

**ROLE OF INTER-GOVERNMENTAL RELATIONS ON
SERVICE DELIVERY IN MULTI-LEVEL SYSTEMS OF
GOVERNANCE IN COUNTIES IN KENYA**

DONALD KEYA MANYALA

**DOCTOR OF PHILOSOPHY
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**JOMO KENYATTA UNIVERSITY OF
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**Role of Inter-Governmental Relations on Service Delivery in Multi-
Level Systems of Governance in Counties in Kenya**

Donald Keya Manyala

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DECLARATION

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

SignatureDate.....

Donald Keya Manyala

This thesis has been submitted for examination with our approval as the University supervisors.

SignatureDate.....

Dr. Wario Guyo, PhD

JKUAT, Kenya

SignatureDate.....

Dr. Makori Moronge, PhD

JKUAT, Kenya

DEDICATION

This thesis is dedicated to my late grandfather Jacob Shiholo Keya, my employer the Parliamentary Service Commission, the people, and the Government of Kenya.

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Without the blessings and favour of the Almighty God, none of these would have been possible. I therefore wish to thank God, first and foremost for the gift of life and secondly, for enabling me go through my education without any hindrances.

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LIST OF ABBREVIATIONS AND ACRONYMS

CIDP:	County Integrated Development Plans
CoK:	Constitution of Kenya
CCP:	Chinese Communist Party
CRA:	Commission for Revenue Authority
EU:	European Union
GDP:	Gross Domestic Product
GoK:	Government of Kenya
GST:	General Systems Theory
IGR:	Inter-Governmental Relations
IGRTC:	Inter-Governmental Relations Technical Committee
ISA:	Institute of Social Accountability
JKUAT:	Jomo Kenyatta University of Agriculture and Technology
KMA	Kumasi Metropolitan Assembly
LGTAS:	Local Government Turnaround Strategy
MCA:	Members of County Assembly
MLG:	Multi-level Governance

MMR:	Moderated Multiple Regression
NACOSTI:	National Commission for Science, Technology and Innovation
NGOs:	Non-Governmental Organisations
NPM:	New Public Management
OECD:	Organisation for Economic Co-operation and Development
OLS:	Ordinary Least Squares
PCA:	Principal Component Analysis
PP:	Public Participation
RoK:	Republic of Kenya
SDGs:	Sustainable Development Goals
SPSS:	Statistical Package for Social Sciences
TI:	Transparency International
UK:	United Kingdom
UN:	United Nations
USA:	United States of America
VIF:	Variance Inflation Factor
WB:	World Bank

OPERATIONAL DEFINITION OF TERMS

Administrative Relations: This refers to a set of policies that seek to redistribute authority, responsibility, and financial resources for providing public services between different levels of government. (Shen & Zou, 2015).

County: The term county as used in this study refers to territorial division exercising administrative, judicial, and political functions in Kenya (Constitution of Kenya, 2010). The Kenyan constitution recognises forty seven (47) counties as listed in the second schedule of the Constitution of Kenya, 2010.

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

Economic Relations: This refers to the relations that involve privatisation and deregulation of government obligations by shifting the responsibility for provision of goods and delivery of services from the central government to the private sector (Ile, 2010). It can also be defined as the internal and external policies designed to increase or influence economic stability and growth of the sub-national governments in a given state (Shen & Zou, 2015).

Fiscal Relations: This refers to relations that define and align monetary functions among the different levels of government

involving a set of policies designed to support fiscal autonomy of sub-national governments (Akorsu, 2015).

Intergovernmental Relations: Intergovernmental Relations (IGR) is conventionally defined ‘as important interactions between governmental units of all types and levels’ (Ile, 2010). In this study, IGRs are further defined as an interacting network of institutions at the national and county levels, created and refined to enable the various spheres of government to deliver services to the public (Mutakha, 2014).

Multi-level Systems of Governance: a process of governing in which different levels of government from local to national have some power, operate together and affect one another ((Abe & Oluwayele, 2014).

Political Relations: This refers to relations that consist of the creation of sub-national levels of government that are endowed with autonomous decision-making power, realised in a framework of a multiparty, participatory and grassroots-based system (Tonin & Vlassopoulous, 2015).

Public Participation: Public participation is the process by which an organization consults with interested or affected citizens, organizations, and government entities before making a decision. Public participation is a two-way communication and collaborative problem solving with the goal of achieving better and more acceptable decisions (WB, 2015).

