INFLUENCE OF CITIZENS' INVOLVEMENT ON GOVERNANCE OF PROJECTS IN DEVOLVED GOVERNMENTS IN KENYA

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Influence of citizens' involvement on governance of projects in devolved governments in Kenya

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DECLARATION

This thesis is my original work and has not been submitted for a degree course in any other university.

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DEDICATION

To my beloved children Praxcedis Rita and Baraka Joseph, my dear husband and friend Stanley Sugut for their patience and prayers throughout the trying periods of this study.

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ACRONYMS/ ABBREVIATIONS

AC: Authority-centered

CDF: Constituency Development Fund

CoK: Constitution of Kenya

CRC: Citizen Report Card

CSOs: Civil Society Organizations

ECD: Early Child Development

FAO: Food and Agricultural Organization

FPE: Free Primary Education

HPI : Human Poverty Index

KIPPRA: Kenya Institute of Public Policy Research and Analysis

KNBS: Kenya National Bureau of Statistics

LATF: Local Authority Transfer Fund

LG: Local Government

NGO: Non-Governmental Organization

MCA: Member of County Assembly

MPs: Members of Parliament

NCIDP: Nandi County Integrated Development Plan

NPM: Theory of New Public Management

NTA: National Taxpayers Association

OECD: Organization for Economic Cooperation and Development

PC: People-centered

PVT:	Public Value Theory
REF:	Rural Electrification Fund
SDGs:	Sustainable Development Goals
SEBF:	Secondary schools Bursary Fund
SERVQUAL:	Service Quality
SMS:	Short Message
SPSS:	Statistical Package for Social Sciences
TISA:	The Institute of Social Accountability
TQM:	Total Quality Management Theory
UK:	United Kingdom
UN:	United Nations
US:	United States
UNDP:	United Nations Development Programe
UNESCO:	United Nations Economic and Social Commission

DEFINITION OF TERMINOLOGIES

Accountability: involves answerability and enforcement. Answerability refers to the obligation of the government, its agencies and public officials to provide information about their decisions and actions and to justify them to the public (McNeil, M. & T. Mumvuma. 2006). In this study, it was used for evaluating the ongoing effectiveness of public officials to ensure that they are performing to their full potential, providing value for money in the provision of public services, instilling confidence in the government and being responsive to the community they are meant to be serving.

A stakeholder: is generally defined as a person or a group who has an interest in an issue, policy, company, or other entity (Welp et al.2006).

Citizen involvement: means to ensure that citizens have a direct and indirect contribution in public activities (Gabriele, 2007).

Citizen participation: is a process which provides private individuals or citizens of a given country with an opportunity to influence public decisions and has long been a component of the democratic decision-making process (Annette, 2011).

Democracy: are citizen involvement activities in relation to government planning and policy making (Gabriele, 2007).

Effectiveness: is a condition in which a focal organization, using a finite amount of resources, is able to achieve stated objectives as measured by a given set of criteria and the extent to which a program is achieving or failing to achieve its stated objectives (Gaventa & R McGee, 2008)

Efficiency: is the achievement of predetermined goals with minimum resource (CHofisi, 2014).

Governance of projects: is the aspect of devolved fund projects such as, types of local projects, budgets, contractor specifications, obligations

and timelines (NTA, 2014). It is a means of ensuring that the right project is undertaken, and that it is delivered and implemented correctly (HM Treasury, 2007). In this study, it is used to explore the accountability of the actors wielding power, and therefore how legitimate devolution of power is to them. Transparency and integrity for effectiveness of the county government development projects.

Governance: is the capacity of the government to effectively formulate and implement sound policies; and the respect of citizens and the state for the institutions that govern economic and social interactions among them (World Bank, 2015). It is the process of decision-making and the process by which decisions are implemented or not implemented.

Devolved government: is that level of government that is decentralized to a representative institution (county government) with general and specific powers devolved to it by higher tiers of national government (John, 2013).

Service delivery: is the provision of public activities, benefits or satisfactions (Abe and Manisola, 2014).

Legitimacy: is the belief that existing political order is right, it is a fundamental concept of organizational constitutionalism (Deephouse et al., 2017). This study used to show existing projects positive outcome as perceived by the leadership.

Transparency: is an environment in which the objectives of policy, its legal institutional and economic framework, policy decisions and their rationale are provided related to monetary and financial policies and the terms of agencies' accountability to the public in a comprehensive, accessible and timely manner (Lefort, D. 2017). In this study, it was used to test dissemination of information provided to the public in a comprehensive, accessible and timely manner. Integrity focused on the ethical behavior and reputations.

ABSTRACT

Projects are more than a set of actions as they are the principal ways of creating change and dealing with change in the modern society for better livelihood of the citizens. The need of governance exists not only at national level but also at county level. Citizens' involvement is presumed that if government officials and citizens work collaboratively to determine and prioritize community needs, then public policies and government actions are likely to reflect the contributions and wishes of the public. As a result of such interactions and collaborative action, communities are assumed to have the capacity to engage their government to articulate concerns and solve problems. This study analyzed the influence of citizens' involvement on governance of projects in county governments in Kenya. The specific objectives of this study were: to establish the perception citizens had on governance of projects; to examine citizens' engagement on governance of projects; to determine the level of citizen participation on governance of projects; to assess democratic practice on governance of projects and to examine legal framework guiding citizen involvement on governance of projects at the county governments in Kenya**.** Cluster sampling and systematic random sampling techniques were used to utilize in drawing a representative sample from the population. Questionnaires and interview schedule were the instruments used in the collection of primary data. A sample of 400 respondents was used. The statistical package for social sciences (SPSS) version 20 was used to run the analysis; SERVQUAL model, factor analysis and multinomial regression analysis were used to analyze the quantitative data. The hypotheses was tested using ANOVA and F test to show whether to reject or fail to reject the null hypothesis at the significance level of 0.05. The study found out that the expectations of the respondents were their interests to be met by the service providers. In the level of participation the study found out that they were at the tokenism. Majority of them had participated in democratic practice. The study rejected three null hypotheses and failed to reject two null hypotheses. It concluded that perceptions towards participation ought to be noticed that the enthusiasm or hesitance of people to take part in county government is firmly subject to their expectations. The contribution towards the citizen engagement was the project plan that should highlight key authorization points and tie with the schedule for meetings and other stakeholders' engagement points. Governance of project evolves during the life of a project, and therefore it should be reviewed regularly as it moves from one phase to another. Policy formulation and implementation need to involve the majority of the citizens. The study recommended citizens to participate in all levels and the need for citizen empowerment and access to information for effective participation as partners in decision-making processes.

CHAPTER ONE

INTRODUCTION

1.1. Background to the study

The effectiveness of any nation‘s governance system is determined by its level of development (Kumahia, 2013). Globally, good governance has presumed the front burner as an essential requirement for social-economic and political development (Gisserlquit, 2012). Citizen’ involvement is important for local and international governments because it increases legitimacy, efficiency, and accountability. It distributes the burden of good governance among all citizens and local government officials such as those elected and appointed. In the United States (US), the heart of democracy is exemplified in the Constitution, which states, "We the People. . . ." This wordage sets up as a perfectly fine as a duty that, along these lines, the establishment for public commitment and citizen association in administration (Luis, 2003). People’s contribution supports devolved power and impact to nationals, networks and government. It perceives local diversity by connecting with the assortment of citizens and groups inside community and includes them in choices made about public administration (Roberta, 2014). In United Kingdom (UK), Public involvement approaches, have being produced independently from arrangements to build social union in light of the fact that if community voices are not heard or regarded, at that point, there would be loss of trust and social consistency (June, 2009).

Citizen involvement is only one of the means one must take to give a structure in which local government officials and citizens can effectively cooperate to determine community issues. This is a procedure by which people play an influential position alongside their county government executives and chose authorities in settling on choices and creating arrangements that directly influence their day by day lives (Walsh 2014). Citizens need to feel responsible for those processes and institutions that help administer how they live with each other. As indicated by Richard Harwood, executive of the Harwood Group, people are looking for another social compact. It revolves around our relationship to public institutions, and furthermore, it includes the way we approach taking care of issues. That is the interesting bit of the development. It is not

so much that individuals simply need to get included. They're attempting to strike another arrangement and another reduced. Be that as it may, if citizens are to present their decision making ability and experience as a powerful influence on issues that directly influence their everyday lives, they should be enabled to do as such. Elected and appointed officials can assume a major role in encouraging their citizens analyze issues and create solutions through democratic dialogue. The motivation behind this exercise is to encourage chosen and appointed authorities turn out to be more viable in such manner as it surveys the center capabilities that these people require to promote community critical thinking and commitment.

A global perspective on governance of projects

In Brazil, governance of projects has had changes in governance standards that have led to compliance by Brazilian organizations to good governance, rules and fundamental values which have enhanced their value on the domestic market reducing their capital costs (Andriano, 2012). Less observable but equally malicious, governments that are not responsible to their citizens and with inefficient organizations and powerless foundations are unwilling or unfit to define and execute genius development and star poor policies (Gisseltquirt, 2012). The international legal framework for advancement and the national strategy accessible, underscore expanding citizens' voice through various forms of participation. This is generally acknowledged as imperative in making public establishments more responsible to citizens and receptive to their requirements (Gaventa et al., 2008).

According to (Dena et al 2012) the solid between politicians and providers depends on the quality of the institutions, rules, regulations, and incentive arrangements made through channels such as intergovernmental institutional relations. The interaction of citizens and policy-makers takes place through channels for expressing voice, including votes, taxes, representatives and other political bodies. Voice can be facilitated by making information available to citizens, through national level legal frameworks providing for access to information and by more micro-level tools such as report cards, which provide people with information about how services they use are performing. Grievances redress mechanisms and channels for voice if complaints and

feedback are aggregated to influence policy. Client power refers to the direct influence that citizens can have on service providers. Citizens can exert influence through participation in service delivery, perhaps by assuming some responsibility for delivery, contracting, or involvement in the governance of provision for example, by joining parent-teacher associations. Choice is an important way citizens can express their client power although it is often overlooked as an expression of accountability. Client power can also be exercised through interventions that equip people with information about their rights and services and grievance redress mechanisms.

Citizens and users of services can affect social services by influencing the decisions of policy makers through voice and by influencing the behavior of service providers through client power. To exert this influence, they need access to information about services and the capacity and opportunities to use the information and transform it into action. Increasing transparency and providing access to information require efforts to improve the availability of information, as well as investments in the quality, relevance, and timeliness of information. Expanding opportunities for using information also involves building the capacity of users to understand and leverage information for action and opening channels to use it (Banerjee et al. 2010). Third party intermediaries such as CSOs and the media can be important to facilitate access to information and redress and translating individual efforts into collective efforts to hold providers and policy makers accountable. The idea that citizens can use information to secure access to better services is also consistent with rights-based approaches to service delivery (Gacitúa-Marió, Norton, & Georgieva, 2009).

Odugbemi and Lee (2011) note that international development institutions have become enamored with accountability. Associated with this phenomenon is a proliferation of terms around accountability is social accountability, empowerment, demand for good governance, and demand-side governance, among others which can cause confusion. In the context of service delivery, accountability can be exerted top-down from higher-level officials; sideways through competition or peer pressure from other providers; externally by international and multilateral organizations, other states, and outside actors; and bottom-up by citizens, CSOs, NGOs, and the media (Griffin et

al. 2010). Relationships between providers and individual citizens are complex and may not change easily or quickly. Citizens may not be willing or able to challenge providers if they lack information or time or if they do not feel empowered to do so. The latter is particularly salient in low-income countries, where providers may come from more affluent backgrounds and citizens may not feel in a position to question them. People may not think that they have the right or authority to challenge a teacher or doctor because of their status, credentials, or knowledge, or they may be concerned about the repercussions of giving negative feedback. A recent survey in rural Madhya Pradesh, India included direct observations in clinics and found that the median patient asked zero questions during an interaction with his or her provider.

Similarly, in rural Mexico, focus groups assessing school-based management found that indigenous groups and the poor were unlikely to question school leadership (Bruns, Filmer, & Patrinos, 2011). Lack of information limits the extent to which citizens interact with providers. A nationally representative school survey in Albania suggests that 25 percent of parents did not know the name of their child's mathematics teacher, and more than 40 percent were not aware of the existence of a school board with parent representatives in their school (Serra, Barr, & Packard, 2011). In rural Uttar Pradesh, the relationship between schools and parents is weaker than in Albania: only 7 percent of parents 14 citizens and service providers knew about their village education committee, and less than 15 percent of parents had complained about their school.

Citizens, and particularly the poor, simply may not have the time to get informed or give feedback on service delivery through grievance redress mechanisms. Social accountability interventions that involve citizens can take time. In a field experiment with community targeting of a cash transfer program in Indonesia, villagers ranked everyone in the village from richest to poorest according to their wealth. The meetings ran longer than one and one-half hours and involved ranking 54 households, which no doubt required a high degree of sustained attention (Alatas et al., 2011).

Regional perspective on governance of projects

In Africa's ineffectively represented nations, it is obvious that corruption obstructs development efforts by misappropriation of aid contributions or misdirecting them into barren activities or projects (Gisseltquirt, 2012). In South Africa governance of projects gives general authority of undertakings from a commonplace and national viewpoint to guarantee that the interests of all individuals are met and those individuals guarantee that their administrations are given at the recognized centers (Van, 2008).

While at the present day donors aggressively promoting reforms aimed at decentralization, participation and empowerment (Harrison 2008), local government entities in Africa have rarely attained the accountability, responsibility and responsiveness envisaged as the outcomes of reform (Shah 2006). The developments of African local governments depend on the establishment of a local revenue base. Other things being equal, an abundant resource base and high tax rates provide the ability to build strong state institutions and set in motion a virtuous cycle by which institutions are administratively capable of extracting yet more resources (Brautigam, Fjelstad and Moore 2008). In African settings, such as resource-poor rural areas or overpopulated urban centers, however, public institutions lack the material and organizational means to govern effectively. A comparative study of thirty African countries estimated that, in more than half the cases, local governments controlled less than 5 percent of overall public expenditure (Ndegwa 2002). Low-capacity institutions of this sort can neither reliably extract adequate resources nor finance the delivery of development services.

Many nations in the worldwide south have presented far reaching administration changes went for connecting with citizens out in the public decision making and guaranteeing better portrayal of verifiably minimized social groups. In South Africa, public involvement has been noted to be a requirement in various decision-making processes by local government (Laurence 2008). In East African nations, there have been fortified endeavours to enhance citizen commitment through government activities, common society activities and non-legislative associations and now and

again, an association between various associations (Zanello et al, 2011). The East African Community (EAC), for example, has scrutinized absence of citizen interest in the EAC incorporation process.

Muriu (2014) in his study on Devolution and Public Policy Consultant in Kenya argues that citizens' involvement has been insignificant and the subsequent impact on the decentralized administration conveyance unimportant. He further found that the present structures of local governments should expand on citizen involvement to enable citizens to become part and parcel of the county activities. Citizens can be involved through participation on different levels as indicated on citizen participation ladder. There are three primary stages for citizens participation, the slightest in the stepping stool are manipulation and therapy where it portrays levels of non-participation that have been thought of by some to substitute for certified interest. Now, there is a requirement for power holders to teach the members. The second level is of tokenism that enables the helpless against be heard and to have a voice. When they are proffered by power holders as the aggregate degree of cooperation, citizens may surely hear and be heard because they do not have the ability to guarantee that their perspectives would be paid attention to, by the intense subsequently no affirmation of changing business as usual. Further, up the stepping stool are levels of citizen power with expanding degrees of decision making clout. Citizens can go into a partnership, delegated power or control that empowers them to arrange and take part in exchange offs with customary power holders. At the highest citizen acquire the decision making seats (Zanello, 2004).

Many attempts to decentralize tend to be half-hearted often pushed by donors and other external actors. Many countries have excellent decentralization laws which are ineffectively implemented. Typically, authority mandates laws and guidelines which define precise responsibilities for local governments remain unclear. Common areas of confusion when special development funds administered directly by central government. These can bypass local government and undermine their authority. Similarly many countries provide members of parliament (MPs) with personal development funds (Development Funds) which can also undermine local government.

There are also often conflicts between the local government and line agencies about who is responsible for things like primary health care and education. Traditionally these areas have often been the domain of line agencies, but in connection with decentralization, legal responsibility may be transferred to local governments. These transfer processes often cause great confusion (Kyohairwe 2014).

A local perspective on governance of projects

In Kenya, projects that benefit the community have collectively recorded low participation rates (Philip & Abdillahi, 2009). Citizens' involvement entails economic advancement, training, ecological security, general prosperity, policing and open prosperity among others (Yang et al., 2005). It in this way exhaustive of target setting, confirmation of systems, techniques, watching and evaluating citizen upheld associations (Omolo, 2011). At the point when citizen's input is mulled over it turns into an approach to reduce the level of citizens' doubt in government and to teach individuals about government exercises to them. The citizen involvement can be ordered into two expansive measurements that are, direct involvement and indirect involvement. Direct involvement is the place citizens as the proprietors of the administration are engaged with the choice making at any stage. Then again, indirect involvement is the place elected officials and appointed managers follow up for the benefit of the nationals in a representative democracy (Yang & Callahan, 2005). The present investigation, therefore, centers on both direct and indirect involvement. It centers on the involvement of general society in decision making with benefit in service delivery. This suggests government actions need to include citizens in decision making and administration forms that incorporate cooperation, voting in races, considering government authorities' responsible, enabling women and youth to have their voices heard and viable engagement (Yang and Callahan, 2005).

Citizen involvement programs if very much arranged can relate the desires of both the citizens and the county government administration. Arnstein's ladder of participation can help the local government authority in deciding their impression of a program's purpose and compare this and the expected citizens' perceptions. Fruitful citizen involvement programmes, limit the divergence between the county government

leaders and the citizens' desires. In the case of different expectations, clashes happen in this manner harmpers the arranging procedure and also the organization's reputation. Baker (2003) stated that its source in clashes is in expectations instead of contention in demands.

Citizen involvement improvements project efficiency and viability making participation genuine (CHofisi, 2014). Citizen participation in undertaking projects and programs can influence the inadequate procedure of tasks to be more viable by diminishing separation of the organizer from people in general; producing a soul of participation and trust amongst leaders and citizens; give chances to disperse data to nationals; help with recognizing elective projects; give legitimacy exertion and of political credibility of the office and also increment the general public participation. It can likewise help in recognizing extra measurements of request and research. Moreover, a powerful public investment program may really spare time and cash by guaranteeing that the proposed arrangement is satisfactory to the majority of the interested stakeholders (Bob 2003). The ideas of confidence and trust in government has been in diminishing levels of trust and trust in government in light of such findings, a few creators have underlined the part that responsibility and directly hold in conceivably lessening levels of question (Tolbert & Mossberger, 2006). Researchers contemplating responsibility and accountability have recognized the part that the production of authority data plays in accomplishing what is seen to be a more responsible government (Ball, 2009; Pasquier & Villeneuve, 2011). The citizens' ability to audit data about or delivered by governments and lawmakers is one part of expanding individual outside viability (Usluel, 2007). The capacity to see official information and utilize it to screen or inquiry governments and politicians is along these lines essential in engaging citizens in good governance and in affecting their own efficacy.

Good governance leads to public trust and participation that empowers administrations to enhance, it is an arrangement of subjective qualities identifying with procedures of rule-making and their institutional establishments. It characterizes qualities, for example, improved interest, accountability, responsibility, and free access to

information (Frank et al, 2015). It, hence, centers on the reason and results for citizen and administration of users. Every public administration office must be clear about the reason for the association, goals and its planned administrations to the citizens and ensure that all workers in the association comprehend them. This would guarantee that citizens get top notch benefit and that the citizens get an incentive for cash in benefit conveyance, for example, quality human services, water, and sanitation. In the meantime encourages clarity of roles and duties which infer that public administration associations, their initiative, and staff have unmistakably characterized capacities and roles, and that every individual is clear about his/her obligations and those of others (Michael, 2010). In addition, his/her association with others in the organization subsequently encourages responsibility.

The constitution of Kenya 2010 has conveyed several highlights to the Kenyan people, among its most critical aspects being the reduction of the forces of the president, and the provisions for a substantive devolved government. A definitive choice was to settle on a mere 47 counties, among the goals of devolution are to empower self-administration of the general population towards their cross examination of the state and to advance financial improvement. Ndung'u (2014) contends that devolution impact administration in different ways. First, it circulates expert over public products and incomes. Devolution makes it troublesome for people or groups of authority to plan and take part in corrupt practices. Second, it happens along regional and shared lines that can cultivate powerful participation inside the devolved units. Therefore, local communities can activate social weight against lease chasing and damage. The Kenyan county governments try to review local imbalance, joblessness, and low development by lapsing political and money related duty to the areas to convey government nearer to the people.

The Constitution of Kenya 2010 has revolutionized the system of governance in the nation. It has presented two levels of government in Article 6; the national and the local. Among the key goals of devolution cleared up in Article 174 to give forces of self-administration to the general population and to upgrade their interest in practising

the forces of the state, and additionally in settling on choices influencing them incorporates advancing law based and responsible exercise of energy; to give powers of self-organization to the overall public and to enhance the participation of the all-inclusive community in honing of the powers of the state. Further, Article 201 expounds the standards and structure for public funds administration and lays accentuation on transparency, accountability and public participation (CoK, 2010). Despite the constitutional provisions, and additionally the colossal budgetary assets, and tremendous possibilities of the nation, including the social and monetary approaches that have been executed by progressive organizations, good governance keeps on being complicated to Kenyan citizenry. Good governance has turned into a noteworthy determinant for the accomplishment of sustainable development goals (SDGs) and the steps towards fruitful regional integration.

