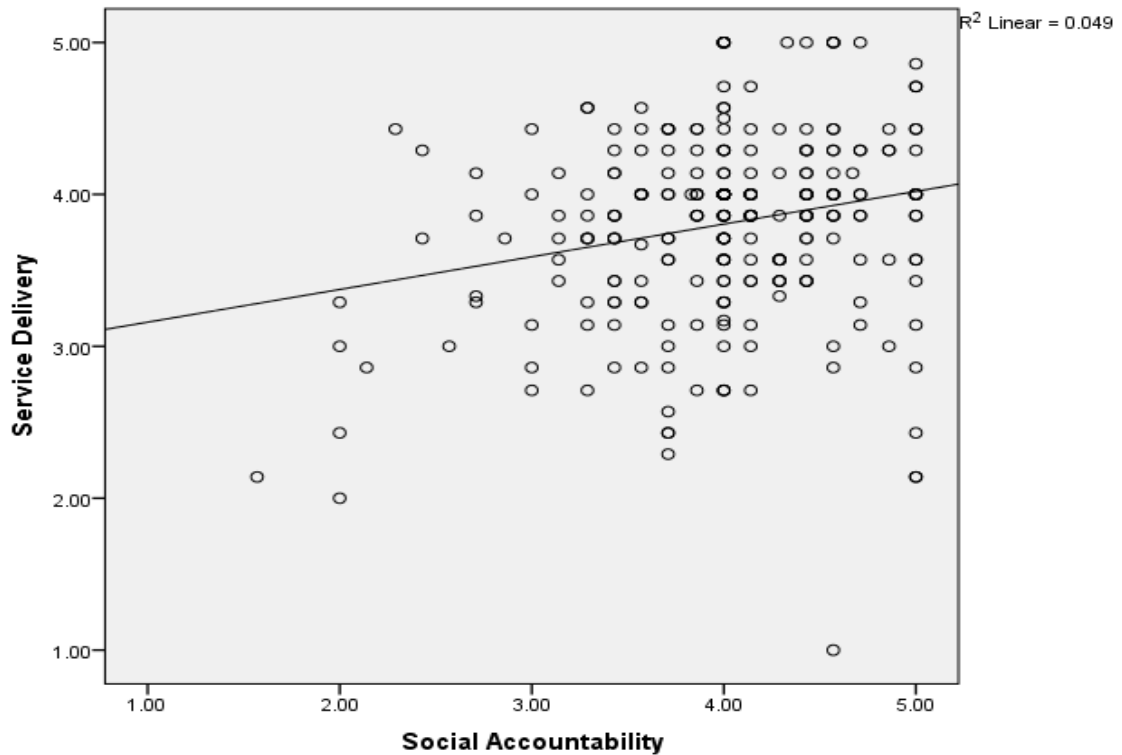
Figure 4.7: Scatter Plot Relationship between Service Delivery and Social Accountability practices

4.12.2 Regression Results for Social Accountability Practices and Service Delivery

Regression analysis was conducted to empirically determine whether social accountability practices were a significant determinant of service delivery.

It was hypothesized that:

H05: Social accountability practices are not related to service delivery in county governments in Kenya. To test this hypothesis, the model $Y = \beta_0 + \beta_5 X_5 + \varepsilon$ was fitted. Where y is service delivery and X_5 is social accountability practices.

Table 4.21: Regression Results on Social Accountability Practices and Service Delivery

Model Summary				
Model	R	R Square	Adj. R Square	Std. Error
1	0.221[a]	0.049	0.045	0.59476

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.958	1	4.958	14.016	<0.001[b]
	Residual	96.57	273	0.354		
	Total	101.527	274			

Coefficients[a]						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.944	0.232		12.69	<0.001
	Social Accountability	0.215	0.057	0.221	3.744	<0.001

a. Dependent Variable: Service Delivery

b. Predictors: (Constant), social accountability practices

An R squared of 0.049 indicates that 4.9 % of the variances in service delivery in county governments are explained by the variances in social accountability practices However; the model could not explain 95.1% of variation in service delivery which is attributed to other factors outside the current model. The correlation coefficient of 22.1 % indicates that social accountability practices have positive correlation with service delivery. The results in Table 4.15 shows that the overall model was valid and significant (F (1,273) =14.016, p <0.001). The high residual sum of squares (96.570) in table 4.42 indicates that the model does not explain all the variations in service delivery and there are other factors outside the model that account for a higher proportion of the variation in service delivery.

The results in table 4.21 reveal that social accountability practices is statistically significant in explaining service delivery of county governments in Kenya (β = 0.215,

t=3.744, p<0.001). The results imply that a unit change in social accountability practices lead to a positive change in service delivery by the rate of 0.215. The model equation for social accountability practices as a predictor is therefore,

$$Y = 2.944 + 0.215X_5$$

Where, Y is service delivery and X_5 is social accountability practices. Based on the findings in table 4.21, the study rejected hypothesis **H$_{05}$:** Social accountability practices are not related to service delivery in county governments in Kenya. Therefore, the study concluded that social accountability practices had positive and significant influence on service delivery in county governments in Kenya. The findings are supported by the findings of Kjaer (2011) who revealed that where a local authority is genuinely accountable to a local electorate, it displayed more incentive to improve the services for which it is responsible. The study revealed that accountability is essential to improved performance and that accountability is stronger when authorities and those they govern are proximate.

In another study by Joshi (2013) evaluated the impact of the impact of transparency and accountability initiatives on service delivery. The study found evidence suggesting that a range of accountability initiatives have been effective in their immediate goals and have had a strong impact on public services in a few cases, but that overall evidence of impact on the quality and accessibility of services is more mixed. In another study in Uganda , Björkman and Svensson (2009) submitted that information dissemination of the quality of health services in Uganda led to reduced absenteeism and better health outcomes. This implied that social accountability practices lead to improved service delivery.

4.12.3 Moderation Effect of E-Government on Social Accountability Practices and Service Delivery.

A moderator variable influences the relationship between the dependent variable and the independent variable. The direction and magnitude of the relationship depends on the value of the moderator (Sekaran, 2006). This study identified e-government as a

moderator variable affecting the relationship between social accountability practices (independent variable) and service delivery (dependent variable) in county governments in Kenya. The study performed regression analysis to test the moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya. Using moderated multiple regression (MMR) analysis in this study, the moderating effect of the variable (interaction term) was analyzed by interpreting the R^2 change in the and by interpreting the regression coefficients for the interaction term obtained from the coefficients tables.

The study tested null hypothesis **H_{06e}:** There is no moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya.

To test the hypothesis, the following models were fitted;

Model 1e: $Y = \beta_0 + \beta_5 X_5 + \beta_2 Z + \varepsilon$;

Model 2e: $Y = \beta_0 + \beta_5 X_5 + \beta_2 Z + \beta_3 X_5 Z + \varepsilon$.

Where, Y is service delivery, X_5 is social accountability practices, Z is e-government and X_5*Z is the interaction term between social accountability practices and e-government. Model 1e in Table 4.22 represents the regression model with the independent variable (social accountability practices) and the moderator (e-government) as a predictors; the moderator as a predictor was significant in the model. The relationship between social accountability practices and service delivery with e-government as a predictor was significant [F (2, 272) = 24.312, p <0.001]. The value of R^2 was 0.152 which indicates that 15.2 % of the variance in the service delivery can be accounted by e-government and social accountability practices.