Service Delivery:

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

ABSTRACT

Inter-governmental relations are critical for the effective and efficient service delivery by governments, as an important component of any political system with more than one level of government. The general objective of the study was to examine the role of inter-governmental relations on service delivery in multi-level systems of governance in counties in Kenya. The study pursued the following specific objectives; to establish the role of administrative relations, fiscal relations, political relations and economic relations on service delivery in multi-level systems of governance in counties in Kenya; and to establish the moderating effect of public participation on the relationship between intergovernmental relations and service delivery in multi-level systems of governance in counties in Kenya. The contextual scope of this study was limited to the 47 county governments in Kenya. The target population of the study was the 2,061 county government officials from all the 47 counties in Kenya who included the governors, deputy governors, county secretaries, ward administrators and county executive members; and 2,057 officials from the national government side, who included the county commissioners, deputy county commissioners, assistant county commissioners, and chiefs. The study population brought out intergovernmental relations aspects as it comprised of the two levels of government; national and county governments officials. The study sample was 384 respondents which used multiphase sampling technique to select the subjects of study. Both stratified random sampling technique and simple random sampling techniques were adopted to get the sample of counties and county government officials to be included in the study. The questionnaire was pilot tested for validity and reliability. Qualitative data was analyzed by use of content analysis. Quantitative data was analyzed using descriptive and inferential analysis. The study used bivariate regression analysis and moderated multiple regressions to analyse the association between inter-governmental relations dimensions, public participation and service delivery variables. The data was presented using tables and figures. Results revealed that all the inter-governmental relations had a positive and significant relationship with service delivery of county governments in Kenya. However, the magnitude of the influence was different for the specific inter-governmental relations. Fiscal relations had the largest effect followed by economic relations then political relations and finally the administrative relations. Further, the results showed that public participation had a positive and significant moderating effect on the relationship between inter-governmental relations and service delivery of counties in Kenya. The study concluded that inter-governmental relations had the potential of positively influencing service delivery in terms of timely and quality delivery, improved infrastructure, income and debt management and citizen service satisfaction. The results support the current theories related to the study. Consequently, this study provides national and county governments with insights of how to improve service delivery through the implementation of inter-governmental relations. The study recommended that national and county governments should adopt a multidimensional approach in implementing inter-governmental relations (administrative, economic, political and fiscal relations).

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

This study in chapter one reviews the background, statement of the problem, the study objectives, research hypothesis, justification and the scope of the study. The last section in the chapter covers the study limitations. The study sought to establish the role of Inter-governmental relations on service delivery in multi-level systems of governance in counties in Kenya. Before looking into the inter-governmental relations (IGR) it was prudent to understand what inter-governmental relations (IGR) means. There are many ways of defining inter-governmental relations (IGR) however, to select the most important factors to inter-governmental relations (IGR) success, a solid definition was essential. Intergovernmental Relations (IGR) are conventionally defined ‘as important interactions between governmental units of all types and levels’ (Ile, 2010). In this study, IGRs are defined as an interacting network of institutions at the national and county levels, created and refined to enable the various spheres of government to cohere in a manner appropriate to Kenyan institutional arrangements. It is an evolving system of institutional co-operation that seeks to address the principles of equality and interdependence as defined by the Constitution of Kenya 2010 (Mutakha, 2014).

The constitution of Kenya, 2010, introduced changes in the governance structure of the country by introducing the concept of devolution which gave rise to intergovernmental relations (RoK, 2010). Mutakha (2014) asserts that the achievement of effective service delivery by county governments to a large extent, therefore, depends on the nature of intergovernmental relations between the national and county governments. The advent of the new constitution changed the way government operations are handled. It led to the creation of two tiers of government, national and county government and this brought about decentralization of some of the functions previously performed by the central

government to county governments, to ensure services are delivered effectively and efficiently at the county level (Kabau, 2016). This led also to the decentralization of operations of these functions. Previously, functions were performed from a centralized focus, with the delegation to the provincial level as the only way central government ensured services were performed at local levels. Distribution of functions between the two levels of governments is guaranteed in the Constitution of Kenya 2010 Fourth Schedule (Muriu, 2013).