Governance of projects at the local government level must be legitimized when communities are effectively engaged in the decision-making, usage and assessment periods of those tasks. The community must be given the chance to feel a feeling of having a place, possession, and responsibility (Moeti & Matsiliza, 2014). Taking educated and direct choices in overseeing dangers, which incorporates setting up a transparent decision-making process that includes good quality information social affair, and consultation with stakeholders while ensuring that a viable risk administration framework is in operation.

Kenya utilizes significant measures of funds, labor, and material assets to confer rural development projects. At any rate, there has been no relating improvement in the execution of community projects that are advantageous to singular family units, for example, health centers, cattle dips, water supplies, women and youth groups in numerous regions among them is Nandi County (Philip & Abdillahi 2009). Kenya is one of the members of the United Nations, accomplice to assemble the methods required to execute the motivation through a renewed Global Partnership for Sustainable Development. Public investment is along these lines seen as basic in accomplishing Sustainable Development Goals (SDGs), for example, poverty

reduction, gender equality, and universal primary education. According to the UN (2008), citizen engagement is viewed as an essential governance standard that can strengthen the decision-making to create results that support poor people and the most vulnerable. In such manner, citizen involvement develops as being important for accomplishing the SDGs whose order is to end poverty, hunger, accomplish food security and enhanced nourishment and promote feasible agriculture to guarantee healthy lives.

1.2. Statement of the Problem

In developed systems, citizen involvement needs to be encouraged in the governance of projects. Without this, there is a likelihood of lack of responsiveness. This then becomes process-bound rather than outcome focused. Citizen involvement tends to elevate commitment of public servants to their portfolios; otherwise, the lack of it could lead to tensions between actors in governance. Key to these reactions is the absence of concurred principles for judging achievement and insufficient methods for describing the advantages of public participation beyond the exceptionally limit judgment of accomplishment reflected through the electoral cycle (Roberta, 2014).

The Constitution of Kenya 2010 contains various provisions for citizen involvement in governance. Article 10 of the Constitution states that national standards and estimations of governance should incorporate the participation of the public, among others. Citizen involvement increases trust in government activities and improves perceptions. When local people are included in various problems solving activities through designing, implementation, and evaluation of projects, it creates mutual trust leading to empowerment and socio-economic development and guaranteed basic liberties.

However, the increasing support for citizen involvement in the governance of projects deserve more critical look. This is especially so notwithstanding constrained exact confirmation to help the hypothetically based beneficial outcomes credited to direct citizen involvement; Studies such as (Archon, 2016; Yang & Callahan, 2005; Luis 2003) available on citizen involvement on security but not on projects. Thus, the question is how does citizen involvement influences governance of projects? And how

can such influence be determined? The county government ought to be a motor to drive advancement through citizen involvement. Since the development of the local government in Kenya, service deliveries still need improvement. Devolvement is yet to establishe comprehensive of various instruments that guarantee the largest public participation (GoK, 2016). The process of devolvement in Kenya risk being captured by special interests, bringing about absence of capacity of the state to give an institutional structure to help the advancement of good governance (Hope, 2009).

Poor citizen involvement in the governance of projects is seen to lead to poor service delivery and poor human development. In the absence of this aspect of governance, the positive impacts of devolvement could be limited (Kumahia, 2013). Citizen participation could reduce allegations of corruption. Corruption could result in unemployment, not delivering goods and services as they should, or do as such more lavishly than they should, therefore, make Kenyan citizens and taxpayers suffer.

This study unlike the previous studies which focused on citizen involvement on security which is only one area of improving citizen livelihood, seeks to establish the citizen contribution on governance of projects through their involvement in county governments so as the fruit of devolution can be realized. In Nandi 53.4% of the population is underemployed, according to the KNBS report and the sewerage system which is part of the county government projects need to be upgraded. Studies indicated that citizens' involvement in Kenya has been insignificant but failed to provide involvement in terms of governance of projects which this study highlighted. It has also pointed out the absence of capacity of the state to give an institutional structure on how citizen involvement influences governance of projects and how such influence can be determined as mandated by the Kenyan 2010 constitution.

1.3. Objectives of the Study

1.3.1. General Objective

The general objective of this study was to analyse the influence of citizens involvement on governance of projects in county governments in Kenya

1.3.2. Specific Objectives

i. To establish the influence of citizen perception on governance of projects in county governments in Kenya

ii. To examine the influence of citizens' engagement on governance of projects in county governments in Kenya

iii. To determine the influence of the level of citizen participation on governance of projects in county governments in Kenya

iv. To assess the influence of democratic practice of County officials on governance of projects in county governments in Kenya

v. To examine the intervention of the legal framework on governance of projects in county governments in Kenya

1.4. Research Hypotheses

i. H_o Perception of citizens does not have significant influence on the governance of projects in county governments in Kenya.

ii. H_o Citizens' engagement does not have significant influence on governance of projects in county governments in Kenya.

iii. H_o Citizen Participation does not have significant influence on governance of projects in county governments in Kenya.

iv. H_o Democratic practice do not have significant influence on governance of projects in county governments in Kenya.

v. H_o legal framework does not have a significant intervention on governance of projects county governments in Kenya.

1.5. Significance of the Study

This study on influence of citizen involvement on governance of projects in county governments in Kenya was limited to North Rift region's two counties; the Nandi and Elgeyo Marakwet. The target respondents were the county government officials, the citizens, and employees of various projects. The choice of the two counties was the two counties 48% of the population living below the poverty line (KNBS 2013), yet there is an availability of fertile land and there was an enhanced agricultural productivity in the region as well as the political goodwill. However, the counties have insufficient employment opportunities and poor or lack of market for local produce and guiding

policies. Thus study is therefore, relevant to the citizens of these counties to get involved in the governance of projects for the betterment of their livelihood. All things considered, Kenya has organized full execution of the 2010 constitution as its key target to guarantee the present and future value on service delivery for the developing human populace are met by Sustainable Development Goal (FAO, 2015).

The national government of Kenya

This study directs the Kenyan government including the Ministry of Devolution in surveying the national inclusion for advancement, and, to have a superior comprehension of how to accomplish pillar of the Vision 2030 which tries to assemble a fair and strong society with social value. As previously mentioned, one method for sustaining good governance was to distinguish the current holes and the foundations for significant citizens' involvement and suggest suitable administration strategies and impacts of involvement gaps to guarantee good governance in Kenya and the African region.

County governments

Findings of this study on citizens' involvement in influencing the governance of projects are useful to the county governments by providing feedback to the research programme, priority setting and the encouragement of inclusive society as provided in the constitution. The knowledge aids in applying data sources and county development practices to the required authorities accordingly for better service delivery.

Policy-makers

This study may guide the policy-makers and those involved in technology transfer, to have a better understanding of citizens’ involvement in various activities affecting their lives, and to provide policy recommendation on how to improve the projects in various counties for good governance.

The society

This study highlighted stakeholders' wellbeing, and the efficiency of investing in inclusive society by assessing the projects/ programme, their benefits through

involvement and to assist with providing feedback to the society. Citizens are more informed on specific effects of not engaging in county affairs.

Researchers/scholars

This study adds to the scientists including students who might utilize these data as a reason for distinguishing gaps in future research and expanding on their work in comparative regions. The dispersal stages for the discoveries incorporated the arrangement briefs for the Kenya Government, workshops, and leaflets for citizens and journal articles for analysts.

The scope of the study

The promotion of good governance through human development is still a challenge to many counties in Kenya as indicated in the current county integrated plans. The study was limited to citizen involvement on governance of projects in devolved government in Kenya. The conceptual scope of this study was limited to five governance decentralization variables namely citizen perception, citizen engagements, citizen participation and legal framework which was considered as an intervening variable. It focused on two County governments Elgeyo Marakwet and Nandi. These being part of the 47 counties, the contextual scope was to the 47 county governments in Kenya that were established by the new constitution in 2010. To achieve its objectives this study utilized descriptive research design and made use of descriptive and regression analysis.

Limitations of the study

Although the researcher encountered a number of limitations during the research, the limitations did not have a significant interference with the outcome of the study. During the data collection, interviewing the leaders was a challenge because some could not be found in the office and were not picking the phone calls. This challenge was overcome through the use of the leaders who were willing and available to be interviewed. Some parts of the Elgeyo Marakwet had insecurity cases but this challenge was overcome through the use of security officers. Similarly, citizens, as they answered the questionnaires, feared to name their leaders who have had

misappropriation of funds during the projects development and poor citizen involvement; as they felt giving the information required might jeopardize their jobs and their relationship with the leaders. This challenge was overcome by assuring all the respondents that this research would be treated confidential and for the purposes of academic only.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter is organized into sub-sections that include theoretical and conceptual frameworks, review of the existing literature which review empirical studies relevant to the study, research gaps, and summary. The theoretical review and conceptual framework explores the theoretical background of this research in terms of previous work done by other researchers and models developed. This section has also reviewed empirical literature which has led to the development of the hypothesized variables which are captured in a conceptual framework. The conceptual framework has clearly demonstrated the independent variables that inform on adoption of the dependent variable. The methodologies used by various researchers have been reviewed and critiqued for the purposes of this study. A summary of the reviewed literature has been done and research gaps identified.

2.2 Theoretical Framework

The research objectives were guided by five theories which the researcher chose in her exploration. Therefore, a theoretical framework is the use of a hypothesis, or an arrangement of ideas drawn from one and a similar hypothesis, to offer a clarification of an occasion, or give approximately on a specific phenomenon or research issue (Silverman, 2006).

2.2.1 Service Quality Theory

Perception

SERVQUAL is an association of two different words; 'service' and 'quality'. Service means any activity or benefit that one party can offer to another that is essentially intangible and does not result in the ownership of anything. Quality has come to be recognized as a strategic tool for attaining operational efficiency and better performance of business. It means the ability of a service provider to satisfy customer in an efficient manner through which he can better the performance (Kalidas, 2007). The theory was developed by Zeithaml, Parasuraman, & Berry (1985). The theory

contains various things for surveying customer perceptions and expectation in regards to the nature of administration. The SERVQUAL theory depends on five administration quality measurements, in particular effects which are tangible (physical facilities, equipment and work compel appearance), reliability (ability to play out the ensured advantage continually and definitely), responsiveness (status to empower clients or customers and provide for actuate advantage), assurance (learning and good manners of delegates and their ability to get trust and assurance) and empathy (giving individualized thought in regards to the customers) (Ladhari, 2008). Citizens decide the apparent estimation of services in light of their involvement with the service delivered. Edvardsson (2005) contended that service quality perceptions are shaped among the generation delivery and utilization process. The citizens' good and bad experience and their positive and negative feelings may importantly affect apparent service quality. Yoo and Park (2007) discovered that representatives are an essential piece of the service procedure and a basic component in improving apparent service quality. This theory best clarifies customers' perceptions of service quality and desires, therefore, enabling the researcher to measure objective one on the influence of citizen perception on governance of projects.

2.2.2 Social Capital Theory

Engagement

Social capital theory by Fine (1990) features the significance of the thought of social capital for the examination of state-society relations. The interpretation of social capital often than not examined with regards to advancement arrangement was initially presented by Robert Putnam (1993), to show the heap of benchmarks of correspondence and frameworks of community commitment (Bebbington et al, 2004). The social standards and level of trust contribute in vital approaches to the capacity of common society to make aggregate move. The theory believes that it can be sustained and scaled up to create local level organizations that effectively deliver developmental services. The relationship between the state and society involves the need to diagnostically unload the thought of governance. The theory urges attentiveness to the multiple forms of agency that are at play in governance, and to the cultural and social norms that inform the actions taken by different governmental and civil society bodies.

The understanding of state-society relations, particularly shared collaborations did in politically and socially complex settings, non-conflictive relations amongst state and society can prompt the accomplishment of development goals. It concludes that the state and society are both inside homogenous and mutually exclusive, in this manner repressing investigation of the various developing and hybrid relationships that have a place with neither domain (Ackerman, 2004). The existence and strength of social capital theory in a community is reflected in the coordinated or networked actions of citizens, organizations, and community institutions as they work together toward a common goal in a community therefore, enabled the researcher to be able to understand the influence of citizen engagement on governance of projects in the county governments in Kenya.

2.2.3 Theory of New Public Management (NPM)

Participation

The philosophical establishments of NPM emphasis are on local participation, through private sectors that have prompted new hierarchical economics and managerialism (Navarra and Cornford, 2005). NPM endeavors to consolidate present day administration rehearses with the rationale of economics, while holding its center public values elements, which as per (McCourt, 2002), are: cost-effectiveness; greater transparency in service delivery resource distribution; decentralization of conventional bureaucratic establishments; administration efficiency inside public organizations ; disaggregating public service capacities from their purchase; presenting stakeholders approaches; execution based administration; contractual services, execution based examination; and expanding emphasis on service quality, standard setting and public responsiveness. These components of NPM, have changed the traditional role of local government management into a more dynamic, free and practical example (Dollery, 2003).

The parts of NPM are to drive public administration to the entryway of the local stakeholders and utilize local knowledge to make more compelling and supportable development. Navarra & Cornford (2005) contends that NPM makes a situation that is more transparent, responsible and predictable, which therefore prompts advance good

governance at the local levels. There is almost certainly that NPM has a potential for changing the customary overseeing process and may open another road to the local people to see the administering procedure at the local levels, the theory, therefore, enabled the researcher to analyze the level of citizen participation in county governments in Kenya.

2.2.4 Public Value Theory (PVT)

The central assumption of (PVT) is to provide services as indicated by public interest (Bozeman, 2002). This theory involves desired results of public projects and investment of expected beneficiaries for the administrations when conveyed by the government bodies. Bozeman contended that PVT has a tendency to work at the most elevated amounts. O'Flynn (2007) states the public value regard worldview turned the old bureaucratic practice with regards to public administration service towards another mindset, fusing individuals' advantage and decision for the service provided. The PVT explained that public authorities and representatives ought to incorporate people in settling on choices for service delivery, and along these lines the theory seeks after the execution of good governance with people as the crucial component of both the methodologies. This theory, therefore, enabled the researcher to analyze the democratic practices for citizen involvement in the county governments in Kenya.

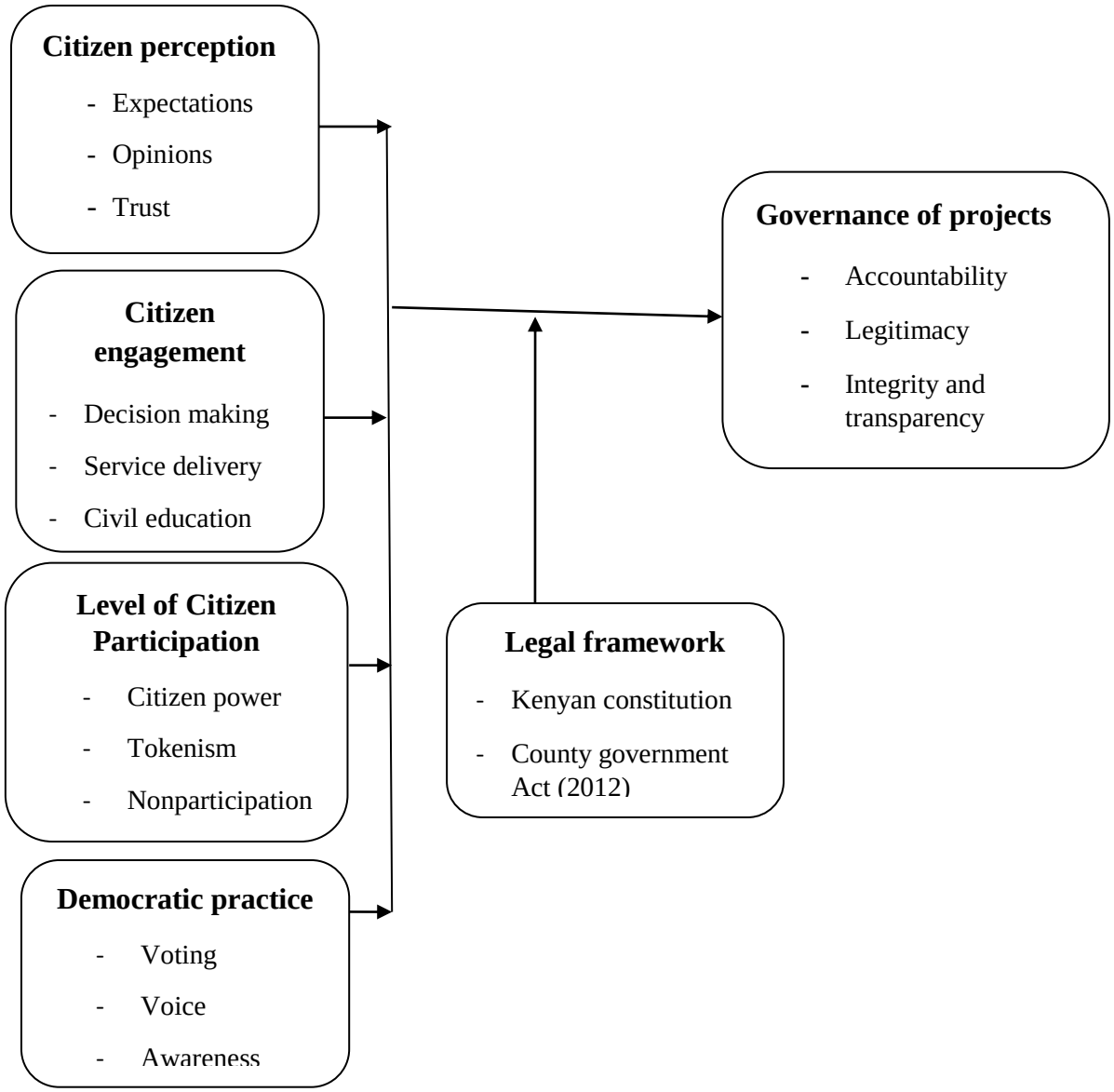
2.2.5 Policy Governance Theory

John Carver (2002) is an author for his development of the Policy Governance; he designed to empower boards of directors to fulfill their obligation of accountability for the organizations they govern. While the performing function of leaders has undergone impressive growth in this century, the purposing function of governance has remained the least developed element in an enterprise, typically the orphan of management more than its master. The theory enables the leaders to focus on the larger issues, to delegate with clarity and to control leader. In this theory, monitoring is conducted only against criteria currently stated in ends and limitations policies. When adopting the discipline of monitoring only what it has already addressed in policy, it becomes driven to develop all the policies needed therefore, enabled the researcher to emphasize on the available legal frameworks and the laid down policies in the County government that

can promote legitimacy and more effective and efficient citizens through properly used guidelines in improving governance of projects.

2.3 Conceptual Framework

According to Silverman (2006), a conceptual framework is a visual or written product that explains, either graphically or in narrative form, the main things to be studied. The key factors, concepts, or variables and the presumed relationships among them.



Independent variables Intervening variable Dependent variable

Figure 2.1: Conceptual Framework

2.3.1 Citizens' Perception

Citizens may vary in perception of a wide range of parts of county government. These perspectives include the improvements, urban and public space, and means of transport, health, security, direction consistence, social exercises, environmental care,

recreation and service quality gave by the local government (Insch & Florek, 2008). On account of negative occasions in the regular day to day existence of a citizen, disappointment happens harming the picture of the county (Blichfeldt, 2005). On the off chance that the citizens' personal satisfaction is underneath a specific edge, the development of the community starts to back off, even to antagonistic levels. This infers the primary objective of counties is not the main financial success yet additionally the welfare and fulfillment of their occupants (Guhathakurta et al., 2007).

Citizen live in communities that best meet their inclinations, regardless of whether they do not or think that its unsafe or hard to move to somewhere else (Kotler et al., 1993). Along these lines, negative occasions may make citizens either leave the region for additionally engaging areas or remain in a similar place yet stay unsatisfied. In the event that there are no such negative occasions, citizens are reliable and submitted and glad for where they live with positive perceptions (Therkelsen et al, 2004), as it reinforces and communicates favorable associations with such place as citizens are a core group in the process of county branding.The level of desires that cover the significance and fulfillment of citizens with the service quality and their state of mind toward their county governance is in its democracy. This is the place general public figures out where it needs to go and the role of its delegates and the bureaucratic staff is to get them there.

The county government ought to win citizen trust and confidence. This can only be promoted when there are good leadership and management and more importantly services that meet citizens' and community needs. Eccles (2015) found out that citizens have less trust in governments that cannot generate economic growth, create jobs, and competently deliver social services. One could trust the government to do the right thing although there are few dishonest people in government, most officials know what they are doing framework and the government runs for the benefit of all.

2.3.2. Citizen Engagement

Nicholson (2005) in his work discovered that citizen commitment in the policy process can bring citizen fulfilment, political viability, certainty, confidence, understanding, trust, pleasure, and an expanded feeling of prosperity. Farrell (2004) indicated the

benefits of citizen engagement. He reported on Health in Partnership activities and discovered that patient association expands quiet fulfilment and certainty, and constructs better, additionally confiding involved with experts.