With R^2 of 0.152, the results indicate that the percentage of variation accounted for by the model went up from 4.9% to 15.2% (see Table 4.21).This means that introduction of e-government as a predictor, the model improved by 10.3 % in explaining the variation in service delivery. Beta coefficient for e-government as a predictor was significant (β =

0.284, t = 5.742, p < 0.001), meaning that for one unit increase in e-government index, service delivery increases by about 0.284 units. The model equation is therefore:

$$y = 3.802 + 0.114X_5 + 0.284Z$$

Where, Y is service delivery, X_5 is social accountability practices and Z is e-government.

Table 4.22: Moderating effect of E-government on the relationship between Social Accountability and Service Delivery in County Governments in Kenya

Model Summary									
Model	R	R²	Adj. R²	Std. Error	**Change Statistics**			**Change Statistics**	
					Adj. R² Change	F Change	df1	df2	Sig. F Change
1e	0.389[a]	0.152	0.145	0.56272	0.152	24.312	2	272[a]	<0.001
2e	0.391[b]	0.153	0.144	0.5633	0.001	0.446	1	271[b]	0.505
ANOVA									
Model		Sum of Squares	df	Mean Square	F	Sig.			
1e	Regression	15.397	2	7.699	24.312	<0.001[b]			
	Residual	86.13	272	0.317					
	Total	101.527	274						
2e	Regression	15.539	3	5.18	16.324	<0.001[c]			
	Residual	85.989	271	0.317					
	Total	101.527	274						

Table 4.22: Moderating effect of E-Government on the relationship between Social Accountability and Service Delivery in County Governments in Kenya

Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	B			Toler.	VIF
1e	(Constant)	3.802	0.034		112.037	<0.001		
	Social Accountability	0.114	0.057	0.117	1.986	0.048	0.904	1.106
	E-Government	0.284	0.05	0.337	5.742	<0.001	0.904	1.106
2e	(Constant)	3.796	0.035		108.405	<0.001		
	Social Accountability	0.128	0.061	0.132	2.092	0.037	0.788	1.268
	E-Government	0.287	0.05	0.341	5.772	<0.001	0.897	1.115
	Social Acco.*E-Government	0.041	0.061	0.041	0.668	0.505	0.837	1.194

Coefficients[a]

a. Predictors: (Constant), E-Government, Social Accountability

b. Predictors: (Constant), E-Government, Social Accountability, Social Accountability*E-Government

Model 2e in table 4.22 shows the results after the interaction term (social accountability practices *e-government) was added into the model. The results indicated that the inclusion of the interaction term resulted into an increase of R^2 by 0.1% [F (1, 171) = 0.446, p= 0.505]. However, the model was insignificant (R^2 change= 0.001, p=0.505) showing no presence of moderating effect.

The result for coefficient in Table 4.22 model 2e further confirmed that interaction effect of e-government on the relationship between social accountability practices and service delivery was not significant ($\beta = 0.041$, t=0.668, p=0.505). This implies that the interaction term did not add any predictive power to the model (p=0.505> 0.05).

The model equation for the moderating effect is:

$$Y = 3.796 + 0.128X_5 + 0.287Z + 0.041X_5*Z$$

Where, Y is service delivery, X_5 is social accountability practices, Z is e-government and X_5*Z is the interaction between social accountability practices and e-government. Using the results in table 4.22, the study failed to reject the null hypothesis H_{06e}: There is no moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya. The study found that there was no significant moderating effect of e-government between social accountability practices and service delivery (p=0.505> 0.05). The results revealed that e-government does not moderate the relationship between social accountability practices and service delivery.

The findings are consistent with Mugambi (2013) who argues that implementation of e-government does not affect governance and the speed of service delivery . The study further established that overcrowding was still evident despite the adoption of e-government in the government. However, the findings are in contradiction with Bhuiyan (2011) who reported that the impact of e-government (ICT) on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of e-government accrues benefits.

Similarly, the findings that e-government does not moderate the relationship between financial decentralization and service delivery in county governments in Kenya are in contradiction with Krishnan and Teo (2012) who found that political stability, government effectiveness, and rule of law moderated the relationship of information infrastructure with e-government development in a positive direction, voice and accountability and control of corruption moderated the relationship negatively.

4.13 Multiple Regression Results for the Study Variables

In order to analyze the joint effect of independent variables on the dependent variable (service delivery) multiple regression was employed. The following model $Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + e$ was fitted.

Where, Y is service delivery, X_1 is financial decentralization , X_2 is political decentralization , X_3 is administrative decentralization, X_4 is citizen participation and X_5 is social accountability practices. The regression results in Table 4.23 show that the joint relationship between the devolution variables and service delivery was significant (F $(3,381)$ =23.022, p < 0.001). With R^2 = 0.30, the model implies that about 30% variation in service delivery is explained by variations in (financial decentralization, political decentralization, administrative decentralization, citizen's participation and social accountability practices). However, the model did not explain 70% of the variation, meaning that there are other factors associated with service delivery which were not fitted in the model.

The beta coefficient for financial decentralization in the joint model was significant (β = 0.069, t =3.744, p < 0.001) indicating that with one unit increase in financial decentralization, service delivery increases by about 0.069 units. The findings are in agreement with the independent results (Table 4.13). The findings are supported by Adam et al (2012) who found significant U-shaped relationship between fiscal decentralization and service delivery. Elhiraika (2007) also argued for increased fiscal decentralization and greater revenue autonomy in particular if sub national governments in South Africa are to

improve service delivery by enhancing transparency and shifting accountability to the local population rather than the central government. The results is also supported by Diaz-Serrano and Rodríguez-Pose (2012) who argued fiscal decentralization exerts a positive influence on satisfaction with political institutions.

The results in table 4.23 further indicated that the relationship between service delivery and political decentralization was positive and significant ($\beta =0.266$, t=5.742, p <0.001). This implies that an increase in political decentralization by 1 unit leads to an increase in service delivery by 0.266 units. The findings are in agreement with the independent results (Table 4.15). The findings are in supported by Sujarwoto (2012) who found that political decentralization is significant for improving local public service performance. This is in agreement with Enikolopov and Zhuravskaya (2007) who found that strong national parties (a form of political centralization) combined with fiscal decentralization

However, in contrast Kyriacou and Roca-Sagale's (2011) found that political decentralization, in the form of sub-national elections, bicameralism, and especially federalism and autonomy, tends to mitigate the positive impact of fiscal decentralization on the quality of government. Results on Table 4.23 further indicated that the relationship between service delivery and administrative decentralization was positive and significant ($\beta =0.144$, t=2.433, p=0.016). This implies that an increase in administrative decentralization by 1 unit leads to an increase in service delivery by 0.144units. The findings are in agreement with the independent results (Table 4.17). The findings are consistent with Kosec and Mogues (2015) who found that administrative decentralization leads to increased access to agricultural extension services, and to greater use of modern agricultural inputs, such as fertilizer and improved seed.

In support, Saavedra (2010) provided evidence supporting positive and significant effects of administrative decentralization on access to health care, and improved water provision. Mobarak, Rajkumar, and Cropper (2006) using data from Brazilian municipalities found that administrative decentralization only provides good results when it is accompanied by good governance. Stanton (2009) concluded that local councils have the authority to pass by-laws with respect to the implementation of their legally assigned functions and

responsibilities. The findings is further supported by Bogopane (2014) who concluded that strong visionary political and administrative leadership; vibrant apolitical strong public bureaucracy and integrated political and administrative structures lead to improvement to the functionality and performance of politics-administration .