Decentralization of functions gives county governments and their agencies the responsibility of performing the operational activities of each function to ensure services are delivered in the areas of their jurisdictions (Lubaale, 2017). They have a responsibility to ensure policies formulated by the national government are implemented as required, to ensure services are delivered to the benefit of its citizens (Muriu, 2013). Intergovernmental relations often require strategic change which involves radical transitions between the national and county governments and encompasses strategy, structure, systems, processes, and culture (Daba & Mulu, 2017). The track record of success in bringing about strategic change within most county governments has been poor since many fail to grasp that they are performing policy implementation which means turning plans into reality rather than formulation (O'Toole & Christensen, 2012).

However, since the inception of the devolved governance in Kenya and despite the efforts by counties to employ new approaches and strategies to enhance service delivery the efforts have not always led to the expected results. Counties have designed laws regarding IGR framework to enhance service delivery to the citizens. The most outstanding factor has to do with the strategic management of counties. For instance, Nwapi and Andrews (2017), notes that to improve service delivery to citizens, leaders are required, first, to improve the intergovernmental relations between the two levels of government to support the service delivery in the counties. Poor service delivery is seen as a challenge that can be better managed through a stronger intergovernmental relations system (Ile, 2010).

1.1.1 Multilevel Systems of Governance

Constitutional structures regulate whether countries have a federal or a unitary system of territorial distribution of power and stipulate the territorial levels of government (Satter, et al., 2016). Thus, constitutions structure the number of vertical and horizontal intergovernmental relations. Actual dynamics, however, depend on policy prerogatives that establish sub-national authority vis-à-vis the national administration. These prerogatives, usually understood in terms of power, responsibilities, and resources, shape the territorial balance of power within a country. Power, responsibilities, and resources can be combined to apprehend the degree of authority in the hands of regional governments (Sieder, Schjolden & Agell, 2016). Governance and levels of government are important interactions between governmental units of all types and levels. It is an interacting network of institutions at national and local levels, created and refined to enable the various parts of government to cohere in a manner appropriate to the institutional arrangements (Mutakha, 2014). De la Cruz (2015) observes intergovernmental relations as the dynamics of interactions that exist to enhance governance in different levels government. It is the relationship that emanates as a result of interactions between and among governmental power centers within a state constitutes intergovernmental relations. He opines that IGRs that involves citizens and public officials as well as governmental entities of all sizes, types, and locations have substantial roots in service delivery.

Kabau (2016) opines that governance and levels of government are not an end in themselves, but a means for marshalling the distinctive effort, capacity, leadership and resources of each level of government and directing these as effectively as possible towards the developmental and service delivery objectives of government as a whole. In this context, Gatithu (2016) emphasizes that sustainable development and service delivery demand co-operation, consultation and coordination between development initiatives at the national level with development initiatives and needs at the local county level. The political dynamics of intergovernmental relations in the United States exhibit

multilevel systems of governance (Flaherty, 2014). Federalism is the most obvious feature of the U.S. system of governance; it refers to the division of responsibility between the national government in Washington, D.C., and state governments (Callander & Harstad, 2015). It also describes the relation between the national government and tribal governments on Native American reservations (Steytler & Kincaid, 2019). Although different, both types of relations involve the division of authority that is characteristic of multilevel systems of governance (Benz & Broschek, 2013).

The United Kingdom's devolution settlement was intended to establish a dual allocation of fiscal and legislative powers across different levels of governance (Cent, Grodzińska-Jurczak, & Pietrzyk-Kaszyńska, 2014). High levels of self-rule and exclusive jurisdictions for each government do not require close coordination and cooperation of policies and legislation (Kern, 2019). The EU has provided a quasi-federal constitution under which the devolution settlement has evolved. This system integrates the legal frameworks and the intergovernmental interaction across and within member states (Kazepov & Barberis, 2013).

In a comparative perspective, Germany has been often regarded as a typical example of a cooperative federalism. Accordingly, the interlocking relationship of the federal and the state governments (Emelianoff, 2014). It has been considered as the characteristic feature of German federalism. In this federal system, vertical intergovernmental relations predominate, and horizontal relations between the *Länder* are embedded in them (Ekroos, Leventon & Smith, 2017). Governments of the *Länder* coordinate their policies either in negotiations with the federal government, or in order to build coalitions against the federal government. These coalitions vary, depending on issues at stake or the political situation (Jänicke & Wurzel, 2019). In fiscal policies, particular economic interests of rich and poor *Länder* usually determine cooperation and conflicts. In other policies, coalitions among *Länder* reflect party political complexions of government.