Voting catches participation of the extent to which a nation's citizens can take part in choosing their legislature, and in addition flexibility of articulation, opportunity of affiliation, and a free media (World Bank, 2015). At the point when governments work with citizens they upgrade responsibility consequently advancement of good governance. In order to make organized components for public participation, space for arrangement and inclusiveness is required to furnish all citizens with access to government organizations. The issues happen when meeting and participation never happen, yes they do. In any case, these endeavors are over and over again centered on particular issues where the public interest is already high, for example, the health or food, and have not been imitated enough all through government as a basic piece of the entire democracy and law-making process prompting bad governance in the county government.

The study augured further that in as much as social governance and monetary governance give the fundamental establishment to any general public, political governance guarantees attachment of a society. Accordingly administration not just about the task of social and public participation and their communication with each other but in addition includes the state's capacity to identify with and interface with citizens. The study featured basic difficulties faced in society participants including corruption, youth joblessness, insecurity, poor service delivery in instruction and wellbeing, constant trouble in speaking with government through its agents, wage disparity, disregard of provincial zones, absence of data on what is happening in the administration, poor attention to privileges of the citizens to take an interest in administration issues, and saw apathy by government to citizen complaints and concerns(World Bank, 2015).

In order to strengthen participation in local governance it needs to do with the reinforcing of direct citizen contribution in choices making, by people or gatherings in public activities, this can be done through established institutional channels such as

monitoring committees, planning processes, the viability of changes identified with instruction, quality, and administration of network schools and in addition the adequacy of public- private organizations in training arrangement associations and activities in the public eye are commonly responded with shared qualities, standards, break even with control relations and shared trust among performing artists engaged with at the province government. This turns into a reason for social capital, which is a venture that is essential for social and monetary flourishing in the public arena (Dale, and Newman, 2010). In this unique circumstance, there is a high probability of county government performing artists working all things considered to give applicable and quality tasks to the provincial poor networks and thereby reduce poverty.

Engagement turns out to be all the more much of the time expected by the scope of analysts where increasing number of extensive transdisciplinary investigate ventures including engagement with stakeholders should be encourage and upheld (Stephens & Graham 2010). Numerous inquiries and vulnerabilities identified with viable systems for engagement have developed. There is a broadly recognized need inside scholarly establishments to construct ability to network and exchange information with agents from government, industry, specific vested parties and groups (Smith 2010). Among recent changes being developed towards expanding community oriented and interdisciplinary ways to research, calls for better approaches for conceptualizing stakeholder engagement have encouraged actionable science with its focus on stakeholders' needs and interests (Palmer, 2012).

2.3.3. Level of Citizen Participation

The citizen participation has three main levels; the least is the place it depicts the level of non-participation that has been thought up by some to substitute for honest to goodness investment. Here, there is a requirement for power holders to teach and enable citizen on participation. The following level is of tokenism that enables the vulnerable to be heard and to have a voice. When they are proffered by power holders as the aggregate degree of participation, citizens may to be sure hear and be heard however they do not have the ability to guarantee that their perspectives would be noticed by the effective thus, no affirmation of changing the present state of affairs. More, up the levels is that of citizen power with expanding the degrees of decision

making power. Citizens can go into an organization, appointed power or control that empowers them to negotiate and take part in exchange offs with traditional power holders. Therefore, citizens get the decision making seats (Lithgow, 2004).

The majority of respondents value public participation in barazas even if it does not result in policymakers paying heed to their voice. The culture of citizens attending barazas represents an opportunity to politicians who want to take public opinion into consideration. Barazas are also the main avenue for the dissemination of information. Public vetting is seen as a positive move that is being appreciated though people have a healthy skepticism about the process. People's lack of confidence in the process is justified by the appointment of public officials who lack credibility and ability. There is recognition that the process is sowing seeds that need to be cultivated over time (Mokua, 2013*)*.

Theorists need to acknowledge that working out policy decisions and implementation details over an extended sequence of meetings is an activity most citizens prefer to avoid. Where communities are complacent, there is a strong argument for top down administration simply on the grounds of efficiency Lawrence and Deagen (2001) allude to this in their study of public participation methods, suggesting that in cases where the public is likely to accept the mandate of an agency decision-maker a participatory process is not necessary. County government leaders have an interesting chance to wind up the immediate channel for the citizens' voice in policy making, usage, and requirement through the foundation and keeping up even connections of authority with the citizens, seeking power instead of control over the citizenry. There have been rehashed calls to leaders as a field to both satisfies its commitments in democracy and to seek after its self-enthusiasm by finding better approaches to tune in to the citizens voice through partner and individual citizen participation in governance. This calls for greater engagement of citizens in the development. The administration of the county government must oversee complex systems. They opt to depend more on relational and between authoritative procedures, utilize data innovation and execution administration to effectively give directly, build human capital as far as arrangement and coordination aptitudes and all the more importantly to give channels to citizen to take an interest and supply base up responsibility to people in general. Citizens can

and should assume an essential part out in the public policy and decision making. Citizens have the privilege to choose what is imperative to them and how they can best achieve their objectives.

According to Renee et al (2015), the lack of low-income participants in a developing world context found that citizen participants were difficult to engage because their main priorities were to provide for their families, not spend time in meetings. Thus, although many promote community participation as a way to 'incorporate community values into decisions that might otherwise be dominated by small elite' non-elected small elite can dominate a participatory process.

2.3.4 Democratic Practice

Democratic participation is by and large considered political ideals unto itself. Be that as it may, participatory administration cases to offer significantly more to add to the advancement of informative aptitudes, national strengthening, and network limit building. With respect to resident capability and strengthening, the acts of participatory administration are advanced as a particular instance of the more extensive view that interest adds to human improvement for the most part, both scholarly and passionate. Strengthening through participation has been a piece of the dynamic instructive educational programs and various subject based deliberative tasks substantiate its impact on self-improvement (Dryzek, 2009).

Participatory administration seeks to grow citizen participation in the governmental procedure by analyzing the assumptions and practices of the conventional view that by and large ruins the acknowledgment of a real participatory democracy (Fischer, 2012). Though national cooperation in the administrative procedure has customarily centered around measures intended to help and encourage expanded free to data about the exercises, endeavors to broaden the privileges of the citizens to be counseled on are issues which influence them, and to see that the wide citizenry will be heard through reasonable and evenhanded agent political frameworks, participatory administration tries to extend this support by inspecting the suppositions and practices of the customary view that for the most part thwarts the acknowledgment of a honest to goodness participatory majority rule government (Gaventa, 2010). In both the created

and creating nations, these have included various critical moves in critical thinking and administration transmission, including more impartial types of help for financial and social advancement. It takes the interrelated inquiries of subject capability, strengthening, and limit working to partake in administration, and after that swings to its effect on benefit conveyance, social value and political portrayal, including the dissemination of energy. These suggestions are believed to depend in huge part on participatory designs.

The study on civic engagement and public participation emphasizes on the citizen being involved in voting in elections, protests, demonstrations. However there are variations of involvement that exist between the counties of Kenya when it comes to issues such as perceptions of the activities to fit local realities, it was found out that each county tailors its engagement and participation. Mary McNeil et al (2009) in their work on citizen review of service delivery and local governance indicated that community representatives and citizen complained when decisions were not implemented by the executive authorities. Rather, the council ignores the situation and appeared less motivated to resolve existing problems and to implement council decisions. Other agencies such as municipal were preventing the strengthening and developments of community councils. To solve the representation problem common in voluntary participation programs, citizen juries could serve as an alternative model of participation, where citizens are randomly selected from the population.

One encouraging sign is that Africans are more likely to see that voters are responsible for holding leaders accountable at the local government level than at the level of the national assembly (Bratton, 2010). On the other hand, voting in Africa is encumbered by an institutional legacy in which incumbents expect voters to express loyalty at the polls and to delegate all authority to representatives between elections. Citizen-state linkages at the local level must therefore be placed within the context of African political practice, a context that features informal political processes and tendencies toward predatory rule.

2.3.5 Legal Framework

Citizen access to information is urgent as a privilege in its own particular respect and is fundamental to the working of democracy and implementation of different rights. Without flexibility of information, State officers or operators can specifically discharge good news while withholding harming information. Such atmospheres at that point breed corruption any information held by an open body ought to on a basic level be transparently available. This is especially in acknowledgment of the way that public bodies hold information not for themselves but rather for public good (Omollo, 2011).

Chapter 11 of Kenya's 2010 constitution accommodates devolution; the Constitution recognizes the dangers acted by bad governance such like exemption which is fueled by low levels of honesty, to impartial and manageable development. The constitution consequently commits significant consideration regarding the standards of good governance Articles 10, 73 and 75 – 77 as the establishment of changes, for example, devolution, and without which such changes would come up short. On devolution Chapter 11, the constitution is consistent with the theory and empirical evidence of good devolution systems. It is established on the supreme law that everyone must follow and it is sure about relative parts of the diverse levels of government, and on the task of expenditure and revenue (CoK, 2010).

The county government Act 2012 in its citizen involvement, sets up modalities and stages for resident investment, it showed the structures for information correspondence innovation, meetings, improvement project sites, roads for the participation of people representatives including yet not constrained to individuals from the National Assembly and Senate and foundation of citizen fora at county and decentralized units. One of the goals of county planning is to fill in as a reason for engagement between county government and the citizenry, different stakeholders and interest groups. The design and implementation of civic education at the county shall sustain citizens' engagement in the implementation of the Constitution; heightened demand by citizens for service delivery by institutions of governance at the county level and enhanced knowledge and understanding of electoral system and procedures.

2.3.6.Governance of Projects

The governance agenda focuses on operationalization of devolution and usage of the constitution and lawful changes. It organizes execution of the Bill of Rights and national arrangement and activity gets ready for human rights, the human rights-based way to deal with advancement and reinforcing national coordinated effort for oversight and responsibility which are especially lined up with current improvement collaboration technique with the county government. For the last decade or so there has been much focus on decentralized forms of governance which brings government closer to citizens at the local level and encourages their participation. There is no doubt that decentralization holds great potential that still has to be realized in many places. An overriding challenge is that central government tends to maintain tight control over local government for the simple reason that successful local or district governments could become a serious political threat to central power holders.

Governance of projects actively create the required dynamics for change, together with those involved in helping organizational change projects to be successful. This is through engagement that is approachable and accessible, engaging others to win their support through communication tailored for each audience (Müller *et al*, 2017). There is need to sensitize the both and communities and leaders on the significance of public participation. There is a requirement for a timetable of exercises to empower citizens to connect viably at different phases of the development cycle. The government should put arrangement for a plan of action component where activity against public bodies can be taken if the information is unduly withheld (Omollo, 2011). There is a presence of motivation where the project manager shows drive and energy to achieve clear results and make an impact. Thus, there would be transparency where the divulgence of exact, timely information to stakeholders, responsibility by clearly comprehension of roles and rights and duty to execute the assignment inside the measures of the general public. There is trust with the eagerness of a gathering to be defenseless against the activities of another group based on the desire that the other would play out a specific activity important irrespective of the ability to monitor or control that other group. Engaging the community is quite a costly affair that requires sufficient funds to facilitate meetings, and builds the capacity of citizens to enable them to engage fully in

the project process. Omolo's report observed poor awareness by network individuals and reserve directors of their parts and obligations in the administration of assets has added to poor execution then and again a total disappointment of funds.

2.4 Empirical Review

Since the mid-1980s, numerous researchers have progressively centered on citizen participation in decision making. For instance, a few scholars contended that participation in government enhanced public administration and expanded the trust of citizen in government. The results of citizen participation would rely upon the qualities of interest systems; target association particularly its ability, structure, and sense of duty regarding the procedure; and ecological attributes, for example, the span of the community and the types of government included. In an exploratory examination about local government (LG) planning in the U.S., Ebdon, and Franklin (2006) contended that participation could be extremely helpful in educating the society about key tradeoffs and increasing significant contribution from citizen about their needs. They proposed that participation outcome rely upon the participation environment, for example, the structure and types of government, the political culture, and the arrangements for participation it likewise relies upon the procedure outline, such as, timing, the agenda and participant choice strategies. Similarly, the UN (2008) contended that important participation was subject to different sociopolitical and authoritative elements, like the nearness of a vote based and decentralized government structure, approach game plans, the openness and access to information, participation system, staff responsiveness, capacity building programs and political responsibilities (Ganesh, 2015).

Recently, in a quantitative report directed in the U.S., Yang & Pandey (2011) discovered that participation was an essential factor for fortifying democratic governance. The scholars found that powerful participation relied upon LG attributes and citizen characteristics. LG attributes incorporated various components; including the presence of elected leaders, transformational administration, and the structures of the objective association, while citizen qualities include the capability and representativeness of the citizens included. The level of representativeness of citizens

was fundamental in guaranteeing far reaching and democratic participation. More raised measures of representativeness elevated extended access to and affect over LG decision making. Citizens' representativeness similarly extended the sureness of citizens in insisting their rights (Osmani, 2007).

Governance is central to development and Human rights violations occur as a result of failures in governance. The kind of governance referred is much more than the organizing skills necessary for managing society, making decisions and implementing them. An effective dictatorship can deliver development by these means, but it cannot respect, protect and fulfill human rights. In building blocks of democratic governance need to support and strengthen both in relation to the generally across all sectors. Democratic governance is, therefore, an essential element of all the development and social change work we undertake. Governance is truly a cross-cutting foundational theme (Kyohairwe 2014).

2.4.1 Citizen Engagement

Citizen engagement could be utilized to control corruption in a variety of development projects such as service delivery, public financial management, natural resources management, as well as to hold public officials accountable through projects such as citizen report cards and public interest litigation and the positive impacts of citizen engagement cited in the impact evaluation studies (McGee and Gaventa, 2010). Comparative cases can be found in a few meta-investigations of proof of the effect of citizen engagement (Post and Agarwal, 2012). While noticing the positive effects of citizen engagement, these studies also noted that results were context specific as what works in one situation may not work in another if the context is not appropriate. The evidence emerging that citizen engagement improves access, responsiveness, comprehensiveness, and responsibility in the delivery of public service, for example, health, water, and training. It likewise enhances transparency, responsibility, and manageability in natural resources management. Citizens' participation and monitoring of procurement processes, including contract grants, delivery of goods and development, has been found to enhance the results. Development projects, for example, network driven improvement programs and contingent money exchange

programs engage citizens with the decision making of public resources for purposes they decide.

The growing movement for governments to engage with citizens and civil society is being propelled by emerging evidence that citizen engagement improves development outcomes, reduces poverty, and encourages peace by promoting social inclusion. Another empowering influence is the fast ascent in availability, day in and day out moment correspondences, and web based life as it empowers governments to connect more. Provision of information and capacity development support to citizens and civil society prompts expanded citizens' and civil society awareness, capacity and readiness to take part. This empowers the citizens and civil society to screen government working, voice concerns, and advance responsibility. Citizen and civil society voices and checking results could be imparted to specialists, media and the general public. This prompts public pressure on authorities to react, change conduct and diminish defilement. Authorities' response leads to improved governance outcomes and development effectiveness. Improvement policymakers are in concurrence with connecting with citizens and common society as it supplements government endeavors to advance good governance. This is driving a developing development for governments to call for more prominent public interest in the outline and execution of public strategies and projects as prove by lifting of civil society associations (CSOs) as signatories and organization for viable improvement collaboration. Besides, a proposal of the 2013 Report of the post-2015 advancement plan that one of the illustrative Sustainable Development Goals ought to be to guarantee great administration and successful establishments (Post and Agarwal, 2012).

Promoting good governance is a key strategic objective of the global development agenda. Good governance signifies open, inclusive, accountable, and effective public institutions. Poor governance has rent-seeking characteristics of good governance and it is at the heart of corruption. Globally, governments and donors have recognized the importance of promoting good governance and fighting corruption, and they are in the process of implementing good governance and anti-corruption reforms. For instance, the 2013 Global Corruption Barometer report by Transparency International, found

that the majority of people around the globe trust that their government was inadequate at battling corruption and that corruption in their nations has expanded. There are a few good governance results that have been archived when a citizen and civil society cooperate with the state for good governance. There is expanded state or institutional responsiveness, bringing down of corruption, better spending use and better delivery of public administrations (McGee and Gaventa, 2010).

Involvement of citizens at the local level in the advancement procedure will enhance development and change citizens' capacity to take lead being developed. Citizens absence of responsiveness at the local level has prompted the marginalization of some communities which is a turned around by having governments closer to the people. Gravingholt et al (2006) urged that having power and resources closer to the people empowers governments to engage citizens in actualizing development projects that directly impact on their lives. Mansuri and Rao, (2013) discovered that development help was detached from the requirements of the poor as they were minimized and avoided from exhibiting their most pressing issues. Including poor people and other marginalized groups in the decision making of projects that directly influence them would make a more prominent association between the development support and the beneficiaries.

Luis (2003), in his work on determinants of citizen and police involvement in community policing, found out that specific factors are significant in determining the extent to which two groups engage or take an active role in community policing practices. The study also provided the applicable elements that are most critical to the practicality and stipulated objectives of community policing. It detached particular factors that legitimacy sincere thought from public officials and different people engaged with the advancement and implementation of criminal equity approach. In addition, the research adopts further empirical deliberation on important issues that police heads would be very much encouraged to consider.

Predictable indicators of citizen involvement identify with issues of community connection and positive attitudes toward the police, with some remarkable racial

distinctions. Leaders' involvement is most influenced by knowledge of community policing, supervisor capacities, and potion they hold. The information gathered additionally give an empirical assessment on the degree and nature of community policing in Boston several years after the police division had changed its activities to a community policing logic, and during an extraordinary time of wrongdoing decrease inside the city for which its locale policing rationality got national recognition. Such information can be utilized to better comprehend the relevant factors that are most critical to the capacity and predetermined objectives of community involvement. Considering numerous aspects as basic to program adequacy including recognizing citizens' information needs interpreting and imparting learning, arranging social capital and building users' ability to translate and apply look into discoveries, and setting up an adaptable association with strong leadership (McNie, 2012).

To engage citizens, leaders at the county level ought to be clear about the goal for gathering citizens and outline engagement in a way that imagines an unmistakable way driving from engagement to the satisfaction of that intention. It is imperative to outline participation in ways that its results are significant to members. Dissatisfaction or even lack of concern can be the consequences of an ineffectively composed public engagement process in which citizens' desires for picking up, working, or achieving some objective are baffled by a process that is futile, while the applicable choices have been made somewhere else by another person (Archon, 2016). Citizen participation is not just about strategy yet it is likewise profoundly political. Considerable citizen engagement would be managed after some time if citizens would come to help the organizations and practices of investment that develop into an electorate and connected as well as safeguard against efforts to reduce participation.

2.4.2 Democratic Practices

Active citizenship underpins a democratic and inclusive society. Without active citizens, the decisions taken by a few often deny the majority, social, economic, cultural and political rights. This is particularly the case for groups that have been historically or culturally marginalized such as women, children, youth and people with

disabilities. The right to association is critical in providing citizens with platforms to organize both formally and informally. Associations provide spaces for citizens to influence broader political and policy processes informal public policy spaces. Increasing levels of participation over 2015 indicate a growing interest in public affairs. Currently, poorly organized consultative meetings and inappropriate communication mechanisms are betraying this growing interest. They do not create room for citizens to dialogue with leaders in an informed manner, influence policy and hold public officials accountable. Consequently, citizens are poorly informed on county plans, budgets and framework that direct county programmes and services (Njagi, 2016).

Democracy requires that citizens have some impact on government, which in turn requires some form of citizen participation. It is seen as a guarantor of more responsive government and just society where people's human rights are respected, protected and fulfilled through democratic processes. Governments should be formed on the basis of elections which all adult citizens have the right to participate in any such elections should be free and fair and held at regular periodic intervals and leaders ought to accept the outcome (ActionAid, 2012). Democratic governance is an on-going project all over the world. When citizens of any country embrace the values and principles that make up democratic culture and when the laws and rules that define democracy in a given country improves fulfill international human rights standards, and when these laws and rules are implemented equally and fairly are enjoyed by all citizens. It is the combination of democratic laws and rules and democratic culture which involves the widespread participation of citizens in making decisions which affect their lives. It is the goal seeking to achieve by focusing on governance.

Democratic Governance is about behaving and interacting with other citizens in ways which live up to democratic and human rights standards. This is essentially about developing greater citizen empowerment, participation and gender equality in the political process that is normally found in liberal representative democracy (Gaventa, 2006). The deepening democracy debate argues that citizenship should involve the building of broad coalitions and people’s mobilization with the potential to frame new

agendas and provide a counterbalance to state power by encouraging citizens to voice demands and play a watchdog role and hold leaders to account, both individually and through people's organizations.