The Beta coefficient for citizen participation was also significant (β =0.190, t = 3.152, p =0.002), meaning that for one unit increase in citizen participation, service delivery increases by about 0.190 units. The findings are in agreement with the independent results (Table 4.19). The findings are supported by Abe and Monisola (2014) who revealed that lack of political participation hinders effective service delivery and may as well create an avenue for lack of transparency and accountability that is necessary for efficient use of available funds for the benefits of the people in the society. In support Beuermann and Amelina (2014) concluded that extent to which citizens participate in the process of public decision making influences the expected benefits of the decentralization of public services.

However, the beta coefficient for social accountability in the joint model was insignificant (β = 0.008, t =0.138, p =0.891) indicating that social accountability does not influence service delivery. The findings contrast with the independent results which showed social accountability had positive and significant effect on service delivery (Table 4.21).The findings of joint relationship between social accountability and service delivery are in contradiction with Kjaer (2011) who revealed that social accountability leads to improved performance of authorities. Likewise, Joshi (2013) found evidence suggesting that a range of accountability initiatives have been effective in their immediate goals and have had a strong impact on public services in a few cases.

Table 4.23: Multiple Regression Results for Governance Decentralization on Service Delivery

Model Summary				
Model	R	R²	Adj. R²	Std. Error
1	0.547	0.30	0.287	0.51412

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	30.425	5	6.085	23.022	<0.001
	Residual	71.102	269	0.264		
1	Total	101.527	274			

Coefficients[a]						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.376	0.277		4.967	<0.001
	Financial Decentraliz.	0.069	0.041	0.093	3.744	<0.001
	Political Decentraliz.	0.266	0.046	0.346	5.742	<0.001
	Administrative Decen	0.144	0.059	0.154	2.433	0.016
	Citizen Participation	0.190	0.06	0.17	3.152	0.002
	Social Accountability	0.008	0.057	0.008	0.138	0.891

Multicollinearity		
	Collinearity Statistics	
	Tolerance	VIF
Financial Decentraliz	0.840	1.190
Political Decentraliz	0.716	1.396
Administrative Decen	0.653	1.530
Citizen Participation	0.890	1.123
Social Accountability	0.760	1.316

a. Dependent Variable: Service Delivery

b. Predictors: (Constant), Social Accountability, Financial Decentralization, Citizen Participation, Political Decentralization, Administrative Decentralization

Substituting the general multiple regression model with coefficients, the fitted model was of the form.

$$Y = 1.376 + 0.069X_1 + 0.266X_2 + 0.144X_3 + 0.19X_4 + 0.008X_5$$

Where, Y= Service delivery, X_1= financial decentralization, X_2= political decentralization, X_3= administrative decentralization, X_4= citizen participation and X_5= social accountability practices. The study determined whether multicollinearity levels would pose a challenge to the study using Variance Inflation Factor (VIF) value and tolerance levels. The result in Table 4.23 shows that the VIF for financial decentralization was 1.190, political decentralization was 1.396, administrative decentralization was 1.53, citizen participation was1.123 and social accountability practices were 1.316. The Variance Inflation Factor (VIF) shows how much of the variance of a coefficient estimate of a regressor has been inflated due to collinearity with the other regressors. Variance Inflation Factor (VIF) above 10 are seen as cause of concern (Landau&Everitt, 2003). The results indicate that all the variables had a VIF of less than 10 and tolerance of more than 0.1 ruling out multicollinearity problem.

4.14 The Moderating Effect of E-Government on the Joint Relationship between Governance Decentralization and Service delivery

The study tested the sixth hypothesis.

H_{06}: There is no moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya

Model 1f: $Y = \beta_0 + \beta_i X_i + \beta_z Z + \varepsilon$, (i=1, 2, 3, 4, 5)

Model 2f: $Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \beta_z Z + \beta_{iz} X_i Z + \varepsilon$, (i=1, 2, 3,4,5)

Where, Y is Service delivery, X_1 is financial decentralization, X_2 is political decentralization, X_3 is administrative decentralization, X_4 is citizen participation and X_5 is social accountability practices , Z is E-government and B_iZ is the coefficient of X*Z the interaction term between e-government and each of the independent variables for $i =$ 1,2,3,4,5

Model 1f represents the regression model with the independent variables (financial decentralization, political decentralization, administrative decentralization, citizen participation and social accountability practices) and the moderator (e-government) as a predictor. As show in Table 4.24, the moderator as a predictor was significant in the model. This shows that the join relationship between governance decentralization and service delivery with e-government as a predictor was significant (F (5,269) =18.926, p < 0.001). With R^2 = 0.26, the results indicate that the percentage of variation accounted for by the model decreased from 30 % to 26 % (see Table 4. 23).This means that when the moderator (e-government) was introduced as a predictor in the joint model , the model lost 4% of its predictive power. Beta coefficient for e-government as a predictor was significant (β = 0.213, t = 4.108, p < 0.001), meaning that for one unit increase in e-government index, service delivery increases by about 0.213 units. The model equation is:

Y = 3.829 + 0.066X$_1$+ 0.249 X$_2$+ 0.201 X$_3$-0.044 X$_5$ +0.213Z

Where, Y is Service delivery, X_1 is financial decentralization, X_2 is political decentralization, $X_3$is administrative decentralization, $X_5$is social accountability practices and Z is E-government.

Table 4.24: The Joint Moderating effect of E-government on the relationship between Governance Decentralization and Service Delivery in County Governments in Kenya

Model Summary									
Model	R	R²	Adj. R²	Std. Error	Change Statistics			Change Statistics	
					Adj. R² Change	F Change	df1	df2	Sig. F Change
1f	0.510[a]	0.26	0.246	0.5284	0.26	18.926	5	269[a]	<0.001
2f	0.529[b]	0.28	0.256	0.52513	0.02	1.840	4	265[b]	0.122

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1f	Regression	26.421	5	5.284	18.926	<0.001[b]
	Residual	75.106	269	0.279		
	Total	101.527	274			
2f	Regression	28.451	9	3.161	11.464	<0.001[c]
	Residual	73.077	265	0.276		
	Total	101.527	274			

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		Coefficients[a]						
Model		Unstand. Coefficients		Stand. Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	B			Toler.	VIF
1f	(Constant)	3.829	0.037		104.104	<0.001		
	Political Decentralization	0.066	0.045	0.089	1.48	0.14	0.764	1.31
	Administrative Decentralization	0.249	0.057	0.265	4.355	<0.001	0.741	1.349
	Citizen Participation	0.201	0.062	0.181	3.253	0.001	0.892	1.121
	Social Accountability	-0.044	0.06	-0.045	-0.732	0.465	0.727	1.376
	E-Government	0.213	0.052	0.253	4.108	<0.001	0.725	1.38
2f	(Constant)	3.833	0.04		96.206	<0.001		
	Political Decentralization	0.062	0.045	0.084	1.401	0.163	0.758	1.32
	Administra.Decentralization	0.225	0.059	0.24	3.823	<0.001	0.687	1.455
	Citizen Participation	0.208	0.062	0.187	3.343	0.001	0.87	1.15
	Social Accountability	-0.033	0.065	-0.034	-0.508	0.612	0.61	1.64
	E-Government	0.23	0.056	0.273	4.128	<0.001	0.621	1.61
	Financial Decent.*E-Government	0.037	0.053	0.044	0.701	0.484	0.694	1.44
	Administrative Dec.*E-Govern.	-0.142	0.064	-0.134	-2.213	0.028	0.743	1.346
	Citizen Particip.*E-Government	-0.117	0.083	-0.08	-1.405	0.161	0.844	1.185
	Social Account.*E-Government	0.057	0.065	0.057	0.877	0.381	0.636	1.571

a. Predictors: (Constant), e-government, citizen participation, administrative decentralization, political decentralization, social accountability

b. Predictors: (Constant), e-government, citizen participation, administrative decentralization, political decentralization, social accountability, citizen participation*e-government, administrative decentralization*e-government, financial decentralization*e-government, social accountability*e-government