China's governance structures are undergoing rapid change (Ye, 2014). Having officially endorsed 'socialist democratic politics', grassroots elections and internal democracy in the ruling Chinese Communist Party (CCP) are continuing to develop. The rule of law is strengthening and a civil society is being established (Zajak, 2017). This scenario involves the continuation of the current intergovernmental relationships into the future. In this structure the central government controls the majority of fiscal resources and the appointment of major officials (Jing, 2015). Within provinces, the provincial government controls the appointment of major local officials and most of the province's fiscal revenue. The structure differs to the former planned economy as it involves rule by law and a market economy (Homsy, Liu & Warner, 2019). Because of these two factors, the central government can effectively realize the 'State's will' and push forward with national reforms and development in areas such as social security, education and trans-regional infrastructure(Ongaro, Gong & Jing, 2019).

In comparing Switzerland and Japan with respect to intergovernmental relations, differences are more obvious than similarities (Milly, 2014). Switzerland is a strongly federalist country. In contrast, Japan was clearly centralist in the past, and despite continuing decentralization reforms, it is usually still considered to be so today (Tanaka & Wakamatsu, 2018). The influence of the lower levels of government on the national legislative process remains comparatively low in Japan. Its centralized political structure seems to fit Japan's homogeneous culture, while on the other hand Swiss federalism has proven to be apt for the integration of minorities and for respect of cultural diversity (Keuffer, 2018). In spite of obvious basic differences, intergovernmental relations in these two countries face similar challenges: the concentration of human and economic resources in urban areas, the weakening of sub-national parliaments, and financial strain (Maggetti & Trein, 2019).

The South African Constitution, 1996 established three separate, interdependent and interrelated spheres of governments, namely national government, nine provincial governments and 283 (now 278) municipalities. Service delivery has been enhanced

through IGR. Each sphere is assigned its powers, functions and responsibilities. Decentralisation has important advantages since it ensures public accountability and responsibility to a greater extent than centralisation. Moreover, there is direct contact between voters and political representatives and office bearers in the provincial and local spheres. The success of decentralisation reforms also depends on consistent and coherent national policies, sound legislative and regulatory frameworks for decentralisation, and effective review mechanisms to resolve disputes among all spheres of government. It is believed that in South Africa service provision and good governance are best achieved through decentralisation. Decentralisation has also been associated with democratisation (Nzimakwe & Pillay, 2015).

In Uganda and Rwanda devolution involved a form of direct participatory decision making at the lowest level of the local government system which at higher levels involves representation especially of formerly excluded groups like women, the youth and the disabled (Karakire, 2012; Bashaasha, Mangheni & Nkonya, 2011; Grossmann & Lewis, 2013). At least one-third of each local council in Uganda must be women, while in Rwanda at least half of the local government council must be women. Bashaasha, Mangheni and Nkonya (2011) argue that for all groups to participate fully at a local community level through decentralized governance, they need to participate in using the vote, their voice and their direct action by engaging in specific activities. This requires innovative ways of structuring and institutionalizing the interface between the people and their local governments (McConnell, 2010; Hasselskog, 2016, Gaynor, 2013. Chemouni (2014) argues that if given the opportunity, the poor and marginalized people can build strong and sustainable organizations, build enormous generosity and solidarity, successfully improve their quality of life, generate participation and accountability mechanisms and stimulate the emergence of democratic leadership (Kauzya, 2007; Scher, 2010; Grossmann & Lewis, 2013).

Kenya's administrative system before the adoption of the new constitution in 2010 (CoK, 2010) was highly centralized with a unitary system of government, with the

delegation of powers to sub-national units at six levels, namely; sub-location, location, division, district, province and then national (Mutakha, 2014). The relationship was that of a superior and subordinates. Political power was shared between the national government and local authorities, who still drew their authority from the national government. Under the centralized system, there was the limited active involvement of the sub-national units as partners with the central government in governance (Kihoro, Nzulwa, Iravo & Wagana, 2017; Wambua, 2014; Kabua, 2016).

The Constitution of Kenya, (2010), (RoK, 2010) introduced the concept of devolution, which provides a strong anchor against the concentration of power in the Executive and engenders cooperative governance. Mutakha (2014) avers that Devolution also accommodates diverse national interests and local decision-making on priority development activities. Devolution stands in contrast to the erstwhile administrative system which did not stimulate a spirit of cooperation and consultation between the national and sub-national units as partners for development (Sihanya, 2012).