The importance of local democracy promotion lies in the conviction that local democracy enhances local government efficiency through a closer scrutiny of local service delivery. The suspicion held is that the citizens have the abilities to completely take part in democratic governance through elected representatives or by participating directly in analyzing local service delivery. Governance whether at the central or local level must be believed to be just which infers a command for governments to make or reinforce instruments for public participation in decision making, to submit to rule of law, to increase transparency in public procedures, and to hold officials accountable. Due to its participative nature, democratic governance is considered as potential for expanding public responsibility. The common public accountability instruments assessed incorporate the scorecards, direct/participatory evaluated include the scorecards, direct/participatory democracy at the village level and the well-being meetings commonly known as barazas (Kyohairwe, 2014). Local government turned out to be more attractive on account of their capability to enhance participation as well as to scatter political power to the communities to empower political decision and guarantee resource utilization. The factors that enhance local governance nearby administration set forward by Yilmaz et al (2008) were local, administrative, and financial responsibility as basic components adding to the acknowledgment of nearby government results of supportable administration conveyance, for example, expanded nearby control of improvement arranging and basic leadership, and strengthened accountability through citizen monitoring.

Public participation can be an intense means to accomplish key democratic values, for example, legitimacy, equity, and effectiveness in governance. From this point of view, public actors should see participation as a potential answer to some of the democratic challenges they face as participation would not simply be great in itself. Deliberately made and not to say manipulated participation can be a compelling intends to achieve the estimations of good governance. As per Dalton (2008), procedures of political rivalry through elections give citizens a justifiable reason motivation to embrace and

comply with the arrangements that outcome from that procedure since they have had chances to pick the policymakers. It might be, that as it may, that the legitimation limit of these conventional mechanisms of electoral representation has declined. Citizen participation is additionally some of the time seen as an answer for a democratic legitimacy of governance processes. Representative democratic governance currently faces a few basic legitimation issues. Public trust in legislative and administrative organizations, enrollment in a distinguishing proof with political gatherings, and rates of voting and customary political interest have declined in numerous develop many mature democracies (Dalton, 2008). That decay may originate from recognitions that legislators and gatherings have lost touch, that these actors are under obligation to a few (Lessig, 2011), unresponsive to many (Gilens, 2012), corrupt, or simply ineffective.

There is need to include knowledge cooperatives and competency groups involving researchers and local communities so as to involve people with diverse expertise (Phillipson et al., .2012). Van der **(**2008**),** conducted a research on project governance and found out that the project management practices had evolved rapidly as public institutions realize the benefits associated with the application thereof to render services on time, within budget and according to community specifications. As a result, public institutions ought to adopt appropriate structures and processes to accommodate new demands placed on project-based service delivery. The research explores the use of governance structures and systems used in government. It was set up that the South African public service, in accordance with international trends. It is clear that most government divisions at the national and provincial spheres utilize instruments and measures to adequately administer ventures for service delivery improvement. In his examination, the spread and development of governance structures is a solid pointer that public institutions recognize the basic estimation of effective project management. The project governance components that are used adjust fundamentally to the standards and best practice rules clear in the literature. Relative develop mature practices were in place. It is normal by the law that all county governments need to engage the people in the decision-making process of development issues.

2.4.3 Citizen Participation

Citizen's participation is a key component of democratic governance and human right. So as to take an interest and become involved in democratic work, citizens need to be empowered. Frequently people might be unconscious of their privileges and rights, they have an isolated or philosophical perspective of the existence where for instance, they see government provision of basic services as a type of charity for which they ought to be appreciative. Moving towards a more dynamic perspective of the world in which government services are viewed as essential rights is a key step. Building people's awareness of their rights is a critical component of getting to be engaged and aware. At the local level, the overall focus of governance work is on achieving greater political influence and improvements in service provision for people living in poverty (Njagi, 2016).

Citizen participation in local government produces better results and promotes good governance, there has been an agreement among local governments and people that expanded citizens' participation is vital and significant at the local level, however not by any stretch of the imagination enthusiastic about citizen participation as an interest for cooperation in decision-making (Seyed *et al*, 2017). At the local level, political risks are often relatively low scope and the distance between people living in poverty and duty bearers is not so great and the potential for immediate benefits and results is higher. Experience shows that focusing on accountability relationships in service provision can often yield quick results that do make a significant difference to people living in poverty. Finding the failings in existing service delivery systems, publicizing them and engaging in a dialogue with authorities can stimulate the action that takes effect quickly (Kyohairwe, 2014). Mariana (2008) in her study contended that there was a contention between local authorities and people with respect to peoples' preferences and the degree of people's participation. She perceived and recognized two unique perspectives about citizen's participation, one which is identified with citizens' perception of participation and another related to a perception of members of local government. The other objective was to research the contentions that emerge over a perception of public participation between the local government's officials and

citizens. Since conflict perception is essential since citizens and local government authorities tended to the genuine issues that exist between them.

The citizen's view that affirms the participation of people in all aspects of local government activities, that is People- centered (PC) see or direct interest and the Authority- centered (AC) view where it trusts that the local authority has control over the general public (Seyed *et al* 2017). In view of these two points of view, it demonstrates that there is a contention between the general public and the local authority. The two parties, the citizens, and the local government authorities are attempting to impact the choice in overseeing decision in managing local affairs in one locality. The principal issue is about power and the capacity to practice control over the other. The proponent of PC point of view sees that the people have the rights to decide their lives in their own territory, and in this manner it is the part and commitment for them to effectively take an interest to choose for themselves henceforth impacting the decision-making is an absolute necessity and a basic motivation for them. Leaving the decision-making process to the province authorities could be seen as if their rights host had been surrendered to another party, that connotes they have lost their demanding and influence control. Gaventa (2010) who reinforced the PC view claimed that citizens are capable and effective to partake in all parts of local government matters. This is on the grounds that people learned through participating and subsequently the educative component of support that would make will make people more developed. On the other hand, the AC view which is in by members of the local government or elected officials, believe direct citizen participation is politically naive make and governance should rest on informed and knowledgeable elite.

Only a small group needs to be actively and directly involved in decision-making. Yang (2006) contended that the local authorities focus on a limited scope of people's participation in the decision-making process and the formulation of policies. As indicated by Bowman and Kearney (2007), from the point of view of local government officials on direct participation can be a disturbance since it might distress established routines when people are too busy with their private lives including supporting their families. All these issues prevent direct participation to take place. Excessive

participation by citizens' increases political conflict by jeopardizing stability and social order. Authorities of local government advocate AC trying to keep power for them and to avoid sharing their power with citizens. From this point of view, control is under local government control, and they are not willing to deliberate power to the citizens. But, on the other hand, with PC citizens seek to be involved in the decision-making process and pursue the redistribution of power. That is power to choose, to act and to accomplish what they go for in an open system where negotiating is conceivable. Despite the fact that in a reasonable domain PC perspective of participation could enable empowerment to take places within the acceptable regulation, standards, and practice. It's anything but a simple and extremely difficult task for both the citizens and local government officials as the compromise depends on how one sees power, power connection and power being exercised. If power is seen to be reduced then it's creating the dichotomy between the have power and they have not. On the other hand, if power is seen as a facilitating mechanism to accomplish certain shared objectives that can profit both parties, at that point power is wherever to be shared and consulted among the interested parties.

People concerned about participation, and the help is that the issue is not that people are politically incompetent or diverted by the customer economy. Studies demonstrate that numerous people in the center rungs of society can competently manage strategy dialogs (Fishkin, 2009), participation should be noted as more than a matter of capability. Competent people may not see an incentive to participate and motivating them to do as such is another imperative issue. Sensibly, the issue is the proceeded with convergence of power in the hands of a few. It is trusted that greater inclusion by people in decisions affecting them would enhance both government and people's quality of life. Others trust that people's participation is an essential right and that valuable commitment with government is the most ideal approach to address social and economic issues and strife. Building successful public participation depend on building the limit of capacity of government as well as citizens. County government capacity and incentives are often a key constraint to effective decentralization. Strengthening public participation requires a significant focus on building government systems and capacity, as well as citizens and civil society organizations. County

governments must design and implement projects that not only make a difference in the lives of their county citizens but must execute development projects and interventions that deliver public value (Abuya, 2016).

Varyanne et al (2014), in their study on ICT and governance in East Africa, contends that performing actors influence and interact with traditions, innovation, history and culture all through the governance process. The study received a general framework for understanding interaction in governance based on a general evaluation of the theory and practice of e-government and e-governance. This system traces the conceivable ICT based connections in governance as being, Government-to-Government, Government-to-Citizen, Government-to-Civil Society and Citizen-to-Citizen. The examination proceeds to add on to the four interactions, for example, Civil Society-to-Citizen, Civil Society-to-Government, Citizen-to-Government and Citizen-to-Civil Society.

The examination continues to take a gander at ICT instruments for the 17 governance initiated that have been overseen by the government, civil society organizations (CSOs), and citizens. The study augured further that in as much as social governance and economic governance provide the basic foundation for any society, political governance ensures cohesion of a society. Therefore governance not just around a task of social and public associations and their cooperation with each other yet in addition includes the state's capacity to identify with and communicate with citizens. The study featured basic difficulties faced in society participants include corruption,, youth unemployment, insecurity, poor service delivery in education and health, persistent difficulty in communicating with government through representatives, income inequality, neglect of rural areas, lack of information on what is going on in the government, poor awareness of rights of citizens to participate in governance issues, and perceived indifference by government to citizen complaints and concerns (Varyanne *et al*, 2014). Public participation has been enhanced in the new framework with the enactment of various Policy Acts.

Good governance has showed up in developing nations as an instrument of reducing the poverty of the many people. This level was fulfillment with interactions and perceptions about the significance of engaging various stakeholders at different phases of the project. Perceptions of stakeholders and attitudes of their commitment could help encourage productive interactions. Smith et al. (2010) in his Participatory Action Research as one advancing methodology with a long history that involves researchers' and stakeholder's active engagement as members from an information creation aggregate concentrated on affecting social change.

2.5. Critique of Existing Literature Relevant to the Study

As demonstrated in related research, citizens are more likely to grant legitimacy to governments if they perceive the performance of public institutions to be effective and fair (Bratton (2010). The first step in uncovering popular views about local government performance is to establish the scope of council responsibilities as seen by citizens. To this end, the survey asks respondents to envisage how various public functions are distributed across tiers of government central, local and communal.

The findings of Yang & Pandey (2011) on their work of important factors for strengthening democratic governance can be used to construct a framework for analysis. However, the findings were biased because they were based on data collected from public managers only. In addition, several empirical studies have described a range of similar factors that are important in determining the effectiveness of participation. June (2009) in her research on citizen involvement in local governance did not set out to establish whether citizen or user involvement has a quantifiable effect to local services, or to distinguish a relationship between community involvement and enhanced service quality or satisfaction. It was concerned with the encounters of communities, citizens, and councilors. She utilized an expressive approach in her work.

Ray et al., (2008) in their study on decision-making with public officials, across five service areas in one area about how different community engagement processes affected their everyday working lives. They found it difficult to identify whether and

how community views were influencing policy or practice, and they felt that communities were more often able to influence operational matters than strategy. The informal contact was thought to be most powerful in raising issues however was less compelling at identifying solutions. Skidmore *et al* (2006) in their study found a solid relationship between engagement and commitment to the area where people were involved, usually the ward where they lived. This affiliation came about through community activities, for example, those who participated and felt that they belong. Rai's (2008) in his study found out that the affluence of the area was not linked to levels of participation; it was more a question of values. In state-society areas, people were more likely to get involved initially because of a specific issue they wanted to it change.

2.6 Research Gap

The literature review on citizen involvement indicates that citizens are not optimistic about action being taken on the issues they raise, in this manner limiting their utilization of the applications. Varyanne et al (2014) conveyed on this by the lack of participation the conception of the ICT tools in governance, lack of follow up procedures on the issues raised, poor correspondence by government on the course of action to be taken on issues raised by citizens, and, the fact that there are more people who share adverse encounters they have had with government than there are individuals who share positive encounters. From the issues raised by citizens in the past studies, it would be expected that most governance tools would be focused on to answer the issues raised by the citizens.

However, there is a little sign, from the studies and interviews with the organizations running the tools, those citizen opinions on what constitutes governance priorities informed the establishment of tools. Related to this is there is a requirement for a closer looked at the increasing dissatisfaction of citizens with the government that has led to a range of unequal citizen movements, rising apathy and expressed distrust, and overall an increase in the expectation that government would deliver more with less (Norris, 2011).

In some cases, citizens' impression is that even though costs to accessing government services have been reduced through with technology, some are still unable to meet the costs of accessing them. Websites, for instance, are difficult to access for people living in rural areas and who forms majority of East Africa's population; mobile phones require airtime for communication except in the case of toll-free numbers for SMS and calls which are few. Therefore citizens who are end-users of such services are not involved in their development and as a result, many would be users and are not invested in using them. Some do not address users' priority problems, and user experience apparently is not taken into account. This lack of inclusion in the initial stages of the development hinders their general usability. From the above literature, there is need for a detailed study research to be conducted to further uncover best practices associated with the establishment of governance of project mechanisms and practices. Such knowledge and lessons that would be learned should be shared with other departments which to investigate the establishment of similar mechanisms and practices.

2.7. Summary of the literature Review

Theories reviewed emphasized on survey customer perceptions and expectation in regards to the nature of administration so that the relationship between the state and society unload the thought of governance. They called for situation that is more transparent, responsible and predictable, which therefore prompts advance good governance at the local levels, and the County government could promote legitimacy more effective and efficient to citizens through use of guidelines in improving governance of projects. Innovations that enhance the effectiveness of governance can also indirectly advance social justice. When governments or social partnerships create and deliver services such as education, human health, training, security, or environmental protection more effectively, the users of those services benefit. Such services benefit everyone, or the general public though, some benefit more than others. Improving public primary education benefits different groups than higher education advances. When community policing improves public safety, people in high-crime areas benefit more than people who live in communities that were already safe.

Increasing citizen involvement requires local authorities to be proactive in their approach to the creation of value as well as having citizens participate in various

approaches to community governance described above provide real opportunities. These approaches show the promise of changing the relationships, and the actions of both local authorities and citizens through innovative citizen involvement. Citizen involvement broadly understood as demanding officer and county administrators, the reshaping of the role of elected representatives and the allocation of limited resources. Participatory processes to strengthen the capabilities would be required to enable the realizing of public value in local government.

The values and desires of citizens are not just inactively heard and responded to, as is the usual dynamic between citizens and elected representatives, in these innovative approaches to citizen engagement, government's role becomes one of educating and informing through participation, while citizens influence and meet the challenges of having to make decisions about resource allocations. The benefits to elected leaders are that they can be more confident that the community views influencing decision making well-informed representative. Citizens can actually help make those challenging decisions about resource allocation and in the process develop more realistic expectations about the circumstances of governing that elected representatives find themselves facing. Through innovative citizen participation, both citizens and elected representatives are engaged in a discourse which reshapes the other. The processes enhance the functioning of representative democracy, by inserting the views of citizens directly into decision making. To solve the representation problem common in voluntary participation programs, some have proposed that citizen boards could serve as an alternative model of participation where citizens could be randomly selected from the population.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the method and techniques used in the study. It describes the research design, population of the study, methods used in sampling and sample size. It details data collection procedure, a research instrument used, pilot testing, describing the data analysis and presentation.

3.2 Research design

Burns and Grove (2003) define a research design as a blueprint for conducting a study with maximum control over factors that may interfere with the validity of the findings. It is a framework that guides the collection and analysis of the data. It ensures one would effectively address the research problem, constitutes the blueprint for the measurement, and analysis of data. This study utilized a descriptive research survey design. According to (Orodho, 2003; Iravo, 2011) descriptive studies are not only restricted to fact findings but also result in the formulation of important principles of knowledge and solution to significant problems.

3.3 Target Population

Ranjit (2011) defined a target population as the people who the researcher wants to find out about them. The study populations were the 47 county government of Kenya. The units of observation were Nandi and Elgeyo Marakwet county government with a population of 1,122,963 (KNBS 2009). The study covered citizens, employees of various projects and county officials of various projects in Nandi and Elgeyo Marakwet Counties.

3.4 Sampling Frame

The sampling frame was designed to cover citizens of Nandi and Elgeyo Marakwet counties, employees of various projects and elected officials at the two counties. A sample is a subgroup of the population which is the focus of a research inquiry and is selected in such a way that it represents the study population (Ranjit, 2011). A sample is composed of a few individuals from whom researcher collect the required

information. It is done to save time, money and other resources. Sampling is the process of selecting a few respondents from a bigger group to become the basis for estimating the prevalence of information of interest to a researcher (Ranjit, 2011). Multistage sampling was used in this study. This was followed by systematic random, done by using random number table digits to identify the respondent. The next step was involving the selection of the respondents from the sampling frame of potential respondents from each constituency. Multistage sampling is ideal when it is impossible or impractical to compile a list of the elements composing the population (Babbie, 2007).

3.5 Sampling Techniques

The sample size is the number of individuals from whom the researcher obtains the required information and is usually denoted by the letter *n*. The respondents for this study were Nandi and Elgeyo Marakwet county citizens, employees of various projects and officials who are the leaders or managers of the projects. In determining the sample size, this study adopted the formula and procedure for categorical data using Fishers formula. According to Fishers et al., (1991), the required sample size (n), can be calculated using the formula:

$$n = \frac{Z^2\ \alpha/2\ p\ Q}{L^2},$$

Where:

Q = 1-p

Zα/2 = Confidence level at 95% (standard value of 1.96)

p = Estimated prevalence of amaranth adoption at 50% (Proportion)

L = Level of precision at 5% (standard value of 0.05).

$$n = \frac{1.96^2 \times 0.5 \times (1-0.5)}{(0.05)^2} = 384.16$$

Using a finite study population of 1,122,963 in Nandi County and Elgeyo Marakwet, a correction factor is used. The actual sample size is calculated as follows:

$$n = \frac{1}{\ }$$ which is the reciprocal of 1/n + 1/N

1/n+1/N

Where:

n is the actual sample size

N is the study population = 6 constituencies

Therefore actual sample size (n) = $\frac{1}{(1/384) + (1/1122963)}$ = which is approx. = 400

For the purposes of free from bias selection of the sample, a ratio of total population was calculated and an equal distribution was done.

Table 3.1: Sample size selection for Respondents

County	Total Population	Sub counties	Population	Sample
Nandi	752,965	Nandi central	268,832	72
		Nandi north	132,219	35
		Nandi East	105,719	28
		Tinderet	100,870	27
		Nandi south	138,137	37
Elgeyo Marakwet	369,998	Marakwet East	78,749	43
		Marakwet West	108,374	59
		Keiyo South	109,160	59
		Keiyo North	73,715	40
		TOTAL		**400**

Source: KNBS (2009)

3.6 Data Collection Instruments

The study utilized primary data. The primary data were obtained from the field by use of a questionnaire and an interview guide. According to Kothari (2004), both questionnaire and interview guide are popularly used tools for collecting data. A semi-

structured questionnaire was developed and used in this study to enable the collection of a broad range of data to enhance accuracy and storage of data.

3.7 Data collection procedures

Sapsford & Jupp (2006), defined data collection as the process of gathering and measuring information on variables of interest in an established systematic fashion that enables one to answer stated research questions, test hypotheses, and evaluate outcomes. For this study, a primary method was used to collect data. A total of 400 questionnaires were distributed to citizens and employees of various projects to fill them and 15 key informants who were the elected officials were interviewed to identify information dissemination frameworks in the targeted counties. The interviews took 15 minutes to be filled. The interviews were guided by both closed and open-ended questions. The questionnaire took approximately 30 minutes. The interviews also sought to establish whether there exists Civil Society Organizations (CSOs) and whether there are organized CSO networks in the target counties working around governance and participation in county governance processes through which citizens could identify their role in governance processes. Information from NTA annual report on citizen report card to facilitate effective public participation and information dissemination framework were utilized. It also included a review of several documents developed by the county governments.

3.8 Pilot Study

Kothari (2004) asserts a pilot study as a replica and a rehearsal of the main survey. A pilot study for the instruments were carried out to ensure that the items in the questionnaire were 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 Iravo, (2011) it is used to improve their validity and relevance to the objectives of the study. In this regard, the respondents had no problems in answering the question. The questionnaire pilot test was done by county government officials, the citizens and employees of various projects as they were the target population. The individuals were randomly selected from Elgeyo Marakwet and Nandi counties which were not part of the final sample by noting where

they were. This represented 10 % of the sample (400) which was 40 respondents as this is generally recommended by social researchers. In choosing the respondents for pilot testing, the researcher used simple random sampling. From the feedback, research instruments were scrutinized for errors and omissions, ambiguity, and relevance. The questions that were found not to be understood were redefined while the questionnaire content, structure and sequence were restructured to enhance the content validity. These improvements made the data collection instruments to be more theoretically meaningful. Piloting also helps the researcher to gain decision making experience in conducting the research in preparation for the larger group survey.

3.8.1 The Validity of Research Instruments

Validity is about the accuracy of the data obtained in the study in representing the variables of the study (Saunders *et al*., 2003). Creswell, (2008) defined validity as how well an instrument as measures what it is intended to measure. The study used open-ended and close-ended questionnaires, Likert-type scales, and interviews that were open-ended. Another important feature is the population for which the measure is intended, once some of these decisions were made and a measure was developed. Errors of measurement that affect validity are systematic or constant errors. This study established the validity of the research instrument with the help of the university supervisors and the pilot testing.

3.8.2 Reliability of Research Instruments

According to Kothari (2004), reliability is the consistency of measurement. He contends that the more reliable a data collection instrument is the more consistent the measure would be. Reliability is the degree to which a test consistently measures whatever it measures (Creswell, (2008)**;** Gay (1987); Nunnally (1978). Errors of measurement that affect reliability are random. This study employed Cronbach's coefficient alpha method to determine the internal consistency of the variables to be measured. According to Cohen and Swerdlik, (2005) this method requires only one administration of the test to offer a rule of thumb of 0.7.