Model 2f represents the regression model with the independent variable, the moderating variable and the interaction term. The results in table 4.24 indicates that the inclusion of the interaction term resulted into an increase of R^2 by 2% [$F_{(4,265)} = 1.840$, $p= 0.122$]. However, the model was insignificant ($p=0.505>0.05$) showing no presence of moderating effect.

Using the results in table 4.24, the study failed to reject the null hypothesis H_{06}: There is no moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya. The study found that e-government does not significantly moderate governance decentralization and service delivery ($p=0.122 > 0.05$). The results revealed that e-government does not moderate the relationship between governance decentralization and service delivery.

The equation model for Model 2f is:

$$Y= 3.833 + 0.062\ X_2 + 0.225\ X_3 + 0.208\ X_4 - 0.033\ X_5 + 0.230Z + 0.037X_1*Z - 0.142\ X_3*Z - 0.117\ X_4*Z + 0.057X_5*Z$$

The findings are consistent with Mugambi (2013) who argues that implementation of e-government does not affect governance and the speed of service delivery . The study further established that overcrowding was still evident despite the adoption of e-government in the government. However, the findings are in contradiction with Bhuiyan (2011) who reported that the impact of e-government (ICT) on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of e-government accrues benefits. Similarly, the findings that e-government does not moderate the relationship between financial decentralization and service delivery in county governments in Kenya are in contradiction with Krishnan and Teo (2012) who found that political stability, government effectiveness, and rule of law moderated the relationship of information infrastructure

with e-government development in a positive direction, voice and accountability and control of corruption moderated the relationship negatively.

4.15 Summary of Hypotheses Testing Results

The results of hypotheses testing as indicated in Table 4.25 show that out of the eleven, hypothesized relationships, five hypothesized relationships are significant while six hypothesized relationships are insignificant. The study results indicate that financial decentralization, political decentralization, administrative decentralization, social accountability and citizen participation had positive and significant relationship with service delivery. However, the moderating effect of e-government on relationships between all explanatory variables (financial decentralization, political decentralization, administrative decentralization, social accountability and citizen participation) and service delivery were positive but insignificant. From the foregoing study findings, the conceptual model was revised by removing e-government. The modified conceptual framework of the study is illustrated showing that governance decentralization dimensions namely financial decentralization, political decentralization, administrative decentralization, social accountability and citizen participation had a significant relationship with service delivery as shown in Figure 4.8

Table 4.25: Hypotheses Testing Results

Hypotheses	P-value	Empirical Results
H_{01}: There is no relationship between financial decentralization and service delivery in county governments in Kenya	0.001	Positive and significant (Rejected H_{01})
H_{02} Political decentralization is not related to service delivery in county governments in Kenya.	<0.001	Positive and significant (Rejected H_{02})
H_{03}: Administrative decentralization is related to service delivery in county governments in Kenya.	<0.001	Positive and significant (Rejected H_{03})
H_{04}: There is no relationship between citizen participation and service delivery in county governments in Kenya	<0.001	Positive and significant (Rejected H_{04})
H_{05}: Social accountability practices are not related to service delivery in county governments in Kenya	<0.001	Positive and significant (Rejected H_{05})
H_{06}: There is no moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya.	0.122	Positive and insignificant (Failed to reject H_{06})
H_{06a}: There is no moderating effect of e-government on the relationship between financial decentralization and service delivery in county governments in Kenya	0.679	Positive and insignificant (Failed to Reject H_{06a})
H_{06b}: There is no moderating effect of e-government on the relationship between political decentralization and service delivery in county governments in Kenya	0.679	Positive and insignificant (Failed to Reject H_{06b})
H_{06c}: There is no moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya	0.119	Positive and insignificant (Failed to Reject H_{06c})
H_{06d}: There is no moderating effect of e-government on the relationship between citizen's participation and service delivery in county governments in Kenya	0.310	Positive and insignificant (Failed to Reject H_{06d})
H_{06e}: There is no moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya.	0.505	Positive and insignificant (Failed to Reject H_{06e})

Financial Decentralization
- Revenue decision making
- Expenditure decision making
- Local revenue generation
- National borrowing

Political Decentralization
- legislative powers
- Political competition
- Civil liberties

Administrative Decentralization
- Autonomy to contract services in the county
- Autonomy to hire and fire county employees
- Autonomy to sign employment contracts at the county
- Expertise and capacity of county employees

Citizen Participation
- Attending meeting
- Lodging complaints
- Raising voice
- Direct Contribution

Social Accountability
- Information dissemination
- Complaint mechanisms
- Community monitoring
- Public hearings and social audits

Service Delivery
- Accessibility of roads, water, health and sewer services
- Quality of roads, water, health and sewer services
- Citizen satisfaction with roads, water, health and sewer services
- Efficiency of roads, water, health and sewer services

Independent Variables   **Dependent Variable**

Figure 4.8: Modified Conceptual Framework

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. Six specific objectives were set for the study out of which eleven hypotheses were formulated.

5.2 Summary of the Findings

The main objective of the study was to examine effect of governance decentralization on service delivery in county governments in Kenya. Specifically, the study examined the relationship between financial decentralization, political decentralization, administrative decentralization, citizen's participation, social accountability practices and service delivery. The study also sought to establish the moderating role of e-government on the relationship between governance decentralization and service delivery.

5.2.1 The effect of Financial Decentralization on Service Delivery in County Governments in Kenya

The first objective of the study was to establish whether financial decentralization influences service delivery in county governments in Kenya. From this objective, it was hypothesized that there is no relationship between financial decentralization and service delivery in county governments in Kenya. The results of this study showed a positive statistically significant relationship between financial decentralization and service delivery in county governments in Kenya .Therefore, hypothesis H_{01}: there is no significant relationship between financial decentralization and service delivery in county governments in Kenya was rejected and concluded that financial decentralization has a significant effect on service delivery. The findings therefore confirmed that financial decentralization is a determinant of service delivery in county governments in Kenya. It is notable that the relationship at this stage was not as strong as expected. The researcher

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attributes this to the fact that devolution in Kenya is still young and we are at initial stage of implementation of county governments in Kenya.

5.2.2 The effect of Political Decentralization on Service Delivery in County Governments in Kenya

The second objective was to examine the relationship evaluate the effect of political decentralization on service delivery in county governments in Kenya. It had been hypothesized that political decentralization is not related to service delivery in county governments in Kenya. The results confirmed that there is a positive statistically significant relationship between political decentralization and service delivery in county governments in Kenya. Therefore, hypothesis H_{02}: political decentralization is not related to service delivery in county governments in Kenya was rejected and concluded that political decentralization has a significant effect on service delivery. The findings therefore confirmed that political decentralization is a determinant of service delivery in county governments in Kenya.