Mutakha (2014) opines that the concept of devolution provides for a strong bulwark against the concentration of power in the Executive and facilitates interdependence as well as cooperative governance. Mutakha (2014), further asserts that devolution accommodates diverse national interests and local decision-making on priority development activities. It stands in contrast to the erstwhile centralized administrative system which did not stimulate a spirit of cooperation and consultation between the national and subnational units as partners for development Thus, two levels of government were created, the national and county levels of government which are distinct and inter-dependent and are required to conduct their mutual relations on the basis of consultation and cooperation (Mutakha, 2014).

1.1.2 Inter-Governmental Relations

Intergovernmental relations seek the achievement of common goals through mutual relationships between and across vertical and horizontal governmental arrangements, alignment and cohesion across all spheres of government (Tshishonga, 2017). The aim of intergovernmental relations, therefore, is to facilitate execution of government activities, primarily service delivery, through synergy, efficiency, and effectiveness in delivering services, to sustain democracy and strengthen delivery capacity across all spheres of government for the common good (Ile, 2010).

According to Paulsen (2016), there are various approaches to intergovernmental relations. The first approach is the democratic approach to the study of intergovernmental relations which emphasizes provincial and local government's right to self-determination to the extent of regarding such governmental bodies as autonomous institutions. Supporters of this approach are opposed to the centralization of authority and strongly favour greater devolution to subordinate authorities (Daba & Mulu, 2017).

They are inclined to hold separatist views and to emphasize the autonomous right of existence of every sphere of government. They also emphasize a regional uniqueness, even at the expense of community values and institutional requirements. The emphasizing of one value (democratic principles) at the expense of other values negates the basis of participation within a total governmental hierarchy (Jordaan & Fourie, 2013). The second approach is the normative-operational approach which examines the importance of considering all pertinent norms to analyze the total operational reality of governmental relations without one aspect of governmental relations being overemphasized at the expense of another (Tshishonga, 2017). Group norms or value objectives are important since the normative-operational approach entails an investigation of what is or should be desirable (Jordan & Fourie, 2013). Since intergovernmental relations are practiced within a public administration environment, it means that there are norms and values to which it should subscribe to (Mathebula,

2013). The norms and values should guide the behaviour of public officials in the performance of their duties.

The last approach, constitutional or legal approach suggests that the constitution and other legislative provisions may be used as a point of departure in the study of intergovernmental relations. According to Beard (2017), in the eighteenth and nineteenth centuries, the federalist movement in the United States advocated the constitutional approach and accepted the existing hierarchy of governments as a constitutional fact and the constitution which was considered to be the instrument for achieving harmony was seen to be the basis for the determination of intergovernmental relations. Paulsen (2016), concurs by stating that this approach accepts the factual information contained in the legislation as a constant (until amended by subsequent legislation) and also accepts that relations between governmental bodies exist exclusively within the framework of clauses permitting such relations. According to Paulsen (2016), an IGR system consists of facilitative systems and relationships that enable the units of government to participate effectively and carry out mandates so that governmental goals are achieved. This includes executive mechanisms, coordinating mechanisms, cooperative agreements, judiciary and legislative mechanisms that all facilitate delivery by government machinery. Intergovernmental relations can thus be defined as the "glue" that holds them together. In other words, it is the interactions, relationships and the conduct of officials between governmental activities.

This entails the following: the constitutional status, institutions, powers and functions of each sphere must be respected; a sphere must remain within its constitutional powers; and when exercising those powers, a sphere must not do so in a manner that encroaches on the geographical, functional or institutional integrity of another sphere. Third, spheres of government must take concrete steps to realize co-operative government by fostering friendly relations; assisting and supporting one another; informing one another of, and consulting one another on, matters of common interest; coordinating their actions and

legislation with one another; adhering to agreed procedures; and avoiding legal proceedings against one another (Ile, 2010; Agba & Akwara, 2013).

In South Africa, in spelling out the principles of co-operative government and intergovernmental relations, the Constitution binds all spheres of government and organs of state in each sphere of government to three basic principles: First, there is a common loyalty to the Republic as a whole. This means that all spheres are committed to securing the well-being of all the people in the country and, to that end, must provide an effective, transparent, accountable and coherent government for the Republic as a whole. This is the object of a cooperative government (Zulu, 2014).

Second, the distinctiveness of each sphere must be safeguarded. This entails the following: the constitutional status, institutions, powers and functions of each sphere must be respected; a sphere must remain within its constitutional powers; and when exercising those powers, a sphere must not do so in a manner that encroaches on the geographical, functional or institutional integrity of another sphere. Third, spheres of government must take concrete steps to realize co-operative government by fostering friendly relations; assisting and supporting one another; informing one another of, and consulting one another on matters of common interest; coordinating their actions and legislation with one another; adhering to agreed procedures; and avoiding legal proceedings against one another (Tshipa, Brummer, Wolmarans, & Du Toit, 2018).