The following formula for Cronbach alpha was used to measure the reliability of the instruments.

$$\alpha = \frac{K * r}{1 + (K - 1) * r}$$

Where:

K is the number of variables,

r-bar is the average correlation among all pairs of variables.

The results found out the Cronbach's alpha value for the overall questionnaire was 0.805 which indicated its high reliability because the value was well above the generally agreed upon lower limit of 0.7.

3.9. Data analysis and Presentation

3.9.1. Data analysis

To support the relationships as suggested in the model, the study used Statistical Package for Social Sciences (SPSS version 20) and used SERVQUAL model to analyze the perception, multinomial model and descriptive analysis. First, the researcher analyzed internal correlations to examine the relationships among the research variables. Second, the researcher conducted a standard multiple regression analysis to test for the direct effect of the independent variables on perception (satisfaction, trust, and voice orientations). In the regression analyses, it also controlled for several demographic variables such as age, education, and gender that have been found to be relevant in studies on governance efficacy and citizen participation. The dependent variable was then regressed on the independent variables, whereby the independent variable affected the dependent variable to establish that there was an effect which was mediated. The mediator then was regressed on the independent variable, whereby the independent variable affected the mediator. The dependent variable was also regressed on both the independent variable level of participation, whereby the dependent variable affected the dependent variable while controlling for the independent variable. An additional fourth condition concerns the case of democratic practice where the effect of the independent variable on the outcome for the dependent variable was zero.

The equation that described how the dependent variable Y' was related to the independent variables:

$$Y' = a + b_1 x_1 + b_2 x_2 + \ldots + b_n x_n$$

In this equation Y' (the variable being predicted) and x_1, x_2, ..., x_n (the predictor variables in the equations). The "n" in x_n indicates that the number of predictors included was up to the researcher conducting the study, "a" is the y-intercept which indicates the point at which the regression plane intersects the y-axis when the values of the predictor scores were all zero. The terms b_1, b_2, and bn were all regression coefficients which were used as multipliers for the corresponding predictor variables (i.e., x_1, x_2, and x_n)

Where:

Y = Governance of projects

X1 = Citizen Engagement

X2 = Level of participation

X3 = Democratic practice

X4 = Age

X5= Gender

X6= Education

3.10. Test of Hypotheses

The hypotheses developed were tested using ANOVA and F-distribution. ANOVA is used to determine whether there are significant differences between two or more groups or samples at a selected probability level (Creswell, 2008). The study performed individual tests of all independent variables to determine which regression coefficient may be zero and which one may not. The conclusion based on the basis of p-value where if the null hypothesis of the beta is rejected then the overall model was

significant and if null hypothesis fails to be rejected the overall model is insignificant Any null hypothesis with p-value greater than 0.05 were rejected and any that had p-value less than 0.05 were failed to be rejected.

CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSION

4.1 Introduction

This chapter focused on the research findings and discussion of the results. The study employed different statistical techniques by use of SPSS to determine the influence of citizen involvement on governance of projects in county governments in Kenya. The discussion was guided by the objectives of the study; perception, engagement, participation and democratic practice where the strength of the SERVQUAL model on customers' expectation, regression analysis, the test of hypotheses and descriptive analysis are presented. Reliability analysis was carried out using Cronbach alpha explained a coefficient of reliability that gave generalizability data.

4.2 The Response Rate

Response rate is the number of participants who completed a questionnaire divided by the total number of participants who were asked to participate. The response rate of this study was 93.75 percent of the expected respondents of 400 in the two Counties which was a total of 375 respondents. The study distributed 375 questionnaires to citizens and employees and 15 interview guides to elected officials at the county governments in Nandi and Elgeyo Marakwet. Out of the 375 questionnaires distributed, 365 were returned and 10 interview guides filled.

Table 4.1: Response Rate of Questionnaires

Responses	No.	Percentages
Administered questionnaires	375	90%
Returned	365	82.125%
Interview guides intended to be filled	15	10%
Filled interview guides	10	6.67%
Total	375	93.75%

4.3 The Demographic Profile

Demographic characteristics of the respondents are presented in Table 4.1. These respondents had more males (64.8 percent) than females (35.2 percent) this study was dominated by the male which was in line with (Kwena, 2012) who asserted that the rural society is predominantly male-controlled in which female participation in development activities is traditionally looked down upon. The common religious sentiment is also against women's spontaneous participation in a development program. However, people with strong family background enjoy privileges at all levels. Majority of them (52.4 percent) were younger than 36 years old, this according to Pike et al., (2014) on their sentiments on ideas and beliefs about age vary over time and from one culture to another. They even vary from one situation to another, depending on the activities and attributes valued in particular social worlds. In societies characterized by high rates of change, youth is generally valued over-age. Being old in such societies is associated with being inflexible, out of touch, resistant to change, and possessing outdated knowledge. When this view is combined with beliefs that aging involves physical and intellectual decline, many people develop negative attitudes about becoming older. These attitudes may then become stereotypes of the experience of being older.

When this perception of age is widely accepted and incorporated into the general narratives and stories about aging in a culture, it perpetuates negative beliefs about becoming and being old. This leads people to reduce physical activity as they age, and it supports the notion that communities should not be concerned about providing publicly. In terms of education only (47 percent) of the respondents in the sample had a university and tertiary education, about (78 percent) of them indicated that they had knowledge of existing projects in their counties. These results were in agreement with other scholars who found that the predictable wisdom of the supremacy of education in stimulating political participation had been challenged in a number of methodologically advanced studies (Berinsky & Lenz 2011; Kam & Palmer 2008; Persson 2014; Tenn 2007). In essence, these studies argued that earlier studies showing an impact of education on political participation had failed to take into account that people who attain higher levels of education systematically differ from

those who do not in various overlooked ways. Examples of such overlooked confounders include early-life socialization within the family and fundamental psychological traits that are partly inborn conditioned early on in life. When taking these and other pre-adult factors into account, the noted studies showed that the positive relationship between education and participation disappears. The evidence regarding the causal impact of education on political participation is still inconclusive, but the debate over the relationship has reiterated the main concern.

Table 4.2: Demographic profile of the respondents

		Percent
Gender	Male	64.8
	Female	35.2
	Total	**100**
Highest level of Education	No education	9.7
	Elementary/ primary	18.6
	Secondary	25.3
	Tertiary education	27.0
	University degree	18.9
	Masters/ Ph.D. degree	0.5
	Total	**100**
Age	18-35	52.4
	36-53	30.5
	54-70	11.0
	70-above	6.1

Most of the respondents (77.9 %) had knowledge on the existing projects in their counties and only 28% reported to had been involve while 72% having not been involved in any contribution to the development of projects in their Counties as shown on Table 4.3.

Table 4.3: Knowledge of the Projects by respondents

	Yes	No
Knowledge of existing projects	77.9	22.1
Been involved in the contribution of projects	28.0	72.0

4.4 Influence of citizen perception on governance of projects

A descriptive analysis was performed on the 30 perception attributes included in the questionnaire to determine underlying dimensions of County government service quality perceptions. An exploratory factor analysis was done where principal component analysis was conducted. Items with eigenvalues equal to or greater than 1, factor loading above 0.4, and factors which contain at least three items were retained. Furthermore, a reliability analysis was performed to test the reliability of the scale and inner consistency of extracted factors. For this purpose, Cronbach's alpha coefficients were calculated.

Table 4.4 shows the range of service quality perceptions items, which were from 1 (very dissatisfied) to 5 (very satisfied). The mean scores of respondents' perceptions ranged from 2.41 to 3.64. The lowest perception item was 'Leaders in the county have their citizens' best interest at heart,' which indicates that the leaders on these counties did not provide enough suitable time to listen to their citizens so as to enhance services provided. According to TISA (2010), poor information management and failure to disclose information regarding local development alienates citizens from local development and provides opportunities for corruption.

On the other hand, respondents' highest perceptions were on the employees putting the interest of the people and not their own, implying that there was a need for employees to consider the interest of the people they served while offering the services. Respondents were in agreement that they feel part and parcel of the project development in their county and that the physical facilities such as (Roads, water projects, women, youth projects and cattle dips) were visually appealing. Michels

(2011), in his work, attributed that citizen involvement and part of their community is a consequence that they also feel more responsible personally for public decisions and may contribute to a greater legitimacy of decisions. Since their formulation overall undertaking and completing local projects like building latrines in schools, putting up cattle dips and so on. However, the projects have been observed to deteriorate over time (Omollo, 2011). The study calls for concern as to why the projects were not sustainable and those communities did not own the projects or the projects did not consider the priority needed for the community. There was a perception amongst citizens that community involvement practice and policy does not always align. Greater understanding of these perceptions, how they are developed, consequences of their existence and possible ways of changing them through more sophisticated technique. Perception on community involvement could be used by county officials as a tool for manipulation. Table 4.4 presents scores of quality perceptions.

Table 4.4: Average scores of service quality perceptions

Attributes	Mean	Std. Deviation
Projects in this County have been improved	2.9	1.3
The physical facilities (Roads, water projects, women and youth projects and cattle dips) are well maintained	2.7	2.5
Physical facilities (like schools, health) are visually appealing.	2.9	1.2
The physical environment of the health centers are clean	2.8	1.2
The county has modern equipment.	3.3	1.2
The physical facilities (Health centers, roads, schools, street lights, water) should be visually appealing.	3.5	1.2
Services received through these projects are of high quality	2.6	1.1
When leaders promise to do something by a certain time, they do that.	2.4	1.1
Leaders perform the service the in the right way.	2.6	1.7
Employees of the County keep their records accurately	2.7	1.9
The elected leaders provide their services at the time they promise to do so.	3.2	1.3
Leaders operating hours are convenient to all their citizens.	3.1	1.3
The employees understand the specific needs of their citizens.	3.2	1.3
The services in the county are of good quality	3.1	1.4
When citizens have problems, leaders show a sincere interest in solving it.	2.6	1.1
A leader in the county have their citizens' best interest at heart	2.4	1.3
Their employees should put the interest of the people and not their own	3.6	1.2
The employees are polite to citizens.	3.2	1.2
Leaders give citizens individual attention.	3.2	1.3
Employees give citizen personal service.	3.2	1.3
Leaders have their citizens' best interest at heart.	3.2	2.1
I feel part and parcel of the project development in my County.	2.6	1.2
Employees make information easily obtainable by citizens	2.5	1.2
When the leaders promise to do something by a certain time, they should do so.	3.5	1.2
County administrators perform the service right way always.	3.3	1.2
The behavior of employees in County government instill confidence in citizens	3.2	1.3
Citizens feel safe in raising their complaint with employees in the County government	2.5	1.2
Employees make information easily obtainable by the citizens.	3.3	1.3
Employees give prompt service to citizens	3.4	2.5
Leaders in county government are never too busy to respond to citizens' requests.	3.2	1.3

From the SERVQUAL model analysis in Table 4.5 are five original SERVQUAL dimensions where according to this study; tangible covers the physical facilities,

equipment and employees facilities. Reliability covers capabilities of leaders to provide the promised services immediately, accurately and satisfactorily. Responsiveness is the wish of the employees and leaders to help citizens and provide service with receptiveness. Assurance covers the knowledge, capabilities, courtesy, and trustworthiness that are owned by the employees and leaders free of doubt. Empathy is that ease of good relationships, communication, personalized attention, and understanding of citizens' needs. Cronbach's alpha value for the overall perception scale was 0.9080 which indicated its high reliability. These values are well above the generally agreed upon lower limit of 0.60 (Marković et al., 2010, Hair et al., 2006), indicating the good internal consistency of the factors and high reliability of the scale.

The eigenvalue is a measure of how much of the variance of the observed variables a factor explains. Any factor with an eigenvalue ≥1 explains more variance than a single observed variable (Owino, 2013). The study shows that the quality of services received by the citizens was tangible and reliable, however, there was no or little satisfaction on empathy, responsiveness, and assurance of services provided. The p-value of the Chi-square was 0.000 less than 0.05. Therefore, it can be concluded that the variables were not correlational to each other and that there was a statistical relationship between the categorical variables (Tabachnick & Fidell, 2007) Table 4.5.

Table 4.5: Measuring Perceived Service Quality Using SERVQUAL

Factor	Eigenvalue	Difference	Proportion	Cumulative
Factor1	3.46754	3.40791	1.0535	1.0535
Factor2	0.05962	0.11715	0.0181	1.0716
Factor3	-0.05753	0.02567	-0.0175	1.0541
Factor4	-0.08320	0.01169	-0.0253	1.0288
Factor5	-0.09489	.	-0.0288	1.0000

LR test: independent vs. saturated: chi2(10) = 1200.85 Prob>chi2 = 0.0000

Factor loadings (pattern matrix) and unique variances

Variable	Factor1	Factor2	Uniqueness
tangible	0.7070	0.1657	0.4727
reliable	0.8896	0.0561	0.2054
emphati	0.8966	-0.0710	0.1911
assuranc	0.8888	0.0159	0.2097
responsi	0.7631	-0.1540	0.3940

alpha tangible reliable emphati assuranc responsi

Average interitem covariance: 18.96814

Number of items in the scale: 5

Scale reliability coefficient: 0.9080

4.5 Influence of citizens' Engagement on Governance of Projects

The study found out that the common projects known by the majority of the citizens in the two counties were the (Early Childhood Development) ECD schools and roads. When respondents were asked to indicate the projects, they were aware of in their counties, a total of 55% were aware of ECD schools, followed by health centers (24%), cattle dips (10%) and water projects (9%) while the least known projects were women and youth projects which were known by only 2% of the total respondents. The other projects available in Nandi County were the fencing of public markets and public lands while in Elgeyo Marakwet were the poultry projects as indicated in Table 4.6. These findings agree with (Yang and Callahan, 2005) whose arguments were that the practical areas for citizen involvement are economic development, education, environmental protection, public health, policing and public safety among others. Archon (2016), asserted that governance was effective to the extent that governance

arrangements were capable of solving the substantive problems that set to address, providing education, caring for the poor, ensuring security and providing public goods and services. Many multi-sectoral problems solving, networked governance and even collaborative governance efforts do not create a substantial role for citizens. In some instances, problem-solving revolves around direct citizen participation. Citizens can make several important contributions to solve ugly problems by framing a particular problem in more accurate and viable ways than professionals acting alone.

Again, when decisions involve important ethical issues, citizens may be best placed to adjudicate and those who are often affected most by efforts to address public problems, are well placed to provide information relevant to devising solutions and evaluating implementation. Citizens also can sometimes become directly engaged in solving public problems and thus contribute additional resources through co-production. Local authorities work through legally constituted committees of elected and nominated leaders. Their responsibilities include formulating policies and planning of activities that help the community engage in socio-economic and political responsibilities in their areas. It is through the committees that the community and stakeholders when invited can participate in deliberations (Mboga, 2009). Citizens have been confounded by the current covers between administrative boundaries, which have made it troublesome for them to comprehend or review the procedures associated with finance organization. The covers have likewise made it hard to direct observing and assessment (KHRC and SPAN, 2010).

Table 4.6: Projects available in Elgeyo Marakwet and Nandi Counties

County	ECD school and roads	Health centers	Cattle dips	Water projects	Women and youth projects	Other projects
Elgeyo Marakwet	29 %	12%	4%	4%	1%	Poultry
Nandi	26%	12%	6%	5%	1%	Fencing of public market and lands

Keeping in mind the end goal to improve participation as the country implements devolution at the local level, there is a requirement for clear components for engagement and expression of community interests. All things considered, the report suggested that the government through stakeholders' engagement obliged to come up with a robust feedback mechanism for identifying the communities benefiting from various public projects (Sande, 2012). As indicated in Table 4.7, the two counties Elgeyo Marakwet and Nandi shows that since the implementation of the projects, the majority of the respondents 71% and 57% respectively, reported that their livelihood has improved. This implies that the introduction of the governance of projects at the county level has had a positive impact on people's life.

The improvements were as a result of collaborative action results to increase the capacity of communities to engage their government to articulate concerns and solve problems. Respondents were asked whether they could distinguish between central government from County government projects and the response indicated that only (46% and 41%) respectively could distinguish between the two, while the majority (54% and 59%) respectively could not.

During the decision making citizens reported that there has not been any dialogue to engaged them in finding a common ground to arrive at an agreement on issues affecting their daily lives, only 42% and 12% respectively reported to have been engaging where the majority have not been engaged, although majority (76% and 87%) respectively were aware that the County projects affect them directly. A major gap exists between the local government and citizens in terms of engagement and communication. Odhiambo et al., (2005) found out that 42.7 percent of survey respondents reported never having consulted with the local authority on service provision. Furthermore, 86.1 percent of those surveyed reported having never participated in any project or activity initiated by the local government indicating a trend of limited engagement and lack of awareness of funded projects. Citizen engagement in the governance of projects allows individuals to express their interests and demands on government. It allows their individual voices to be heard leading to an inclusive society. These findings were in agreement with (D'Agostino & Kloby, 2011)

where they asserted that if government officials and citizens work collaboratively to determine and prioritize community needs, then public policies and government actions are likely to reflect the contributions and wishes of the public. Involvement has been instrumental in guarding against abuse of office by public servants and political leaders. It has likewise given a control against inordinate caution being vested in government employees out in the open methods. Support has given governing rules against unnecessary political obstruction in service delivery and negligence for professionalism and meritocracy in general society area among others (Odhiambo et al, 2005).

Table 4.7: Citizen Engagement on County projects

		County	
Ways of engagement		Elgeyo Marakwet	Nandi
Since the implementation of the above projects, has your livelihood improve?	Yes	71%	57%
	No	29%	43%
Can you distinguish between central government from County government projects	Yes	46%	41%
	No	54%	59%
Have you been engaged as a citizen in a dialogue to find common ground and arrive at agreement on issues affecting your daily lives (engagement in decision-making)?	Yes	42%	12%
	No	58%	88%
Are you aware that these projects affect you directly?	Yes	76%	87%
	No	24%	13%

In regard to engagement the multinomial regression the independent Legitimacy and integrity were found to be significant (0.002) and (0.000) respectively, variable affected the dependent variable to establish that there was an effect which was mediated the controlled for demographic variable gender was significant (0.034) that have been found to be relevant as shown in Table 4.8.

Table 4.8: Engagement

	Model Fitting Criteria	Likelihood Ratio Tests		
	-2 Log Likelihood of Reduced Model	Chi-Square	df	Sig.
Intercept	.000	0.000	0	
Legitimacy	9.151	9.151	1	.002
Integrity	.000	0.000	0	.000
gender	4.499	4.499	1	.034
education	8.738	8.738	5	.120
age	5.004	5.004	3	.172
Engagement	8.179	8.179	5	.147

4.6 Level of participation on governance of projects in county governments in Kenya

Successful citizen participation involves eight core areas, which must be clearly examined. These are citizen awareness, capacity building, arranging, execution, observing and assessment, criticism and revealing components, money related asset assembly and Citizen Engagement Forums. There is need to make awareness among both responsibility leaders and citizens on what citizen participation is and its significance. For devolution to be effective, the nationals must be politically conscious and access to information. They should not exclusively know about their rights and obligations yet in addition know the channels through which they can practice them (Omolo, 2011).

The execution of the public participation procedure is very important for promoting the democracy of social values and better planning or fulfillment of public needs. Respondents who reported to have participated were high during identification of projects (58%), while formulation of projects were (17%) who participated, legislation of the projects were (5%) who participated (22%) participated in the implementation

of the projects and only 7% participated in the evaluation of the projects. During the participation, (41%) of the respondents were able to suggest the projects, (19%) approved the projects, (16%) were employed to work on the project, (15%) were able to name the location of the project, (10%) were in the decision making and (6%) corrected the projects, (76%) reported that during this participation, their opinions were taken into consideration implying that the people had a role to play in the two counties as shown in Table 4.9. Participatory democrats believed that participation gives citizens a say in decision-making enabling them to exert influence on the decision making process. This notion derives from Michels, (2011) whose view that participation of each citizen increases their civic skills and become more competent when they participate in public decision making. Kenya Institute for Public Policy Research and Analysis (KIPPRA, 2006) conducted a survey to assess the level of public participation in Kenya. The report observed poor participation particularly for marginalized groups that resulted in poor prioritization of projects and exclusion, Menon et al, (2008). Though well structures exist, there were a few instances of little responsibility regarding influencing them to deal with the piece of obligation bearers. On occasion, there are deliberate stages to lock out citizen participation.

The main purpose of public participation is to offer the public an opportunity to participate in the decision-making process of related development planning. According to Arnstein, citizen participation is a categorical term for citizen power. It is the redistribution of power that enables the have-not citizens presently excluded from the political and economic processes to be deliberately included in the future (Marzuki, 2015). These findings indicated that only 10% of the respondents were at the level of citizen power since they were in the decision makers, 76% were at the level of tokenism where their opinions were taken into consideration. The remaining 14% were at the manipulation and therapy where it describes levels of non-participation. This implies that leaders need to educate the citizens. Participation has been instrumental in guarding against office abuse by public servants and politicians. It has likewise given a control against over the top attentiveness being vested in government employees out in the open techniques. Participation has given checks and balances against pointless

political impedance in service delivery and negligence for professionalism and meritocracy in public organizations among others (Odhiambo et al., 2005).