5.2.3 The effect of Administrative Decentralization on Service Delivery in County Governments in Kenya

The third objective of the study was to evaluate the effect of administrative decentralization on service delivery in county governments in Kenya. It had been hypothesized that administrative decentralization is not related to service delivery in county governments in Kenya. The results confirmed that there is a positive statistically significant relationship between administrative decentralization and service delivery in county governments in Kenya. The results reveal that administrative decentralization is statistically significant in explaining service delivery of county governments in Kenya. Therefore, hypothesis H_{03}: administrative decentralization is not related to service delivery in county governments in Kenya is rejected and concluded that administrative decentralization had a significant effect on service delivery. The findings led to a conclusion that administrative decentralization was a driver of service delivery of county governments in Kenya.

5.2.4 The effect of Citizen Participation on Service Delivery in County Governments in Kenya

The fourth objective of the study was to examine the effect of citizen participation on service delivery in county governments in Kenya. It had been hypothesized that there is no relationship between citizen participation and service delivery in county governments in Kenya. The results confirmed that there is a positive statistically significant relationship between citizen participation and service delivery in county governments in Kenya. Therefore, hypothesis H_{04}: there is no significant relationship between citizen participation and service delivery in county governments in Kenya is rejected and concluded that citizen participation had a significant effect on service delivery. The findings led to a conclusion that citizen participation was a driver of service delivery of county governments in Kenya though at an insignificant level.

5.2.5 The effect of Social Accountability on Service Delivery in County Governments in Kenya

The fifth objective of the study was to determine the relationship between social accountability practices and service delivery in county governments in Kenya. It was hypothesized that social accountability practices are not related to service delivery in county governments in Kenya. The results confirmed that there is a positive statistically significant relationship between social accountability practices and service delivery in county governments in Kenya. Regression analysis results indicated that coefficient of determination which indicated that explanatory power of the independent variable (social accountability practices) was 0.049. Therefore, the study rejected hypothesis H_{05} that social accountability practices are not related to service delivery in county governments in Kenya .However, social accountability had a significant effect on service delivery independently but not jointly. The results from joint multiple regression analysis revealed that social accountability had a positive but insignificant relationship with service delivery as shown in table 4.23. These findings contrast with the independent results of bivariate regression which showed social accountability has a significant effect on service delivery as indicated in table 4.21.Nevertheless, using independent results the study concluded that

social accountability practices had positive and significant influence on service delivery in county governments in Kenya. The findings therefore confirmed that social accountability practices positively influences service delivery in county governments in Kenya.

5.2.6 The Moderating Effect of E-government on the relationship between Governance Decentralization and Service Delivery

The sixth and the last objective of the study was to determine the moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya. It was hypothesized that there is no moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya. The study conducted both bivariate regressions analysis and moderated multiple regressions (MMR). Results in table 4.24 revealed that R squared change of interaction term was insignificant showing no presence of moderating effect. Consequently, the study failed to reject the null hypothesis **H06:** that e-government had no significant moderating effect on the relationship between governance decentralization and service delivery of county governments in Kenya. The study concluded that e-government does not moderate the relationship between governance decentralization and service delivery.

The study also tested the role of moderating variable on the relationship between each predictor variable and service delivery under objective six.

> **H06a**: There is no moderating effect of e-government on the relationship between financial decentralization and service delivery in county governments in Kenya.

The results indicated that though e-government as predictor showed a strong positive statistically significant relationship with service delivery, the interaction effect was insignificant. This indicates that the introduction of e-government as moderator to regression model at the yielded insignificant results showing no presence of moderating effect. Based on results, hypothesis **H06a** that there is no moderating effect of e-

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government on the relationship between financial decentralization and service delivery is not rejected. The study concluded that e-government had no moderating effect on the relationship between financial decentralization and service delivery.

H06b: There is no moderating effect of e-government on the relationship between political decentralization and service delivery in county governments in Kenya

The results indicated that though e-government as predictor showed a strong positive statistically significant relationship with service delivery, the interaction effect was insignificant. This indicates that the introduction of e-government as moderator to regression model at the yielded insignificant results. The interaction term (political decentralization*e-government) was found to be insignificant. Based on results, hypothesis **H06b** that there is no moderating effect of e-government on the relationship between political decentralization and service delivery is not rejected. The study concluded that e-government has no moderating effect on the relationship between political decentralization and service delivery.

H06c: There is no moderating effect of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya.

The interaction term (administrative decentralization*e-government) was found to be insignificant. Based on results, hypothesis **H06c** that there is no moderating effect of e-government on the relationship between administrative decentralization and service delivery is not rejected. The study concluded that e-government has no moderating effect on the relationship between administrative decentralization and service delivery.

H06d: There is no moderating effect of e-government on the relationship between citizen's participation and service delivery in county governments in Kenya

Further, the interaction term (citizen participation *e-government) was found to be insignificant .Based on the results, hypothesis **H06d** that there is no moderating effect of e-government on the relationship between citizen participation and service delivery is not

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rejected. The study concluded that e-government has no moderating effect on the relationship between citizen participation and service delivery.

> **H$_{06e}$**: There is no moderating effect of e-government on the relationship between social accountability practices and service delivery in county governments in Kenya.

Lastly, the interaction term (social accountability practices *e-government) was found to be insignificant (p=0.505). Using the results, hypothesis **H$_{06e}$** that there is no moderating effect of e-government on the relationship between social accountability practices and service delivery is not rejected. The study concluded that e-government has no moderating effect on the relationship between social accountability practices and service delivery.

5.3 Conclusion

The following conclusions can be made arising from the findings of this study.

5.3.1 Financial Decentralization and Service Delivery

The findings confirm that there is a statistically significant influence of financial decentralization on service delivery in county governments in Kenya. A positive increase in financial decentralization leads to an increase in service delivery in county governments in Kenya. It can be concluded from this study that financial decentralization was statistically significant in explaining service delivery in county governments in Kenya. These results are in line with those of Olatona and Olomola (2015) who concluded that fiscal decentralization had significant positive effects on service delivery . Additionally, Freinkman and Plekhanov (2009) also concluded that decentralization positively influenced the quality of municipal utilities provision in Russia.

5.3.2 Political Decentralization and Service Delivery

The study concluded that there exists a positive significant relationship between political decentralization and service delivery in county governments in Kenya. The results reveal

that political decentralization is statistically significant in explaining service delivery in county governments in Kenya. These findings supports those of Obicci (2014) who concluded that political decentralization had significant effect on service delivery in the ten local governments examined in the study. Furthermore, Sujarwoto (2012) also concluded that political decentralization (local political institutions, better informed citizen and transparency, citizen political participation via community programs, and the presence of social group in community) is significant for improving local public service performance.