Chakunda (2018) states that the inter-governmental relations in Zimbabwe present a dynamic discourse with a complex political and constitutional history. This discourse occurs in the context of different political systems with diverse ideological orientations. In Zimbabwe, IGR has undergone different phases of transformation affecting the role and functions of different tiers of government. From colonial to post-independence era, the different governments have vacillated from centralism to decentralism, overregulation and protectionism. In the process, this has affected the intergovernmental balance of power in varying degrees.

In Ghana, Arthur (2016) opines that Intergovernmental Relations [IGR] are conventionally defined 'as important interactions between governmental units of all types and levels.' In this study, Intergovernmental Relations are defined as an interacting network of institutions at national, provincial and local levels, created and refined to enable the various parts of government to cohere in a manner more or less appropriate to our institutional arrangements. It is an evolving system of institutional co-operation that seeks to address the relations of equality and interdependence as defined by the Constitution.

In Nigeria, Freinkman (2017) stated that the Nigerian constitution, main public sector responsibilities are split across various government levels. Thus, no sole government could deliver radical improvements in service delivery on its own, which means that coordination and cooperation are pre-requisites. However, the existing mechanisms and institutions for inter-governmental policy coordination are weak and need strengthening. This paper suggests the following priority directions for reforming inter-governmental financing arrangements in Nigeria: a. more attention to the equity dimension of revenue sharing b. strengthening government accountability for utilization of public money in general, and use of a common pool of funds such as the Federation Account in particular, and c. introduction of specific grant schemes directly linked to the expansion of sub-national government financing in key sectors.

In Ethiopia, Jebessa (2017) stated that the federal-states intergovernmental relations have a direct impact on the operation of the federal system and very important in understanding the operational part of a federal system since it tends to alter or entirely change the constitutional division of power. This is so because intergovernmental relations are inherent in federations which give life to the federal system through practice after the constitution divides powers between orders of government. Some federations deal it in their constitution while others develop through legislation. Some rely on an institution that manages these relations.

The Kenyan devolution as a system of governance is established in the constitution (RoK, 2010) through chapter eleven. However, the principle of Intergovernmental relations is espoused in Chapter two under Article 6(2) which describes the government at two levels as being distinctly created by the constitution as opposed to being created by another level (Mutakha 2014). Each level has a measure of equality and autonomy and hence the principle of distinctness. Intergovernmental relations is also operationalized by Article 189 with provisions on cooperation between national and county governments which requires government at either level to perform its functions and exercise its power in a manner that respects the functional and institutional integrity of government at the other level, and respects the constitutional status and institutions of government at the other level and in case of county government, within the county level.

Further to the constitutional provisions, Parliament enacted The Intergovernmental Relations Act, 2012 to establish a framework for consultation and cooperation between the national and county governments and amongst county governments, to establish mechanisms for the resolution of intergovernmental disputes pursuant to Articles 6 and 189 of the Constitution, and for connected purposes (Act No. 2 of 2012). Another key objective of the Act is to establish institutional structures and mechanisms for intergovernmental relations. In view of the above, it is clear that co-operative government can be regarded as one of the cornerstones of the new constitutional dispensation in Kenya and those intergovernmental relations in both the legislative and executive areas of government can be regarded as a practical instrument for ensuring co-operative government to enhance service delivery.

1.1.3 Service Delivery

Service delivery is an essential function in relation to government bodies and citizens. Strengthening service delivery systems is a top priority of many global and national governments programmes as a way to improve citizen's lives (Khaunya, Wawire & Chepngeno, 2015). Improving service delivery through increased accountability has

been a significant and implicit motivation behind the trend towards decentralization in developing countries. The standard theoretical argument for the transfer of responsibilities to the lower tiers of government is that the closer proximity of local policy-makers to citizens increases the flow of information and better enables the public to monitor, and to hold to account, government officials (Macharia, Wambua & Mwangulu, 2014).