Table 4.9: Citizen Participation

Participation Process		Percentage of participation
Stage participated	Identification of the project	58
	Formulation of the project	17
	Legislation of the project	5
	Implementation of the project	22
	Evaluation of the project	7
Role played	Suggest a project	41
	Name the place of the project	15
	Approved the project	19
	Employed to build	16
	Correct the parts not done well	6
	Among the decision makers	10
Was your opinion taken into consideration?	Yes	76
	No	24

Awareness campaigns promote how people can get involved in the work being undertaken and the outcomes of the planning process. It would seek to ensure that information given about the project process is accurate, relevant, accessible and regularly updated. Successful devolution requires citizens to be politically conscious, and have access to information. Citizens must not only be aware of their rights and responsibilities but also know the channels via which they can exercise their rights and responsibilities (Omolo, 2011).

Majority of the respondents (81%) were aware that their participation in county development promotes good governance as shown in figure 4.1. Leaders who were interviewed from the two counties proved this by saying that participation is great as it empowers inclusiveness in the general public. They additionally noticed that including citizens at all phases of projects is imperative as they are the purposes for projects. It is important to understand that in spite of the fact that public participation would only be

allowed to a certain extent, an involvement can only be considered appropriate when the public is allowed to participate actively in all processes, the success of the process depends on how far the public is allowed to be involved (Lukic, 2011). These findings agreed that while there is no deficiency of illustrations to suggest the validity of the claim, there is a methodological issue that can make it difficult to establish such outcomes (Osmani 2007).

It is time for citizen participation since it is a means to enhance development and service delivery, improve governance and deepen democracy. This subject has attracted much attention from various scholars and researchers especially at the time when the country was going through a transition in the new political dispensation. Many studies have shown that public participation is an integral tool for economic development. Despite its importance, not much has been achieved yet. Studies conducted in Kenya show worrying figures of public non-involvement in the development programs. In many parts of the country majority of Kenyans are not aware of projects in their constituencies and participation is foreign to them (Kwena, 2012). When local participatory governance is found to contribute to efficiency, firmly establishing the cause-effect relationships can be problematic. It is always possible that a positive relationship between efficiency and participation may only reflect a process of reverse action that is, community members had already chosen to participate in those projects which promised to be efficient. To know if participation has in fact contributed to efficient outcomes, researchers have to separate such extraneous factors.

Since citizen participants are not paid for their time, committees may be dominated by strongly partisan participants whose livelihood or values are strongly affected by the decisions being made or by those who live comfortably enough to allow them to participate regularly. Some participants, particularly those representing business and government agency interests, would be paid for their time devoted to the initiative. Curry (2001) criticizes citizen participation processes for allowing special-interest views to dominate the decision-making.

Beforehand, participation of citizens in development projects took part in the implementation phase where the policies were made by the government and the citizens were only engaged as recipients; therefore, not creating a sense of ownership among the citizens as the projects were seen as governmental projects and not the actual people's needs on the ground (Kinuthia, 2016). Questions of participation and competence also bear directly on the issue of capacity building. Capacity building, as the development of a community's ability to deal collectively with the problems that it confronts, can contribute to a sense of socialization. Rather than the relatively inactive role of the individual associated with traditional conceptions of citizen participation, participatory governance helps to connect and enable competent individuals in local communities to build together the kinds of social capital needed for joint critical thinking (Putnam, 2000). It does this to a limited extent by building social trust and the sorts of shared understanding that it can facilitate.

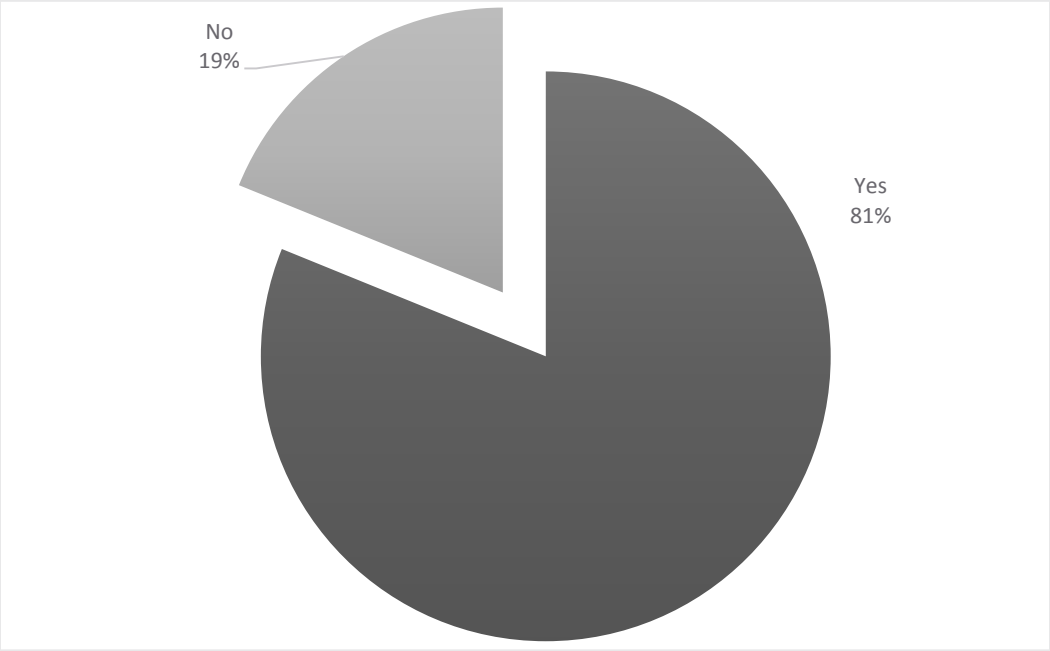


Figure 4.1: Awareness of participation in the county developments to promotes good governance

Public participation is useful for educating the public, especially regarding government development agenda. It potentially influences social or personal changes amongst

community members to incorporate diverse public interests and thus accord people with the right to participate in decisions that would affect their lives (Marzuki, 2015). During the various participations, respondents registered low participation in all activities barazas which have been attended by majority (48.6%) compared to the other activities, women and youth groups who participated by (24.3%), focus group discussion participated by (16.9%), County appraisals (6.3%) and roadshow (11.5%) as shown in Figure 4.2. This low turnout according to the leaders interviewed was because of lack of enough resources to facilitate such meetings. These findings were in agreement with studies which claim that these informal fora include gatherings like barazas where members of the community gather to air their views and concerns which in most cases do not go beyond the baraza fora. This has resulted in members of the community not taking such forums seriously and in most cases escaping their attendance justifying their absence in such forums for not attending when nothing can be done. This has resulted in a feeling of alienation, lack of trust in the local authority and generally very low citizen participation in Local Governance. Mwanzia et al., (2010) explain that participation is a method, a process, and outcome of development, research and empowerment. They explain that participatory methods are important to get information from the marginalized because most policy-makers are unaware of the needs of the rural poor as most of them live in the urban centers and do not share the social circumstances, or class origins of those they profess to help.

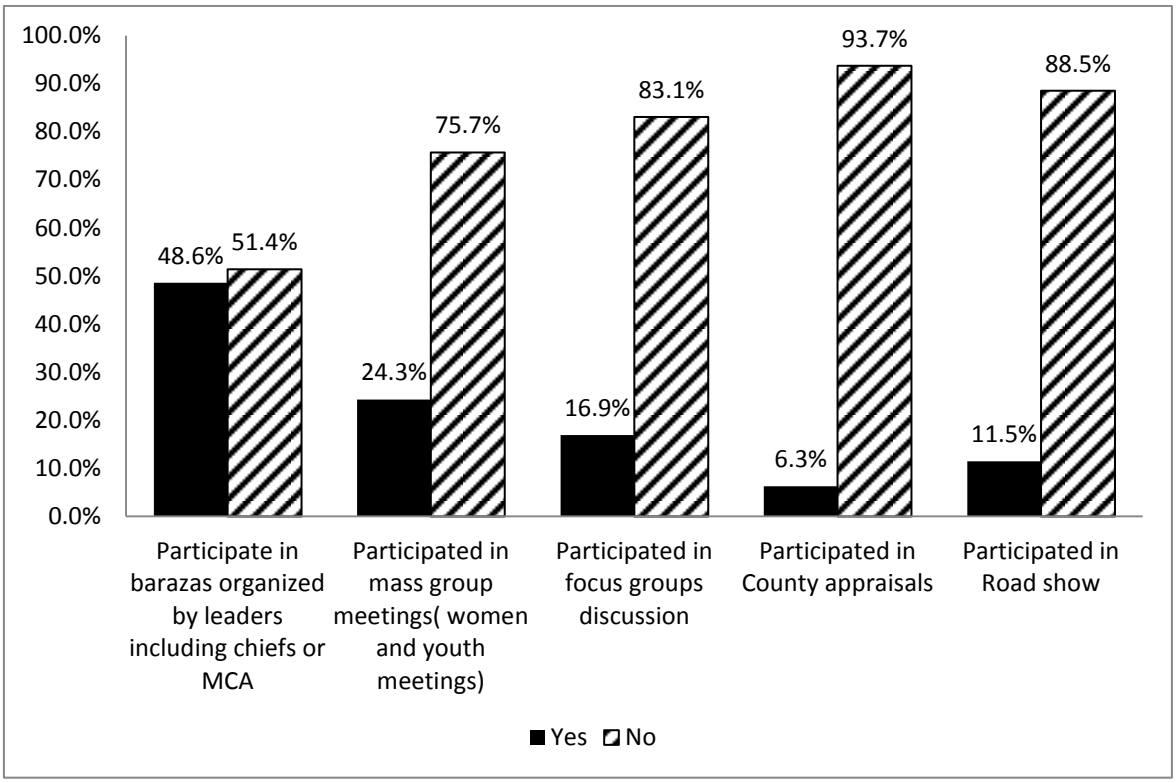


Figure 4.2: Various citizen participations

Table 4.10 indicates the multinomial regression analyses, participation was found to influence legitimacy which was highly significant at (0.005) as an indicator of governance of projects. The controlled for demographic variables gender and age were significance (0.006) and (0.32) respectively.

Table 4.10: Participation

	Model Fitting Criteria	Likelihood Ratio Tests		
Effect	-2 Log Likelihood of Reduced Model	Chi-Square	df	Sig.
Intercept	1.386	0.000	0	
Legitimacy	9.124	7.737	1	.005
Integrity	1.386	.000	1	1.000
Gender	2.433	1.046	1	.006
Education	7.128	5.742	5	.032
age	3.618	2.231	3	.526
Participation	8.461	7.075	8	.529

4.7 Democratic Practice on Governance of Projects

A key element of democracy is for citizens to elect their leaders to act for the greater good of the society as a whole. If the state governs with the best interests of its citizens in mind, it would be essential that the relationships between citizens and their rulers. These important relationships are legitimacy and accountability. Leaders' legitimacy is about being recognized as the rightful legitimate leader who has the support of the people. On the other hand, citizens' accountability is about leaders being answerable to the people. One of the most serious forms of governance failure occurs when these relationships break down or do not exist. The state and its citizens become disconnected. In other words, those in power have little incentive to listen to those without power, and those without power have little influence with which to make their leaders listen. The citizen's perspective key issues about leaders were the interests they represent and power they have. These issues become particularly relevant at election or appointment time. For citizens, the ultimate issue was the election or appointment processes must be free and fair. Hence, the relationship between leaders and citizens in terms of the exercise of power and the democratic governance ought to be good.

Respondents who participated in voting for leadership in their counties reported that the voting process was fairly done (84%), while (15%) who participated in voting felt that the elections were not free and fair as shown in Figure 4.3. This indicates that the leadership of the two Counties at the time of data collection had been trusted by the majority. Harriger (2014) argues that the level of deliberative discussion and the development of democratic dispositions may influence the democratic system with the role of civic identity and community attachment. Representative democracy is being questioned because of the complex decision-making structures, where many actors interact, and there is a decline of the representation leading to decrease voter turnout and increasing electoral volatility and raised demands for citizen (Michels, 2011). Participation is vital in light of the fact that the functional experience on the ground demonstrates that it sets up the important sense of ownership. Mostly, people tend to oppose new thoughts if these are forced on them. Participation has significantly added to the supportability of development activities, encouraged local capacity, given a voice to poor people and the marginalized and connected development to the general public needs (Kwena, 2012).

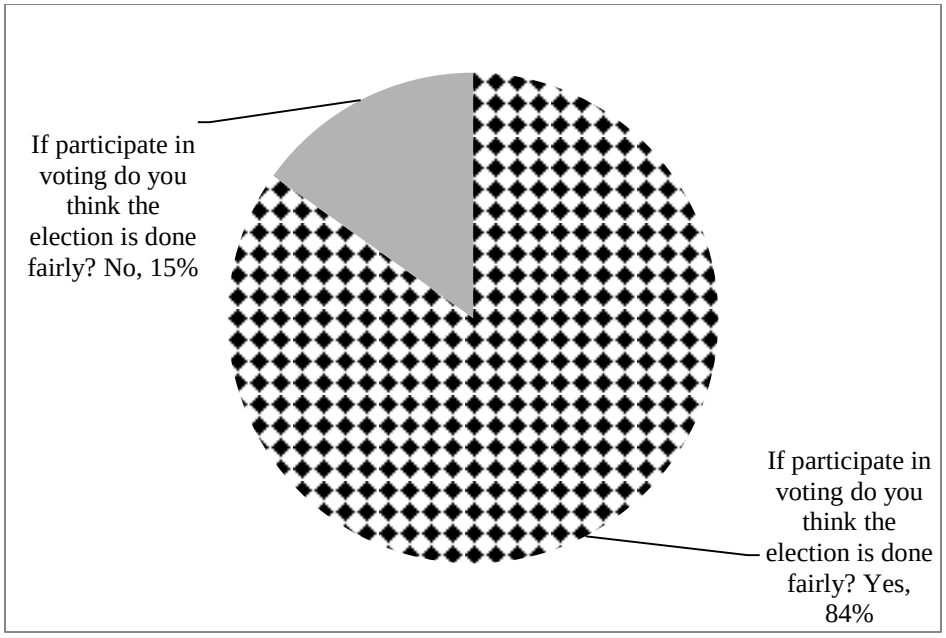


Figure 4.3: Participation in voting

During the recruitment of citizens to work on the projects, it was reported by 43.7% that one needs to be connected with those who were recruiting to secure a position. This implies that some elected politicians and officials in the counties use their positions to give preferences, particularly on employment to their supporters and those that they accept to partake in their political association. This is in concurrence with Jansen and Veen, (2017), who affirmed could happen when community representatives are handpicked by the engineer, leaving different individuals from the community barred from the negotiations making utilization of these restricting points of view. 29.4% of the respondents accepted that the recruitment were on merit while 15.4 % said that it was through a relative in leadership and 11.3% said that it was a friend or be a friend to the leaders as shown in Table 4.11.

Table 4.11: Recruitment to participate in project development

Criteria	Percentage
On merit	29.4
Need to be connected to those recruiting	43.7
Through a relative in leadership	15.4
Through a friend or be a friend to the leaders	11.3

Ultimately, the ability of public participation to deliver on its myriad promises hinges on how governments and civil society translate ideals into practice. For example, public participation does not improve democratic practice if it is not inclusive. Likewise, public input does not improve the quality of decision-making if the right people are not in the room (i.e., those with unique information) or decision-makers do not actually take that information into account (Laura *et al* 2019). Similarly, public participation can breed distrust and conflict if the public does not perceive the process as fair a difficult benchmark to define and analyze.

Legislative representation was found to be relatively poor in Nandi and moderate in Elgeyo Marakwet as shown in Figure 4.4. This implied that the representatives were not effectively representing their electorates since in some instances they never followed rules and regulations and never involved people in public hearings that are critical mechanisms of enforcing public accountability. The overall observation was

that there was limited popular control and as a result, public accountability might have been compromised. On contrary, however, direct indicators of engagement to citizens seemed to have scored slightly higher as was illustrated by open publicity of change in the livelihood of the citizens. The study also highlighted the engagement in decision making of projects in both counties, however, suggested little influence from leaders' or citizens in ensuring local accountability. While it is true that leaders do engage in the all project process and oversight functions, the pathetic realities that impinge their accountability stem from limited involvement independence from the central government priorities which contradicts the assumptions for democratic decentralization and local governance that assumes local prioritization of needs on the monitoring of public services.

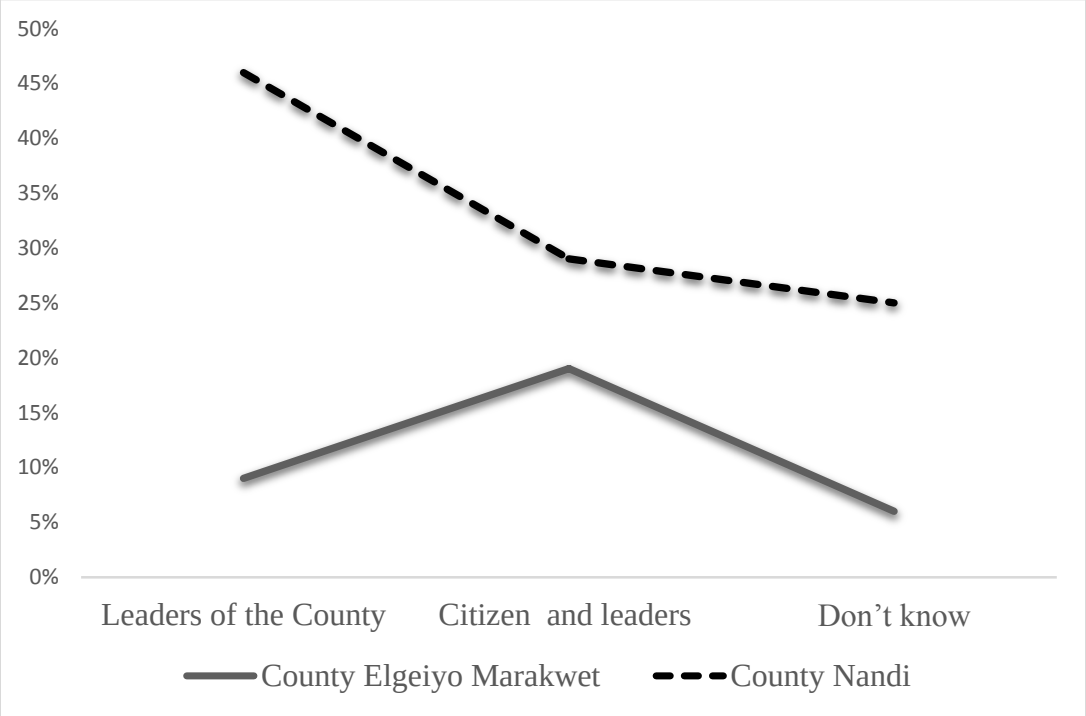


Figure 4.4: Decision makers at the county

Further, (Archon, 2016) claim that the corruption of the political process by financial power is very widely acknowledged as a deep injury to democratic ideals, nevertheless, widespread despair about the inability to heal this injury is quickly hardening into a broader mockery about the political system. In other developed

representative democracies where the challenges to its legitimacy are somewhat less acute, the unmistakable symptoms of political malaise manifest themselves as declines in party membership, decreased electoral turnout, and a rise of nontraditional parties and other political formations. Unless and until these party systems develop solutions to reconnect with popular constituencies and properly articulate their interests within the framework of representation, these legitimacy deficits will continue to deepen.

However, (Kyohairwe, 2014), claimed that one should be mindful that at the local level it is difficult to address structural problems in-service failure. These generally need to be addressed at the national level. It is often relevant to start by focusing on a specific sector such as education and health clinics, but a purely sectorial approach may easily result in too great a focus on that sector so that other sectors get neglected. For instance, the issue of citizen participation in planning processes is not something just confined to the education sector; it is equally relevant for other sectors. Therefore, approaches to citizen participation need to be coordinated across sectors to ensure an equitable and cohesive approach to governance on this issue. A lot of focus on one sector can lead to local priorities being distorted and undermine a democratic process of setting local priorities across the whole development spectrum (Bhargava, 2015). Work on these issues is generally easier in countries which have a local governance structure. However, organizing rights holders to claim space and engage government representatives at the county level is always important and in the absence of a local government structure, people may decide to organize their own local representative structure. Unequal power relations could be a major cause of poverty and the approach to change focuses on the role that civil society can play in changing power relations.

Respondents were asked of the challenges facing the development of projects and 47.4% reported to have been due to poor development plans and 29.2% said lack of citizen participation and 23.4% said due to poor leadership as indicated in Table 4.12. These findings were in agreement with Opare (2007) who urged that good leadership is a critical element in the effective functioning of community organizations. Opare noted that their organizing capabilities and ability to propose new initiatives that would eventually embrace by the entire community and transformed into community

self-help projects are essential elements for promoting rural infrastructural development. During an interview with Elgeyo Marakwet governor and Nandi County senator, both claimed that the challenge of involving citizens was that most of the citizens were illiterate making the involvement difficult. This point Opare (2007) noted that high illiteracy rate reflects the generally low literacy levels in rural communities, which are the inability to read key documents on upcoming development agendas, participate in meetings with officials and represent the organization at certain key functions depending on one's literacy levels. John (2009) and McKenna (2011) found out that the degree of knowledge and skills of the participants often determined the course and the consequences of participation. A particular level of competence would be needed to understand the often complex discussions and the dynamics involved in project participation.