5.3.3 Administrative Decentralization and Service Delivery

The findings confirm that there is a statistically significant influence of administrative decentralization on service delivery in county governments in Kenya. It was possible to infer that the relationship between administrative decentralization and service delivery is positive and significant. The study concluded that administrative decentralization was statistically significant in explaining service delivery in county governments in Kenya. It was also concluded that administrative decentralization is being adequately practiced in county governments in Kenya. This indicated that county government officials were optimistic about administrative decentralization and how it had impacted on the operations of the county governments in Kenya. The findings are consistent with Kosec and Mogues (2015) who concluded that administrative decentralization has led to increased access to agricultural extension services, and to greater use of modern agricultural inputs, such as fertilizer and improved seed. Saavedra (2010) also concluded that administrative decentralization had positive and significant effects on service delivery (access to health care and improved water provision)

5.3.4 Citizen Participation and Service Delivery

Citizen participation is increasingly becoming a core aspect of decentralization reforms which entails the transfer of authority and responsibility for public functions from the central government to subordinate or quasi-independent government organizations or the private sector (Muriu, 2014). The findings confirm that there is a statistically significant

positive influence of citizen participation on service delivery in county governments in Kenya. The study thus concluded that there is a positive and significant relationship between citizen participation and service delivery in county governments in Kenya. These results supports those of Bovaird and Downe (2008) who concluded that citizens' involvement in the process of public services leads to the better services.

5.3.5 Social Accountability Practices and Service Delivery

Social accountability practices are actions by civil society and citizens to push officeholders to report on and answer for their actions; this category is the demand side of accountability (Brinkerhoff &Wetterberg, 2015). The study concluded that social accountability practices have positive and significant effect on service delivery in county governments in Kenya. However, significant effects on service delivery are there only independently but not jointly. These findings imply that social accountability was statistically significant in explaining service delivery in county governments in Kenya. The findings are supported by those of Kjaer (2011) who concluded that where a local authority is genuinely accountable to a local electorate it leads to improved service delivery. The study concluded that accountability is essential to improved performance.

5.3.6 Moderating Effect of E-Government on Governance Decentralization and Service Delivery

The study concluded that e-government does not have a moderating effect on the relationship between governance decentralization and service delivery in county government. The study also concluded that e-government had no significant moderating effect on the relationship between financial decentralization, political decentralization, administrative decentralization, citizen participation, social accountability practices and service delivery in county governments in Kenya. However, the conclusion is in contradiction with Krishnan and Teo (2012) who concluded that political stability, government effectiveness, and rule of law moderated the relationship of information infrastructure with e-government development in a positive direction, voice and accountability and control of corruption moderated the relationship negatively.

5.4 Recommendations

From the finding of the study, it came out clear that all governance decentralization dimensions had a significant positive effect on service delivery in county governments in Kenya. Specifically, the study found that financial decentralization has a positive statically significant relationship on service delivery in county governments in Kenya. The study recommends that national and county should put in place a set of deliberate and proactive processes, policies and structures that supports financial decentralization. The national government should review existing policy on financial decentralization with a view of increasing funding to counties. Additionally, the study recommends that the national government should come up with strategic interventions to promote financial decentralization to enhance service delivery to the citizens. Further, the study recommends that central government, (executive and parliament) should appreciate the strategic philosophy of financial decentralization by restraining their line ministries from interfering in the management of decentralized services. This will eliminate conflict between the national government and county governments.

Additionally, the study confirmed that political decentralization influences service delivery in county governments in Kenya. It has been established that there exists a positive significant relationship between political decentralization and service delivery in county governments in Kenya. The study thus recommends that national and county governments to should put in place measures to safeguard the independence of political decentralization. The study further recommends that the members of county assembly use the finding of this study to better align or revise the existing county legal framework, to promote service delivery in the counties. This study also recommends that national government enhance political decentralization (legislative powers, political competition and civil liberties) to counties in order to promote service delivery to counties.

Further, given that the finding of the study confirmed that administrative decentralization influences service delivery, the study recommends that the government should increase county government autonomy to promote administrative decentralization. Specifically, the national government should grant county government greater autonomy to contract

services at county level, hire and fire county employees, sign employment contracts and increase expertise of county employees. Additionally, the national government should make it easier for county governments to exercise administrative power over county contractors, employees and suppliers.

From the finding of the study, there were effective citizen participation practices at local authorities. The study also established that citizen participation leads to improved service delivery. The study thus recommends that county governments should improve citizen participation practices to ensure citizen involvement in governance. The study also recommends that the county governments should continue to involve the stakeholders' participation in its operation to ensure quality service delivery to their customers. Specifically, the study recommends the government to encourage the public to attend consultative meeting organized by the government, lodge complaints with the government and directly contribute on development projects at the counties. Consequently the public participation program should be implemented in all the county governments in Kenya.

The study confirmed that social accountability practices influenced service delivery in county governments in Kenya .The study thus recommends that the county governments to enhance elaborate social accountabilities practices. The county governments should also ensure that the by-laws are revised to ensure that there are proper social accountability practices in execution of county government's activities. The study also recommends that the county government should the following social accountabilities practices; information dissemination, complaint mechanisms, community monitoring and public hearings and social audits

The findings also confirmed that there is no moderating effect of e-government on the relationship between governance decentralization and service delivery in county governments in Kenya .Perhaps this finding suggests most county government have not adopted use of technology. The study thus recommends that county governments should enhance the use of technology in governance to enhance efficient delivery of services. The county governments should also develop e-government policies and provide adequate funding to implement e-government in execution of county government's activities. The

study also recommends that the county governments should the following e-government practices such as one-way information flows, two-way interaction, payment transaction and e-democracy.

Lastly, the preliminary findings of this study revealed that gender balance is skewed against women which indicate violation of provisions of the constitution on affirmative action. However, the constitution of Kenya requires the government to take legislative and other measures to ensure that no more than two-thirds of the members of elective or appointive positions are of the same gender. The study thus recommends that county governments in Kenya should promote affirmative action by developing policies and laws aimed at complying with constitution provisions of the two third gender rule.

5.4.1 Policy implications

The study found that all the five governance decentralization dimensions had a significant positive effect on service delivery in county governments in Kenya. The policy implications are highly relevant: governance decentralization implemented through multi-dimensional approach (financial, political, administrative, social accountability and citizen participation) may render more positive fruits in terms of improved services delivery than single-dimensional approach. This has important implications for the design of decentralization implementation strategies to policy makers. Moreover, the strength of the effect of financial decentralization, political decentralization, administrative decentralization, social accountability and citizen participation are highly relevant for policy makers in developing countries in the context of on-going institutional reforms. If a decentralization process can render larger positive effects on service delivery, designing adequate decentralization frameworks in these countries could help significantly in increasing the quality of life of their citizens through better access to services. The study thus assist policy makers in coming up with policies geared towards improving service delivery.

5.4.2 Theoretical Implications

In the course of analyzing the research findings some unexpected issue emerged that has implications for the wider body of knowledge. After scrutinizing the Kenyan governance decentralization literature there was scanty of evidence that link governance decentralization and service delivery. This gap in literature suggests that the research has made a significant contribution to the body of knowledge. The study will assist intellectuals and be a reference for future studies and practitioners undertakings on link governance decentralization variables and service delivery. The findings of the study added to the theoretical literature on the governance decentralization and service delivery as the study proposed optimal model of the relationship between governance decentralization and service delivery. This study has made useful contribution to the advancement of academic knowledge on governance decentralization from the context of Sub-Saharan African setting and particularly to county governments in Kenya.