Globally, some governments are using a central system of governance while others are using the devolved system of governance (Prosser et al., 2017). In America, the government of the United States of America (USA) uses a devolved system where the federal government of the republic has fifty states that constitute the United States of America, as well as one capital district, and several other territories. Inter-governmental relations, Koppenjan & Klijn (2015), aver that is critical for the successful service delivery of governments as it enables the public to determine their development objectives, a fact that has been realized by countries such as the United Kingdom (UK), USA, Brazil, India, Nigeria and South Africa.

Muriu (2013), observed that devolution in England, Scotland and Wales did not inevitably lead to regional centralism and that central-local relations at the regional or intermediate levels are less competitive and more collaborative whether power balance or symmetry exists between the intermediate and the local level (Sharma, 2015). The differences in how public services were structured in the three countries, suggests that the trend towards governance is not immutable but at least partly a matter of political choice (Miller & Cox, 2015). He also notes that the similarities between the metropolitan centre and the two devolved territories remained pronounced with a pattern of continued policy tracking through which the dominance of the metropolitan centre is maintained indirectly rather than directly (Kumara, 2013). Service delivery in many African countries is confronted with many challenges, which constrain their delivery capacities. They include a lack of cooperation among the arms of governments due to poor intergovernmental relations (Cabral, 2011). There is also the perennial problem of

the shortage of financial and material logistics that are necessary to support effective service delivery. On the other hand, the gradual erosion of ethics and accountability in public offices has continued to bedevil county governments in delivering public services to the people effectively. Public sector reforms meant to address these challenges have achieved a minimal result (Wachira, 2010, Muriu, 2013).

Ile (2010) states that poor service delivery in Africa is seen as a challenge that can be better managed through intergovernmental relations. Ways must be sought to continually promote and sustain liaison with governmental stakeholders, as ultimately all shape public policy in their societies. Although different governmental systems have been adopted in various African countries, it should, however, be noted that the degree of devolved service delivery in the form of Unitarianism or Federalism varies from country to country as in the case of Nigeria and South Africa. In practice, both governmental systems have remained less than perfect and the experiences of the selected countries reflect this. The challenge is to continually strive to develop a system that works best in a given context (Ajam, 2014).

Nigeria's model of federalism represents a fundamental legal and institutional framework for policymaking on the continent. As in other federations, it defines the core rules for resource allocation, distribution of responsibilities for devolved service delivery, and mechanisms for interaction between different tiers of government (Ogbunwezeh, 2012). Nigeria's federalism arrangements are currently attracting increasing attention from both policymakers and analysts. This is a reflection of the fact that longer-term perspectives of economic policy reform in the country are critically dependent upon improvements in the organization of inter-governmental arrangements (Agba & Akwara, 2013). Such arrangements have direct implications for achieving national growth and poverty reduction targets. Simply put, there is a major need to strengthen the incentives of government agencies at all levels of authority to improve cooperation in designing of their policies and delivery of services. At the same time,

capacity will have to be built to support such future inter-governmental cooperation (Eme & Onwuka, 2010).

According to Ajam (2014), the South Africa Constitution in spelling out the principles of co-operative government and intergovernmental relations binds all spheres of government and organs of state in each sphere of government to three basic principles: First, there is a common loyalty to the Republic as a whole. This means that all spheres are committed to securing the well-being of all the people in the country and, to that end, must provide an effective, transparent, accountable and coherent government for the Republic as a whole. This is the object of cooperative government. Second, the distinctiveness of each sphere must be safeguarded (Agba & Akwara, 2013).

Kahn, Madue and Kalem (2016), established that a significant percentage of the population in South Africa is yet to access basic services and infrastructure because of the government's slow pace of service delivery. The various forums have placed the debate on good governance and issues of service delivery high on their agendas (Ajam, 2014). This has led to an increasing call for the government to speed up service delivery and improve the living standards of a majority of the people of South Africa. In this regard, the government has considered all mechanisms that have hindered delivery and other issues (that have contributed to the government's slow delivery pace) must be revisited. Amongst other challenges is the issue of managing intergovernmental relations (IGR) more effectively and efficiently. Mathebula (2013) notes, whilst the administrative reform process of government has been underway, there is an equally important need to reform the intergovernmental relation landscape. He argues that further reform is inevitable and should be informed by a deep understanding of the workings of the entire intergovernmental relation framework, the possibilities, and inherent challenges.

The Botswana Public Service has been faced with service delivery challenges since independence in 1966. Like other developing and underdeveloped countries, the

Botswana government has reviewed its service delivery processes and initiatives with a view to better productivity across the public service sector. Many strategies and initiatives were introduced by the Botswana government over a long period to mitigate poor service delivery across the public service sector. One of these initiatives were the decentralization of certain functions from central to local government is through Inter-governmental relations (Tshukudu, 2014).