Other challenges reported were corruption; corruption upholds negative impact on governance hence bad governance, the culture of corruption has grown roots in society at large and become endemic (Mogeni, 2009). It has, therefore, become recognized as rooted in the political economy of Kenya which has demonstrated that corruption in Kenya is a major governance problem with toxic effects on development. Similar sentiments have been expressed by (Hope, 2013) that when corruption proceeds and unchecked it becomes more fundamentally undemocratic as it infringes on the inclusive nature of democracy, by say offering greater access to goods and services to those who are willing to offer bribes or otherwise violate the rules to acquire them. Corruption also undermines the value system, the norms, and the very cohesion of society (Fraser-Moleketi, 2007). Hope (2012), also noted that the risk of bribery and corruption seem to be more prevalent in transactions involving dealings with government officials, leading to lack of civic education or awareness and insecurity.

Leaders who were interviewed said that their main challenge during citizen involvement was finance, whereby citizens need to be paid transport and luncheon during their meetings for project development. According to Renee *et al* (2015), the

lack of low-income participants in a developing world context found that citizen participants were difficult to engage because their main priorities were to provide for their families, not spend time in meetings. Thus, although many promote community participation as a way to 'incorporate community values into decisions that might otherwise be dominated by small elite' non-elected small elite can dominate a participatory process Gravingholt et al., (2006) affirm the challenges of the insufficient resources at the local level and lack of qualified personnel in the local government can be attributed to delay in implementation of public finance legislation. Engagement in the public realm is not without its costs, and most people have little interest in participating unless the costs of engagement are outweighed by the possibility of benefits from it (Osmani, 2007). Local people, including competent citizens, may themselves be highly doubtful about the worth of investing their time and energy in participatory activities. In some situations, participation lacks immediate relevance and may carry more significance for outsiders than it does for those in the relevant communities. Moreover, not everyone within the communities would be able or motivated to participate. Even when there is sufficient interest in participation there may be time barriers. Sometimes decisions have to be taken before deliberative projects can be set up and carried out.

It was also noted by the leaders the lack of prioritization of projects, contractors who had previously done unsatisfactory job and misappropriation of funds where some projects have exaggerated the quotation of completion. Some of the structures and mechanisms that leaders used can sometimes conflict with each other and so it is important to identify potential problems at the outset and ensure that any necessary protections are put in place. Leaders reported that due to the misuses of resources and lack of prioritization of project, has encouraged the ghost projects, e.g. According to Kobujo Member of County Assembly (MCA), a toilet in Kobujo Nandi County had been documented to have cost 1 million Kenyan shillings although the said toilet did not exist therefore hindering the governance of projects. Lack of knowledge by citizens and language barrier during the discussions were also pointed out by the leaders. Public employees at the front line, including those elected or appointed to local government offices, sometimes take advantage of their political positions to

extract illicit payments from citizens. From this perspective, corruption displaces taxation as the fiscal link between political principals (the citizens) and their agents (elected representatives). All participants come to regard dishonest rents as the normal costs of doing business and as obligations that do not necessarily carry with them any right to demand accountability. People instead suffer resentfully under illicit forms of taxation because they know that the proceeds of graft are used to line the pockets of government officials.

Citizens also tend to mock their leaders during the meetings and complain a lot about lack of collective reasons leading to time waste. Citizen involvement demands time, space, skill, and support, all of which cost money. But this should also be put in context. Excluding people's involvement has its own costs because it results in inappropriate and wasteful policies and services. The savings that involving people would make on these are more than likely to pay for it (Yang & Callahan, 2005).

Table 4.12: Challenges facing the development of projects

	Percentage (%)
Poor development plans	47.4
Lack of citizen participation	29.2
Poor leadership	23.4

During the process, citizens hear from experts and pose their own questions to them before deliberating among themselves. But citizens' boards were largely advisory in nature as they supply additional information that can be useful to politicians and the public. Bureaucratic approaches conceptualize the role of the public servant as a facilitator of public engagement. Feldman and Khademian (2007), for instance, conceptualized the role of the public manager as that of creating communities of participation. In their view, the challenge confronting those working in the public sector was to interactively combine knowledge and perspectives from three separate domains of knowing the technical, political and local domains. Bringing about more inclusive practices of governance involves inventing participatory contexts in which

the representatives of these forms of knowing could broadly share their perspectives in the common pursuit of problem-solving.

In the multinomial regression analyses, controlled for demographic variables such as age, education, and gender that have been found to be relevant in studies on governance efficacy and citizen participation were also texted gender was found to be significant (0.013). The dependent variable was then regressed on the independent variables, whereby the independent variable affected the dependent variable to establish that there was an effect which was mediated, in this regard democratic practice had significant influence on legitimacy (0.14). This implies that democratic practice influences the legitimacy on governance of projects in Kenya as shown on Table 4.13.

Table 4.13: Democratic practice

	Model Fitting Criteria	Likelihood Ratio Tests		
Effect	-2 Log Likelihood of Reduced Model	Chi-Square	df	Sig.
Intercept	5.104	0.000	0	
Legitimacy	11.117	6.012	1	.014
Intergrity	6.252	1.147	1	.284
gender	11.253	6.148	1	.013
education	9.220	4.115	5	.533
age	8.251	3.146	3	.370
Democraticpractice	8.461	3.357	8	.910

4.8 Guideline of the legal framework on governance of projects in county governments in Kenya

Democratic governance is dependent on democratic values and principles being respected, which itself requires society to be governed by laws which the majority of people consider fair, reasonable and which uphold human rights. The rule of law must

apply to everybody equally and be enforced and administered justly, equally and openly and also apply to leaders and decision makers. Devolved systems of governance are not accountable to the central government because they have their independent executive and legislature. Devolved units of governance are elected into office by citizens within that devolved unit and therefore they have the power to administer in their units. This independence from central government means that these devolved units can make decisions on service delivery such as health, education and revenue collection. Only 44% of the respondents knew of the current Kenyan Constitution and reported to have understood the Constitution. 22% were aware of the County government Act and 53 % were aware of the constitutional provisions for citizens as shown in Table 4.14. This implies that majority of the people in these counties need empowerment on the legal issues. Government Act places an obligation on the County Governments to create an enabling environment for citizens' involvement in running the affairs of the Counties. The Public Finance Management Act 2012 requires the county executive member for finance to issue a circular setting out guidelines to be followed in the budget process. The functions of the administrative units include monitoring of services, assisting in maintaining law and order and highlighting to the political or administrative staff any matter that raises their concern.

Kyohairwe (2014) in his sentiments said that in Human rights-based approach references to the state, the power of the state and the role of the state as the ultimate duty-bearer or primary institution with the legal mandate and authority to ensure that rights are fulfilled. But the state in many countries really has the power, capacity and above all the political motivation to play such a dominant role. In many countries, the state is a discredited institution and in some countries, the state does not have any wide-ranging authority. Some states are also compromised by criminal cartels which exert considerable influence. It is assumed that power is exercised rationally and impersonally in accordance with formal rules and laws that are under the control of the leader or leading party which will be receptive to the demands for greater equality if persist long and loud enough. This is true to a certain extent, but there is a risk that overestimated the rationality of the state. In many of the countries, power is personal

and bound up with personal interests, one of which is staying in power. In many countries, power is not concentrated in one institution such as the state, the government or even in the field of what we normally think of as politics. If decision making concentrated in one person such as the leader or president rather power is defused, competitive and motivated to a large extent by self-interest. Leaders are not all powerful but constrained by other powerful groups and interests. Powerful individuals, ethnic groups or military coalitions control key areas of what is call the state, the market and civil society in competing interests.

4.8.1 Legal Framework at the National Level

The Kenyan 2010 Constitution includes a progressive Bill of Rights, which confirms that recognition and protection of human rights and fundamental freedoms are an integral part of Kenya's democratic state and form a framework for social, economic and cultural policies. The Constitution also provides for separation of state powers between the legislative, the judiciary and the executive. It creates new centers of power that it is hoped will strengthen the position of Parliament relative to that of the President and executive. Devolution is the most significant governance reform initiative that Kenya has undertaken since independence and one of the most far-reaching and ambitious devolution reforms in the world. It is seen as a measure to respond to public demand for improved service delivery and enhanced public participation in governance and equal allocation of resources (GoK, 2013). The aims of devolution, as defined in the Constitution, are: to promote democracy and accountability, to foster national unity, to promote social and economic development and provision of services, and to ensure equitable sharing of national. The Constitution of Kenya enshrine different provisions that most of the people do not understand, the study found out that 35% of the respondents did not understand their constitutional right. Art. 10 of the constitution expresses that the national values and principles of governance incorporate patriotism, national unity, sharing and devolution of power, the rule of law, democracy and interest of the general public; inclusiveness among others.

4.8.2 Legal Framework at County Governments

The County government Act 2012 states the principles of citizen participation in counties which among others is reasonable access to the process of formulating and implementing policies, laws, and regulations, including the approval of development proposals, projects, and budgets, the granting of permits and the establishment of specific performance standards. Even with all these provisions, the study found out that only 22 % were aware of this Act. It further states that all known projects, plans and programs to be implemented within the county by any organ of state; and the key performance indicators set by the county. It shall also identify programs and projects for the development of land within the county; and be aligned with the spatial frameworks reflected in development the integrated development plans of neighboring counties.

The performance indicators for projects is that the percentage of a county's capital budget actually spent on capital projects identified for a particular financial year in terms of the county's integrated development plan and the number of jobs created through any local economic development initiatives including capital projects. On the planning for nationally significant projects in a county the Act states that the development of nationally significant development projects within counties shall be preceded by mandatory public hearings in each of the affected counties and projects shall, subsequent to the mandatory public hearings, be considered and approved or rejected by the county assembly. More importantly, a county shall deliver services while observing the principles of equity, efficiency, accessibility, non-discrimination, transparency, accountability, sharing of data and information, and subsidiarity.

4.8.3 Public Participation Guidelines for County Governments in Kenya

Identification and prioritization of community needs shall be accorded sufficient time and the root cause of the problem shall be identified such as illness due to the poor

quality of water or lack of health clinic. This study found out that 58% of the respondents reported having participated. On Project identification, projects shall be identified that would address the priorities needs. Prioritized projects shall be forwarded from the ward citizens forums to the sub-county citizen forum for consensus building. The sub-county citizen forum shall review and recommend annual prioritized projects. A consensus dialogue towards the development of the final list of prioritized projects shall be done at the county level where the principal of equity shall be observed. The final prioritized project list shall constitute the annual county development plan, which shall be transmitted to the county budget and economic forum for approval.

The projects identified in consultative meetings and agreed upon shall be designed and cost estimates done by the county technical committee. The project implementation is to deliver the projects and activities which are prioritized by citizens and to meet the needs identified during the consultation process. County governments shall delegate implementation powers and responsibilities to sub-county and ward levels. Project committees were being elected from the community who would be volunteers. The County shall assign an officer at the ward level known as the Community Development Officer. This shall be the officer responsible for ward-level planning, implementation, and monitoring. Monitoring and evaluation of projects are to identify whether the implementation is undertaken according to projects plans and design. The county would undertake its monitoring and evaluation through its budget, project technical committee, project committee and the citizens. On Social audits, each ward forum shall establish the ward Public Audit Sub-Committee to audit the implementation of the sector or ward projects. Its mandate shall be to ensure transparency and accountability particularly in the procurement of goods and services.

Table 4.14: Legal framework

Awareness		Do you know of the current Kenyan constitution? Yes	No
Are you aware of the constitutional provision to be involved in the County Developments?	Yes	44%	1%
	No	35%	19%
If you are aware of the constitutional provisions do you understand it?	Yes	53%	0%
	No	28%	19%
Are you aware of the County Government Act?	Yes	22%	1%
	No	57%	20%

4.9 Governance of Projects

As regards legitimacy the study found out through interview with elected representatives and appointed officials that county existence, activities and outcomes were justified with reference to stakeholders' values. As indicated in Table 4.15 citizens who are the key stakeholders reported low legitimacy in their counties with 77% of respondents indicating that they had not been involved in the contributions of existing projects. Most of them 56% disagree with the leadership that the projects have improved in their county. Although majority of the respondents 71% believed the recruitment of employees were on merit and that the services received were of good quality. According to (Rocco, 2013) a government can consider itself legitimized, not merely by the manner in which it has attained power, but also when in possession of the power and in the exercising of its actions and the framework of the governance. These emanate from rules and regulations implemented, lean towards the achievement of the common good and failure to comply with the requisite reduces the legitimacy of the government to a mere formalism even though it was democratically elected.

Table 4.15: Legitimacy of the county projects

		County		
		Elgeyo Marakwet	Nandi	Total %
Aware of existing projects in your county	Yes	6%	35%	41
	No	19%	40%	59
Have been involved in the contribution of existing projects	Yes	11%	12%	23
	No	10%	67%	77
Projects in this County have been improved	Agree	10%	34%	44
	Disagree	10%	46%	56
Citizens recruitment to participation in project development are done on	On merit	20%	51%	71
	Not on merit	8%	21%	29
The services in the county are of good quality	Satisfied	9%	56%	65
	Dissatisfied	11%	24%	35

As regards integrity and transparency, it was evident that leaders in the two counties work with open and honest communications and were perceived as open, transparent and accessible by their key stakeholders as shown in Table 4.16. The study found out that there was awareness to the citizens and they could obtain information easily 82% and 73% respectively. The principle of transparency demands that all actions of a public power be subject to an open scrutiny and no relevant information be withheld by the public authorities. According to (OECD, 2012) Public engagement can also create a shared responsibility for service delivery and a shared role for enhancing integrity. In particular the involvement of internal and external stakeholders in the development of initiatives contributes not only to improve public awareness about the importance of integrity standards but also facilitates their implementation.

Table 4.16: Integrity and transparency of county officials

		County		
		Elgeyo Marakwet	Nandi	Total %
Engagement in decision-making	Yes	12%	9%	21
	No	12%	67%	79
Aware that projects affect directly	Yes	16%	66%	82
	No	6%	12%	18
Participation in the county developments promote good governance	Yes	20%	63%	83
	No	5%	12%	17
Employees make information easily obtainable by the citizens.	Satisfied	9%	64%	73
	Dissatisfied	14%	13%	27

As regards accountability, the study found out that the leadership of the counties were aware that their responsibility entailed in working for somebody or for a cause, and that they could be held to account by their key stakeholders. Citizens believed that there leaders were accountable since they had citizens best at heart and that there were prompt services delivery 62% and 74% respectively as shown in Table 4.17, citizens were satisfied with employees of the county projects and the leaders' work. According to Bjuremalm *et al* (2014), accountability offers citizens, and their representatives, the mechanisms to voice concerns and demand explanations and impose consequences for the performance of elected and appointed officials.

Table 4.17: Accountability on the county projects

		County		
		Elgeyo Marakwet	Nandi	Total %
Employees give prompt service to citizens	Satisfied	7%	67%	74
	Dissatisfied	15%	11%	26
Leaders in county government are never too busy to respond to citizens' requests.	Satisfied	24%	24%	48
	Dissatisfied	29%	23%	52
The behaviour of employees in County government instill confidence in citizens	satisfied	8%	62%	70
	Dissatisfied	14%	16%	30
Leaders have their citizens' best interest at heart.	Satisfied	7%	55%	62
	Dissatisfied	16%	22%	38

4.10 Test of Hypotheses

There were five hypotheses that were tested using ANOVA and F test to decide whether to reject the null hypothesis or fail to reject the null hypothesis. The levels of statistical significance of each variable were used in deciding to accept or to reject of the null hypothesis as shown in Table 4.18.

Table 4.18: Test of hypothesis

Parameters	df	F test	P value
Perception of citizens	2	1.024	0.417
Citizens' engagement	2	14.123	0.091
Citizen Participation	2	28.39	0.08
Democratic practices	2	0.674	0.57
legal framework	2	11.814	0.022

4.10.1 Hypothesis One

H_{o1} Perception of citizens does not have a significant influence on the governance of projects in county governments in Kenya. The ANOVA found the degree of freedom df 2 (F test = 1.024) and (p=0.417) Therefore, the study fails to reject the null hypothesis. This means that citizens' perception does not have a significant influence on the governance of projects in the County government Kenya. This finding did not agree with the study by Brinkerhoff et al (2016), whose argument was that citizen perceptions are important because the citizens could perceive that the government fulfills its side of the social contract and are more willing to accept state authority and legitimacy.

4.10.2 Hypothesis Two

H_{o2} Citizens' engagement does not have significant influencing on governance of projects in the county governments in Kenya. The findings indicate that the ANOVA was distributed with a degree of freedom (df) 2, (F test=14.123) and the significant (p= 0.091). Therefore, this null hypothesis was rejected. This implies that citizen engagement has significant influence on the governance of projects in the County governments in Kenya. This finding is in agreement with that of Bhargava (2015), who asserted that citizen engagement is no longer a choice for governments. This is because citizen engagement promotes good governance and can improve the overall effectiveness of good governance and anti-corruption programs.

4.10.3 Hypothesis Three

H_{o3} Citizen Participation does not have significant influencing on governance of projects in county governments in Kenya. The ANOVA found the df 2 (F test = 28.39) and (p= 0.080) Therefore, the study rejected the null hypothesis. This means that citizens' participation has a significant influence on the governance of projects in the County government Kenya. This finding is in agreement with Mohammadi et al (2011), who found out that citizen participation is an important factor for success and prosperity of local government, as well as their participation promote the quality of good governance. Citizen participation is a focal point for promoting the efficiency of

the County government projects because projects would be ensured when citizens are involved in policy formulations to implementation.

4.8.4 Hypothesis Four

H_{o4} Democratic practices do not have significant influencing on governance of projects in county governments in Kenya. The ANOVA found the degree of freedom df 2 (F test = 0.674) and (p= 0.570) Therefore, the study fails to reject the null hypothesis. This means that democratic practices do not have a significant influence on the governance of projects in the County government Kenya. This finding is in agreement with Rios & Lachapelle (2015) who pointed out that citizens often find themselves on the sidelines of civic initiatives. When democracy is promoted it requires more emphasis on local governance as the forces of change for urban dwellers in central government, which increasingly affected by influences beyond the parameters of a single county. Campbell (2015) asserted that the vital role of active citizens' play in democracy and local community development is an incubator of civic leadership.

4.8.5 Hypothesis Five

H_{o5} legal framework does not have a significant influence on the governance of projects county governments in Kenya. The ANOVA found the degree of freedom df 2 (F test = 11.814) and (p= 0.022). Therefore, the study rejected the null hypothesis. This means that legal framework has significant influence on the governance of projects in the County government of Kenya. This finding agrees with that of (Omolo, 2011) who asserted that the citizenry is required to be politically conscious and have access to information. They must not only be aware of their rights and responsibilities but also know the channels via which they can exercise them. Kenya has domesticated a number of conventions in Art. 35 (1) of the Constitution which states that every citizen has the right to access information. This includes those of governance at the county level.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter focuses on the presentation of research summary, conclusions, and recommendations which are drawn from the data analysis and findings that were done.

5.2. Summary of Findings

The study established a number of findings and is summarized per each objective.

5.2.1 Perception

The first objective of the study established the influence of citizen perception on governance of projects in county governments in Kenya. The findings indicated that citizens have low expectation on elected leaders having the interest of citizens at heart, and expected the employees to put the interest of the citizens first and not their own interest. The service received were perceived to be tangible services and reliable although the respondents felt that the services provided lack assurance. They also felt that the employees and the officials were less responsible and less of empathy as there were less or no ease of good relationship among them.

5.2.2 Engagement

The results on citizen engagement revealed that although the respondents were aware of the various projects that existed in their counties and that such projects affected them directly, they could not distinguish between the county government projects and the central government projects. This according to them was because they had not been engaged in decision-making or a dialogue to find common ground and arrived at agreement on issues of the governance of projects.

5.2.3 Level of Participation

There were three levels of participation, at the top most were the citizen power which shows that the citizen had reached the decision making. The findings indicated that very few of the respondents had attained at this level. The second level was that of

tokenism where majority of the respondents fall in, this was although they had not attained the decision making they had participated in one way or another. The third level was that of nonparticipation where the citizens did not participate at all, this was not the case for this study because the respondents reported at least to have participated in one way or another.

5.2.4 Democratic Practice

With respect to democratic practice majority of the citizens participated in voting and believed that the elections were free and fair. The problem was during the appointment of employees to work in the various projects where few of the respondents agreed to have been a process of merit and the majority claim to have had connections. The challenges they pointed out that there were poor development plans, lack of citizen participation and poor leadership. In Nandi County unlike Elgeyo Marakwet majority of decision makers were leaders.

5.3 Conclusions

In conclusion perceptions towards participation ought to be noticed that the enthusiasm or hesitance of people to take part in county government is firmly subject to their expectations. Thus, requires the need to examine the distinctive discernments by the people and the authorities. The principal issue demonstrated by the elected leaders was identified with participation in decision making by the members of local government. The county government was set up in counties to include citizens in their issues. People must take part in decision making and yet citizens felt were not completely performed. The elected leaders from the local government were not willing to share power in decision making with different stakeholders. The components of good governance which incorporate transparency, being open, sharing of power and consensus building were absent and that is a source of conflicts leading towards the negative perception of participation.