5.5 Suggestion for Further Research

While the objectives of this study were successfully accomplished, it however suffered several limitations which may require to be addressed by future research. The findings have contributed to the existing stock of knowledge in the literature of governance decentralization and service delivery in county governments in a developing country. However, additional research is required particularly on the issue of examining the moderating role of variables such as demographic characteristics, socio- economic factors, experience, qualification, age, religion, sex and others on the relationship between governance decentralization and service delivery in county governments. The present study therefore recommends future researchers to examine the relationship between governance decentralization and service delivery through moderator and mediator variables.

This study restricted itself to five governance decentralization variables (financial decentralization, political decentralization, administrative decentralization, citizen participation and social accountability) which were not exhaustive in investigating the

effect of governance decentralization on service delivery. Further empirical work could be conducted to expose other governance variables such as voice and accountability, political stability, government effectiveness, regulatory quality, rule of law and control of corruption which may influence service delivery in county governments in Kenya. In addition, this study examined the link between devolution and service delivery based on data from a single country. While this approach has the advantage of presenting a more focused and detailed view, it does not help to provide international comparisons and cross-country empirical evidence. Hence, this study suggests that future authors extend the sampling to other countries and the duration of study from five years to enable international comparisons and cross-country empirical evidence.

Further, since the study applied questionnaire survey, descriptive and explanatory research design. Further studies could be carried using additional qualitative or mixed methods to enrich the findings. Future studies should apply different research instruments like focus group discussions to involve respondents in discussions in order to generate detailed information which would help improve service delivery. Moreover, uses cross sectional surveys which limits the identification of causality between decentralization and service delivery. Future researchers may undertake longitudinal studies to address this issue more conclusively.

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APPENDICES

Appendix I: Letter of Authorization

Date…………………………………

Duncan Wagana

P.O. Box 70400-00400

Nairobi - Kenya

Email: Duncan.wagana@gmail.com

To His Excellence the Governor

………………County

P.O. Box ………………………

Dear Sir,

RE: Research on "'Effects of Governance decentralization on Service Delivery in County Governments in Kenya"

I am a student pursuing a doctorate degree in Governance and Leadership at Jomo Kenyatta University of Agriculture and Technology. I am undertaking a research thesis as partial fulfillment for the award of this degree. My research topic is stated above and kindly request for your assistance in making my research a success.

This purpose of this letter is therefore to request you to grant permission to collect relevant data from your county government from selected respondents among your staff. I assure you that all the data collected will be treated with utmost confidentiality and will be used for the purposes of this research only.

I look forward for a good working relationship during the time of this project.

Yours Sincerely

Duncan Wagana

Appendix II: Letter of Introduction

<div align="right">Date………………………….</div>

To…………………………………….

…………………………………………

…………………………………….

Dear Sir/Madam,

RE: COLLECTION OF RESEARCH DATA

I am a postgraduate student currently pursuing Ph. D in Governance and Leadership at Jomo Kenyatta University of Agriculture and Technology. The title of my thesis is **Effects of governance decentralization** on **Service Delivery in County Governments in Kenya''.** A questionnaire has been developed addressing several factors related to decentralized governance and service delivery. Based on your work experience and knowledge, please indicate the extent to which you agree or disagree with a given statement on the space provided. The questions have been simplified and therefore should not take more than 30 minutes to complete.

I wish to assure you that the information you provide will only be used for academic purposes and will be treated with strict CONFIDENTIALITY. You can be assured that no one else will ever know how you responded to the questions. Please do not write your name anywhere in this questionnaire. I hope you find completing this questionnaire enjoyable and let me thank you taking the time complete it. If you have any queries or would like further information about this study, please do not hesitate to contact me on the address below.

Thank you for your assistance,

Duncan Wagana

Appendix 111: County Government Officials Questionnaire

This questionnaire is to assist the researcher to gather some information on his PhD. thesis titled ''**Effects of Governance Decentralization** on **Service Delivery in County Governments in Kenya**'' Please complete the following section by ticking, circling the right choice answer or writing down your answer. The information you provide will only be used for academic purposes and will be treated with strict confidentiality.

Part A: General Information

1. Name of Respondents (Optional)………..………………………………………..

2. Name of your County ………..……………………………………………………..

3. Please indicate the position you hold in your county

   Member of County Assembly ( )   County Minister/Secretaries ( )

   Chief Officer/Director ( )   Sub-County Administrator ( )

   Others please specify)...................................

4. Please tick your gender   Male ( )   Female ( )

5. Please tick your age bracket

   18-25Years ( )   26-35Years ( )   36-45Years ( )

   46-55Years ( )   Above 55 Years ( )

6. What is your highest level of academic achievement?

   High School ( ) Diploma ( )   Undergraduate ( )   Masters ( )   Doctorate ( )

Part B: Citizen Participation Related Statements

7. How many meetings have you attended with the following groups to discuss governance issues in the last 1 year

   Citizens   Opinion Leaders   Special Groups

8. The following are some of the citizen participation related statements. Please indicate to what level do you agree with the statements by ticking (✓) the appropriate opinion based on the following attributes.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
8.1	The county government usually involves the public in selecting development projects and budget making					
8.2	The citizens usually attend meetings organized by county government to discuss development and service delivery					
8.3	The citizens frequently submits proposals for development projects to be prioritized by their county government					
8.4	Most times county government considers public input in selecting roads, water supply, sewer and health services projects					
8.5	In the last one year, citizens have made many general complaints (written or verbal) to the county government					
8.6	Most citizens complaints (written or verbal) relates to service delivery of water supply ,health services, roads, and sewer					
8.7	The public regularly volunteer ideas to their county government on how to improve service delivery					

9. What suggestions would you give to your county government improve citizen participation and service delivery?

Part C: Social Accountability Related Statements

10. The following are some of the citizen participation related statements. Please indicate to what level do you agree with the following statements by ticking (✓) the appropriate opinion based on the following attributes.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
10.1	The county government regularly shares information with the public relating to projects being implemented					
10.2	The citizens' access to information influences the level of service delivery by their county government					
10.3	The county government have provided citizens with various complains methods e.g. complaint boxes, hotlines and boxes					
10.4	The citizens (opinion leaders) closely follows up the implementation of services to ensure they are according to the plans and that resources are put to their rightful use					
10.5	The government occasionally organizes public hearings for citizens to articulate their preferences and disappointments					
10.6	The county government have been accountable to the people in the last 2 years					

11. In your opinion, does your county government have social accountability
    mechanisms such as information sharing? Explain ---

Part D: Political Decentralization Related Statements

12. The following are some of the political decentralization related statements. Please
    indicate to what level do you agree with the following statements by ticking (✓) the
    appropriate opinion based on the following attributes.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
12.1	The county assembly has power to pass laws relating to county governance					
12.2	There was political competition on all elective posts during the last general election					
12.3	The county government respects civil liberties and human rights					
12.4	Most political parties are active and have party offices in your county					
12.5	Your county government has effective input in national policy making processes on devolution					
12.6	The county government has full autonomy to formulate local policies					
12.7	The county governor is elected by popular vote					
12.8	The county executive committee are nominated by governors but approved through popular vote by county assembly					

13. In your opinion, should county assembly power be increased to better monitor county executive and better service delivery? Please explain

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Part E: Financial Decentralization Related Statements