The second issue contributed towards the citizen engagement was the project plan that should highlight key authorization points and tie these in with the schedule for meetings and other stakeholders' engagement points such as barazas, roadshows and

focus group discussion. This indicates how a socially inclusive society functions to promote integration in all its forms and the existence of a stable community in which people can find a role to play. A common problem area was fiscal decentralization, in particular, expenditure assignments (tasks to be undertaken by county government to facilitate the meetings). Taken together, this means and that county government often had little chance to respond to the needs of citizens provided by MPs with personal development funds which could also undermine county government. There were also often conflicts between the county government and line agencies about who is responsible for things like primary health care and education. Traditionally these areas have often been the domain of line agencies but in connection with decentralization. Legal responsibility have been transferred to local governments and these transfer processes has caused great confusion on who to be hold accountable for citizens are not well conversant with the constitutional law and the county government act.

Additionally, clashes on recognitions towards participation was identified with the level to which citizen participated. Governance of project evolves during the life of a project, and therefore it should be reviewed regularly as it moves from one phase to another. The governance of project structure for each phase needs to consider the necessities for that phase and the resulting measures should be included and justified in project approval and business case submissions to allow stakeholders to review their competence. It should also be available as a reference document for independent project reviews.

There were distinctive perspectives between authorities of local government and the citizens with respect to the level of participation. The authorities of the local government were conflicted about people's inclusion in the decision making process. Then again, the citizens were eager to participate in all levels of the decision making process. The people contended that they have the ability to be involved in a high level of participation and that the officials of the local government should be more efficient in performing their roles and capacities. The third issue in regards to strife of discernments towards involvement between authorities of local government, and the citizens worries the disappointment with respect to members of county government for

not welcoming the local people as specialists in policy making. Policy formulation and implementation did not involve the majority of the citizens.

The effectiveness of government-led programs is widely viewed as needing improvements. Citizens' role is evolving from being a watchdog to usefully engaging with the executive branch and the accountability institutions to complement their roles and actions. Citizen and civil society engagement to demand and promote good governance can improve the overall effectiveness of good governance and anti-corruption programs. Increasingly, citizen engagement is no longer a choice for governments. Either they do it proactively or citizens will politically engage to demand it. Fortunately, a growing number of countries are recognizing the political and economic benefits of engaging citizens in the government policies and programs and trying to be more responsive to citizen voices and feedback. Government officials need policies and change to take advantage of the full potential of citizen engagement to improve the overall effectiveness of good governance and anti-corruption efforts.

As noted, the evidence is growing that context-appropriate citizen programs have enormous potential to improve governance and results and generate good value for money when they adopt a constructive and complementary approach to state-led initiatives. Mainstreaming citizen engagement in operations is the next boundary for multilateral development banks and bilateral donors to aim for in order to strengthen development outcomes. Citizen engagement initiatives will come from good governance and reduced corruption, more effective service delivery, greater social inclusion, and increased economy and effectiveness of public financial management. Efforts to mainstream citizen engagement in development operations need to be accompanied by clear performance indicators in results monitoring and evaluation frameworks.

On democratic practice, though rural people are taking an interest in developed projects, this support has not, be that as it may, been sufficient to guarantee good governance. Factors that contributed to the low level of citizen involvement were the existence of hierarchical structures, weak institutional capacity; types of leadership

with low responsiveness and additionally low levels of citizens ‘competence showed up as less favorable to effective participation. The outcome is a mixed basket. On one hand, participation indicated positive effects on accomplishing development gains at the county government, enhancing local arranging frameworks, strengthening local responsibility, and enabling citizens, since participation bestowed more awareness, information, and skills among citizens and urged the authorities to be more transparent, legitimate and more inclusive.

On the other hand, observing appeared, by all accounts, to be less negative results in those county governments in which social assembly was effective and social networks were thick and energetic. Conversely, there were additionally some negative results, for example, political and elite domination, tokenistic participation, socio- economic exclusion and responses, and sentiments of separation and infirmity. These negative results may have been nearly connected with the presence of elite-centered local power and politics, a general lack of capacity in county governments to advance their responsiveness and satisfy their duties, regulatory and structural constraints, and local governance and democracy discrepancies. These conclusions are in accordance with Gaventa and Barrett's (2012) findings acquired from a meta-investigation of multinational contextual investigations, which demonstrated that citizen participation frequently associated with to a great extent positive however some of the time negative results, the results which were subject to the influence of logical factors.

Analysis from the study areas revealed that if a county government actor does not share key goals and values with its citizens, or with the instrument establishing the coercive power, moral hazard may develop as the actors seek to pursue its own agenda at the expense of its obligations. Loss of legitimacy can result, particularly if actors appear to be morally responsible for ineffective use of state coercive power. The integrity, transparency and accountability of public administrations are a prerequisite to and underpin public trust, as a keystone of good governance.

This study rejected three null hypotheses; citizens' engagement does not have significant influencing on governance of projects in the county governments in Kenya, citizen participation does not have significant influencing on governance of projects in county governments in Kenya and legal framework does not have a significant influence on the governance of projects at the county governments in Kenya. The study further failed to reject two null hypotheses that were; perception of citizens does not have a significant influence on the governance of projects in county governments in Kenya and democratic practices do not have significant influencing on governance of projects in county governments in Kenya.

5.4 Recommendations

This section outlines the recommendations from the study findings. It was done in view of the study objectives.

5.4.1 Perception

The first objective of the study established the influence of citizen perception indicated that County government leadership needs to embrace a democratic innovation where it focuses on the outcome and guarantee the decisions to be taken seriously to encourage citizen involvement and equality in the County. Citizen awareness is a key thing that projects should be publicized to encourage citizen viewership and participation. In order to ensure that there is an inclusive manner when dealing with citizens, community, and other stakeholders, the county government leaders need to address the critical challenge of increasing transparency in how decisions are made and implemented. This can be achieved by paving new ways to increase citizen and stakeholder participation and engagement in formulating projects and programs. Facilitating a greater involvement among stakeholders to assist government delivers on the expectations of citizens.

5.4.2 Engagement

The results on citizen engagement revealed the potential for citizen involvement to improve the understanding of governance of projects and inform decisions is large, but overpowering numerous challenges related to communication between leadership and

academic partners involves various approaches to research and correspondence. The County government ought to develop a coordinated structure for training citizens and conduct civic education on the issues pertaining governance of projects. Communities and government employees from wards need also to be mentored and monitored as a County government initiative to enhance fully involvement

5.4.3 Level of Participation

On the level of citizen participation, the government needs to ensure that citizens participate in all levels. This could be done by being open to feedback and actively engage with communities about decisions that concern the services provided and how they are funded so as to remain open to new ways of providing services. There is need for citizen empowerment and access to information for effective participation as partners in decision-making processes. Citizens' commitment to have the capacity to participate need a government that is willing to have its citizens actively take part in decision-making processes, therefore, has to carry out civic education for capacity building.

5.4.4 Democratic Practice

Citizen needs to enjoy the devolved government services through direct involvement. The study found out that most of the services are provided through indirect involvement where elected leaders and county officials represent their people. Article 175 (a) requires that county governments shall be based on democratic principles and the separation of powers. The county citizen engagement framework should seek to provide a democratic platform that safeguard against the elite capture of citizen forum committees. Regulatory tools also ought to be put in place to aid citizen participation and accountability at the ward, sub-county and county levels. The citizen forum committees should be representative in nature and inclusive of all stakeholders comprising women, youth, marginalized and minority groups, having the best interests of the communities they represent. Citizens depend on representative democracy as the most realistic option in the County governments of Kenya. There is need for more engagement, better democracy and full participation of citizens as they are the

stakeholders in County government projects, their expectations, needs, priorities, and fears must be understood and inform the process.

For sustainable development in developing countries, citizen involvement should be premised on a long term development framework where strategic goals should be identified with the input of citizens which should then guide the choice of public projects. This would serve to provide a sense of direction and continuity when participants or local government officials change. It is the overall strategic long term orientation that would help guide equitable choices that ensure all areas of the local government's jurisdiction are addressed. It is important that participation be towards influencing all service provision in the local government unit. The current practice is that few citizens are only involved in limited areas and not all of the County government projects. An involvement in overall planning of the County government services would serve to give citizens a clearer picture of what is happening in their County government and could lead to their willingness to participate in meeting the costs of service delivery. It would also lead to reduction of opportunities for corruption as all resources are made known to the public. Ultimately, ongoing accountability mechanisms as enshrined by the constitution of Kenya and strong transparency measures must be properly implemented, if legitimacy of the devolution of power to county government actors is to be sustained. A man is an imperfect being, capable of straying from the correct path and yielding to the temptation of objectives contrary to his own dignity and therefore, requires an authority to guarantee that the principles governing the coexistence of an ordered community are respected by all for the benefit of all.

5.5 Areas for further research

The results discussed above, this study makes a number of possible implications on the influence of citizen involvement on governance of projects at the county governments. First, the study has opened an insight into the factors that promote citizens contribution to improve the ways of service provided. It has also highlighted the challenges faced that distant the service users from the service providers. This therefore calls for a further research to be conducted on performance of governance of projects in all the 47 counties to utilize the same methodology with additional samples to produce more generalizable results. As County government areas vary in size,

cultural makeup and socio-demographics and level of commitment to community engagement. Further, the study could explore the importance of fiscal and human resource on service delivery, public involvement, civil society and other stakeholders on the impact of devolution on social, economic and political development and sustainability of the county government in Kenya. This could be undertaken with a greater diversity in participants, in particular, age, cultural background and people with disability to enable the government to determine the most effective participatory structures in order to optimize the representativeness in various counties.

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APPENDICES

APPENDIX I: QUESTIONNAIRE

1. Demographic characteristics of the respondent

(Please filled the blank space and tick **[√]** the appropriate answer)

Enumerator's Name_____

Date of interview____/_____/_____

Name of Respondent (optional)_____

Gender: Male [ ] Female [ ]

Level of Education

1–No education **[ ]**

2–Elementary/Primary **[ ]**

3–Secondary **[ ]**

4–Tertiary education **[ ]**

5–University degree **[ ]**

6–Master's/PhD **[ ]**

Age of the respondent in year

18-35 **[ ]**

36-53 **[ ]**

54-70 **[ ]**

70 and above **[ ]**

County: 1= Elgeyo Marakwet [ ] 2= Nandi [ ]

Constituency_____

Ward _____

Respondent 1= County officer **[ ]** 2= Citizen **[ ]**

Occupation

1. Employed **[ ]** 2. Farmer**[ ]** 3. Business **[ ]** 4**.** Causal labour **[ ]** 5. Housewife**[ ]**
Other specify_____

Main source of income

1. Salary **[ ]** 2. Farming **[ ]** 3. Business **[ ]** 4 .Other specify_____

Average income per month

1. Upto Ksh5000 **[ ]**
2. Ksh6000-10000 **[ ]**
3. Ksh11000-20000 **[ ]**
4. Ksh21000-30000 **[ ]**
5. Ksh 31000-40000 **[ ]**
6. Ksh41000-50000 **[ ]**
7. Above ksh 50000 **[ ]**

Where is your workplace located?

1. In my County **[ ]**
2. In another County; specify_____

What is the main construction type of the house you live?

1. Build with stones **[ ]**
2 .Build with bricks **[ ]**
3. Muddy grass thatch **[ ]**
4. Other specify_____

Do you know any existing projects in your county? 1= Yes **[ ]** 2= No **[ ]**

Have you been involved in the contribution of existing projects? 1= Yes **[ ]** 2=No **[ ]**

What is the legal status of the land you are living?

1. Own with title deed **[ ]**
2. State or County/institution rented **[ ]**
3. Private person rented **[ ]**

4. Temporary user/Emergency shelter **[ ]**
5. Inherited **[ ]**
6. Other specify_____

Perception: Please show the extent to which you agree on these statements which reflect your perception of services received through projects in your County by the county government. Please tick where appropriate a scale of 1 to 5

(1. Strongly disagree, 2. Disagree 3. Neutral 4. Agree 5. Strongly agree).

Statement	1	2	3	4	5
Projects in this County have been improved					
The physical facilities (Roads, water projects, women and youth projects and cattle dips) are well maintained					
Services received through these projects are of high quality					
When citizens have problems, leaders show a sincere interest in solving it.					
When leaders promise to do something by a certain time, they do that.					
I feel part and parcel of the project development in my County.					
Physical facilities (like schools, health) are visually appealing.					
The physical environment of the health centers are clean					
Leaders perform the service the in the right way.					
Employees of the County keep their records accurately					
Employees make information easily obtainable by citizens					
Citizens feel safe in raising their complain with employees in the County government					
Leader in the county have their citizens' best interest at heart					

Expectations: The following statement relates to your opinion on County government services. Please, show the extent to which you are satisfied with these statements on services delivery. Please tick where appropriate a scale of 1 to 5

(1. Very dissatisfied, 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very satisfied).

Statement	1	2	3	4	5
The county has modern equipment.					
The physical facilities (Health centres, roads, schools, street lights, water) should be visually appealing.					
Their employees should put the interest of the people and not their own					
When the leaders promise to do something by a certain time, they should do so.					
County administrators perform the service right way always.					
The elected leaders provide their services at the time they promise to do so.					
Employees make information easily obtainable by the citizens.					
Employees give prompt service to citizens					
Leaders in county government are never too busy to respond to citizens' requests.					
The behaviour of employees in County government instill confidence in citizens					
The employees are polite to citizens.					
Leaders give citizens individual attention.					
Leaders operating hours are convenient to all their citizens.					
Employees give citizen personal service.					
Leaders have their citizens' best interest at heart.					
The employees understand the specific needs of their citizens.					
The services in the county are of good quality					

Engagement

Please tick all the projects you are aware of in your county

1. ECD schools **[ ]**
2. Health centres **[ ]**
3. Cattle dips **[ ]**
4. Water projects **[ ]**
5. Women and youth projects **[ ]**
6. Other please specify_____

Since the implementation of the above projects, has your livelihood improve?

1= Yes **[ ]** 2= No **[ ]**

Please explain your answer_____

Have you been engaged as a citizen in a dialogue to find common ground and arrive at agreement on issues affecting your daily lives (engagement in decision-making)?

1= Yes **[ ]** 2= No **[ ]**

Are you aware that these projects affect you directly? 1= Yes **[ ]** 2= No **[ ]**

Level of participation

Have you participated at any stage of any project?

1= Yes **[ ]** 2= No **[ ]**

If the answer above is yes, at what stage did you participate?

1= Identification of the project **[ ]**

2= Formulation of the project **[ ]**

3= Legislation of the project **[ ]**

4= Implementation of the project [ ]

5= Evaluation of the project **[ ]**

6 = Other specify_____

What role did you play

1= Suggest a project **[ ]**

2= Name the place of the project **[ ]**

3= Approved the project **[ ]**

4= Employed to build **[ ]**

5= Correct the parts not done well **[ ]**

6= Among the decision makers **[ ]**

7= Other specify_____

Was your opinion taken into consideration? 1= Yes **[ ]** 2= No **[ ]**

Please explain your answer_____

Has your County leaders conducted civic education to teach citizen on ways of involvement? 1= Yes **[ ]** 2= No**[ ]**

Are you aware your participation in the county developments promote good governance?

1= Yes **[ ]** 2= No **[ ]**

Which of the following activities have you participated in (tick all that apply)

1. Barazas organized by leaders including chiefs or MCA **[ ]**
2. Mass group meetings(women and youth meetings) **[ ]**
3. Focus groups discussion **[ ]**
4. County appraisals **[ ]**
5. Road show **[ ]**

What is the status of the projects you know? (tick and identify the project)

1. Complete **[ ]**
2. On-going **[ ]**
3. No progress **[ ]**

Are you satisfied with the projects near you? 1= Yes **[ ]** 2= No**[ ]**

If not what do you think is the

problem_____

Has political instability affected the governance of the projects? 1= Yes **[ ]** 2= No**[ ]**

If yes please explain_____

What do you think on decision making of the projects development?

1. Citizen have a say **[ ]**
2. Leaders have the last word **[ ]**
3. Cooperation among the leaders and citizens **[ ]**

Who has been making the decisions on project development in your county

1. Leaders of the County **[ ]**
2. Citizen representatives **[ ]**
3. Don't know **[ ]**
4. Other specify_____

Do you consider the Kenyan political influence (input) positive in the implementation of the projects in your County? 1 Yes **[ ]** 2. No **[ ]**

Democratic practices

Do you participate in voting? 1 Yes **[ ]** 2. No **[ ]**

If your answer is yes do you think the election is done fairly? 1 Yes [ ] 2. No [ ]

How are citizens recruitment to participation in project development done?

1. On merit **[ ]**
2. Need to be connected to those recruiting **[ ]**
3. Through a relative in leadership **[ ]**
4. Through a friend or be a friend to the leaders **[ ]**
5. Other specify_____

What could be the challenges facing the development of projects

1. Poor development plans **[ ]**

2. Lack of citizen participation **[ ]**
3. Poor leadership **[ ]**
4. Other specify_____

What do you think are the challenges faced by citizen during their involvement on the county projects _____

Please give your opinion on what need to be done to promote good governance through projects in your County_____

Legal framework

Are you aware of the constitutional provision to be involved in the County developments

1= Yes**[ ]** 2= No**[ ]**

Do you know of the current Kenyan constitution? 1. Yes [ ] 2. No [ ]

If your answer is yes above do you understand it? 1. Yes [ ] 2. No [ ]

Are you aware of the County Government Act? 1. Yes [ ] 2. No [ ]

Please explain your answer_____

Apart from the Kenyan constitution do you know of any other legal frame work guiding County government projects? 1. Yes **[ ]** 2. No **[ ]**

If your answer is yes, please name them_____
_____

Legitimacy

1. Do you know any existing projects in your county? 1. Yes 2. No
2. Have you been involved in the contribution of existing projects? 1. Yes 2. No
3. Projects in this County have been improved 1. Agree 2. Disagree
4. How are citizen's recruitment to participation in project development done? 1. on merit 2. Not on merit
5. The services in the county are of good quality 1. Satisfied 2. Dissatisfied

Integrity and transparency

1. Have you been engaged as a citizen in decision-making? 1 Yes 2. No
2. Are you aware that these projects affect you directly? 1 Yes 2. No
3. Are you aware your participation in the county developments promote good governance? 1 Yes 2. No
4. Employees make information easily obtainable by the citizens. 1. Satisfied 2. Dissatisfied

Accountability

1. Employees give prompt service to citizens. 1. Satisfied 2. Dissatisfied
2. Leaders in county government are never too busy to respond to citizens' requests. 1. Satisfied 2. Dissatisfied
3. The behaviour of employees in County government instil confidence in citizens. 1. Satisfied 2. Dissatisfied
4. Leaders have their citizens' best interest at heart. 1. Satisfied 2. Dissatisfied

APPENDIX II: INTERVIEW GUIDE

1. What are the existing projects in your county
2. Are citizens involved in development process of these projects
3. At what stage do you involve citizens
4. What are the challenges faced when you involve citizen in the process
5. What are the constraints of implementing these projects
6. What is your opinion on citizen involvement in development at the county government
7. Do you think Kenyan politics interfere with county projects
8. How does recruitment of citizens to participate in projects done
9. How do citizen perceive service delivery through the said projects in your County
10. What is your opinion on how to improve service delivery in the county

APPENDIX III: AUTHORITY FROM THE UNIVERSITY

JOMO KENYATTA UNIVERSITY
OF
AGRICULTURE AND TECHNOLOGY

WESTLANDS CAMPUS

P. O. BOX 62000 NAIROBI 00200, KENYA Tel. 020-4447769. Fax. 020-4448679, E-mail. nbicentre@jkuat.ac.ke

REF: JKU/04/HD419-C003-4486/2015 6th September, 2017

TO WHOM IT MAY CONCERN

Dear Sir/Madam

RE: EDNA JEMUTAI MOI

This is to certify that the above mentioned is a student of Jomo Kenyatta University of Agriculture and Technology, Westlands Campus, undertaking a Doctorate degree in Governance and Leadership. She has successfully completed her coursework and currently doing her thesis. She has presented her proposal and is now proceeding to the field.

Any assistance given to her will be highly appreciated. Please do not hesitate to contact our office in case the need for further clarification arises.

Yours Faithfully

06 SEP 2017

Esther Lutukai
For Director

JKUAT IS ISO 9001:2008 CERTIFIED
Setting Trends in Higher Education, Research and Innovation

APPENDIX IV: NACOSTI Permit

THIS IS TO CERTIFY THAT:
MISS. EDNA JEMUTAI MOI
of JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY, 43844-100 Nairobi,has been permitted to conduct research in
Elgeyo-Marakwet, Nandi Counties

on the topic: *INFLUENCE OF CITIZEN INVOLVEMENT ON GOVERNANCE OF PROJECTS IN DEVOLVED GOVERNMENT IN KENYA*

for the period ending:
2nd November,2018

Applicant's Signature

Permit No : NACOSTI/P/17/77822/19677
Date Of Issue : 6th November,2017
Fee Recieved :Ksh 2000

Director General
National Commission for Science, Technology & Innovation