14. The following are some of the financial decentralization related statements. Please indicate to what level do you agree with the following statements by ticking (✓) the appropriate opinion based on the following attributes.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
14.1	The county government has sufficient power to decide on how to raise revenue					
14.2	The county government meet the budget for locally generated revenue in the last financial year					
14.3	The county government has the authority to set the rates and charges for devolved services					
14.4	The county government has significant power to decide on how to spent the county revenue					
14.5	The county government borrows loans from national government					
14.6	The national government consults with county government on new taxes affecting counties					
14.7	The county government has the authority to incur debt					

15. Does your county government collect sufficient funds locally and how has this affected service delivery to citizens?

Part F: Administrative Decentralization Related Statements

16. The following are some of the administrative decentralization related statements. Please indicate to what level do you agree with the following statements by ticking (✓) the appropriate opinion based on the following attributes.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
16.1	The county government has adequate autonomy to contract services without direction from the national government					
16.2	The county government has autonomy to hire new employees					
16.3	The county government has autonomy to fire county employees					
16.4	The county government has power to sign employment contracts with county employees					
16.5	Your county government is responsible for economic empowerment of the residents					
16.6	The county assembly has adequate power to make county by-laws					
16.7	The county government usually has freedom to forge public-private partnerships to speed up development in your county					

17. Please explain if county government power to hire and fire county employee's increases quality of services to the public

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Part G: E-government development Related Statements

18. The following are some of e-government development related statements. To what level do you agree with the following statements concerning your county government? Please tick (✓) the appropriate opinion based on the following attributes

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly
18.1	The county government has website or Internet portal accessible by citizens and businesses community					
18.2	The county government website has capabilities of searching database and downloading or printing forms, policies, or					
18.3	Citizens can contact government services via e-mail, complete forms online at an e-government web site/portal, or upload completed forms and send them to the government					
18.4	The county government website offers online secure payment solution to the citizens					
18.5	The citizens can access government services anytime—24 hours a day, 7 days a week (or 24/7 service delivery) through government website					
18.6	The county government website has online poll /survey capabilities					
18.7	The county government website has formal online consultation facility with the government officials					

19. Does your county government use of electronic communications to increase quality of services to the public?

Yes ( )   No ( ) Please explain? --

Part H: Service Delivery Related Statements

20. The following are some of the service delivery related statements relating to roads, water, and sewer and health services offered by your county government. Please indicate to what level do you agree with the following statements by ticking (✓) the appropriate opinion based on the following attributes.

	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
20.1	In the last three years, the quality of sewer services rendered by your county government has greatly improved					
20.2	In your opinion, the county government provides sewer service in satisfactory manner					
20.3	In your own town, you rarely experience sewage pipe bursts and blockages					
20.4	In the last three years, many households in your town has been connected the sewer line					
20.5	The sewer line in your town is regularly repaired as soon as it breaks down					
20.6	In the last three years the quality of the health services at county health centers has greatly improved					
20.7	Am satisfied with health services provided by county health centers					
20.8	Drugs are always provided to patient in the county government health centers					
20.9	Prompt attention is always given to the patient who visits county government health centers or hospitals					
20.10	After devolution most of the health centers became as accessible to the citizens					
20.11	Drugs are always provided to the patients in the hospitals or county government health centers					
20.12	In the last 3 years, the quality of most county roads has greatly improved					
20.13	My county government maintains county roads in a satisfactory manner					
20.14	Most of the rural roads in our county are now accessible after devolution					
20.15	Majority of roads being built by the county government usually take long to complete					

20.16	My county government regularly builds new roads in both rural and urban areas				
20.17	The quality of water supply in our county has greatly improved in the last 3 years				
20.18	I am satisfied with water supply schedule of county government				
20.19	The county government supply us with enough clean water on daily basis				
20.20	There are frequent unplanned water supply interruptions				
20.21	In the last 3 years, many households have been connected to water supply				

21. Please explain if your county government provides quality sewer services

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22 What suggestions would you give to your county government on water supply?

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23 What suggestions would you give to your county government on improving county roads?

Thank you very much for your time in answering the questions

Appendix IV: List of County Government Officials

	Counties	Region	County Ministers & Secretaries	MCA's	Sub-County Administrator	Diretors or Chief Officers	Total
1	Kiambu	Central	9	89	12	8	118
2	Kirinyaga	Central	10	20	4	10	44
3	Murang'a	Central	10	49	8	10	77
4	Nyandarua	Central	10	25	5	9	49
5	Nyeri	Central	10	30	6	9	55
6	Kilifi	Coast	11	35	7	10	63
7	Kwale	Coast	9	20	4	8	41
8	Lamu	Coast	9	10	2	8	29
9	Mombasa	Coast	12	30	6	11	59
10	Taita Taveta	Coast	12	20	4	11	47
11	Tana River	Coast	10	15	3	9	37
12	Embu	Eastern and N.Eastern	8	20	4	9	41
13	Isiolo	Eastern and N.Eastern	10	20	2	10	42
14	Kitui	Eastern and N.Eastern	11	40	8	10	69
15	Machakos	Eastern and N.Eastern	11	58	8	10	87
16	Makueni	Eastern and N.Eastern	10	30	6	9	55
17	Marsabit	Eastern and N.Eastern	11	20	4	10	45
18	Meru	Eastern and N.Eastern	10	45	9	9	73
19	Tharaka Nithi	Eastern and N.Eastern	9	15	3	8	35
20	Garissa	Eastern and N.Eastern	10	30	6	10	56
21	Mandera	Eastern and N.Eastern	11	30	6	10	57
22	Wajir	Eastern and N.Eastern	11	30	6	10	57
23	Nairobi	Nairobi	11	127	17	10	165
24	Baringo	Rift V.and Western	10	30	6	9	55
25	Bomet	Rift V.and Western	11	25	5	10	51
26	Elgeyo-Marakwet	Rift V.and Western	7	20	4	7	38
27	Kajiado	Rift V.and Western	11	25	5	10	51
28	Kericho	Rift V.and Western	11	30	6	10	57

	Counties	Region	County Ministers & Secretaries	MCA's	Sub-County Administrator	Directors or Chief Officers	Total
29	Laikipia	Rift V.and Western	8	15	3	8	34
30	Nakuru	Rift V.and Western	11	55	11	10	87
31	Nandi	Rift V.and Western	11	30	6	10	57
32	Narok	Rift V.and Western	10	30	6	9	55
33	Samburu	Rift V.and Western	10	15	3	9	37
34	Trans Nzoia	Rift V.and Western	11	25	5	10	51
35	Turkana	Rift V.and Western	11	30	6	10	57
36	Uasin Gishu	Rift V.and Western	11	30	6	10	57
37	West Pokot	Rift V.and Western	10	20	4	9	43
38	Homa Bay	Rift V.and Western	11	40	8	10	69
39	Kisii	Rift V.and Western	11	45	9	8	73
40	Kisumu	Rift V.and Western	11	35	7	10	63
41	Migori	Rift V.and Western	11	40	8	10	69
42	Nyamira	Rift V.and Western	10	20	4	9	43
43	Siaya	Rift V.and Western	10	30	6	9	55
44	Bungoma	Rift V.and Western	11	45	9	10	75
45	Busia	Rift V.and Western	11	45	7	10	73
46	Kakamega	Rift V.and Western	10	60	12	10	92
47	Vihiga	Rift V.and Western	11	25	5	10	51
	Total		**485**	**1573**	**291**	**445**	**2794**

Source: County HR Directory (2015) and http://kenyacountyguide.com