According to the Nigerian constitution, main public sector responsibilities are split across various government levels. Thus, no sole government could deliver radical improvements in service delivery on its own, which means that coordination and cooperation are pre-requisites. However, the existing mechanisms and institutions for inter-governmental policy coordination are weak and need strengthening. The following priority directions for reforming inter-governmental financing arrangements in Nigeria have been given great attention: more attention to the equity dimension of revenue sharing, strengthening government accountability for utilization of public money in general, and use of a common pool of funds such as the Federation Account in particular, and introduction of specific grant schemes directly linked to the expansion of sub-national government financing in key sectors (Freinkmann, 2017).

Lambright (2014) found that citizens in Uganda, the decentralization reforms, rely on community leaders and local social networks for news about local corruption and local elections and more on the formal media for news about national elections with no data about relative quality and range of information from these different sources. Evidence from Nigeria suggests that local governments' overdependence on central transfers appears to have created uncertainty and lack of information about resources available to local governments, which facilitates local evasion of responsibility under the guise of fiscal powerlessness. This makes resources received by the local government sometimes be treated as the personal items of local politicians (Malan, 2014; Hofmeyr, 2012; Green, 2013).

In Ethiopia, the service delivery through intergovernmental forums facilitates negotiation, non-hierarchical exchange of information and cooperation between the institutions of the two levels of government. There have been issues related to lack of an independent institution in charge of consolidating inter-governmental relation (IGR) and this, in turn, has led to gaps in the regularity, continuity and effectiveness of the interactions. Save for some provisions of the Constitution dictating non-hierarchical relationship between the federal and regional states, the Ethiopian federation is generally characterized by a top-down relationship which can erode the spirit of partnership. Establishing an appropriate legal framework is thus essential to optimize the role of IGR in the Ethiopian federal system to improve service delivery (Afesha, 2015).

According to Muriu (2013), the constitution of Kenya assigns to county governments the task of service delivery in key sectors like water, health and agriculture, with the national government's role in those sectors being that of policy formulation. Other operations decentralized to county governments are; county transport, trade development and regulation, animal control and welfare and county planning and development (Wambua, 2014). The principle of cooperative government is central in informing the relationship between the two levels of government and among the county governments themselves. The thrust of this principle is that governments must function as a cohesive whole to achieve the desired outcomes including the effective delivery of services and national integration (Mutakha, 2014). He notes that in Kenya, intergovernmental relations consist of a complex network of the day-to-day interrelationships between and within the cooperative form of devolved government. He further opines that the interrelationships network ranges from political, fiscal, administrative, and economic arrangements by which the national government shares resources with the county government (Mutakha, 2014; Wagana, 2017; Opiyo, 2017)

The constitutional provisions of Article 6(2) and 189(1) introduce two guiding principles for the cooperative system of devolved governance, namely; the principle of distinctiveness and the principle of interdependence, which guide intergovernmental

relations and service delivery in Kenya (CoK, 2010). Mutakha (2014) opines that the principle of distinctiveness provides that each level of government is autonomous from the other. He notes that the autonomy encompasses political, functional, financial and administrative autonomy as distinct features. He further notes that the principle of interdependence recognizes that whereas the various levels of government are autonomous, they cannot operate in isolation while delivering services to the Kenyans. Thus, both levels of government must realize that some of their functions are concurrent in nature, and therefore require consultation and cooperation (Kabua, 2016; Wagana, 2017). These principles hence introduce the concept of intergovernmental relations in Kenya, which this study seeks to examine the relationship of intergovernmental relations and service delivery of county governments in Kenya.

1.1.4 County Governments of Kenya

Not to be confused with the defunct County Councils of Kenya, the Counties of Kenya are geographical units established by the 2010 Constitution of Kenya as the units of devolved government. The powers are provided in Articles 191 and 192, and in the Fourth Schedule of the Constitution of Kenya and the County Governments Act of 2012. There are 47 Counties whose size and boundaries are based on the 47 legally recognised Districts of Kenya as per The Districts and Provinces Act of 1992. Following the re-organisation of Kenya's National administration, Counties were integrated into a new national administration with The National Government posting County Commissioners to represent it at the Counties (Mutakha, 2014).

The Constitution of Kenya, 2010, under Article 176, provides for county governments for each county, consisting of a county assembly and a county executive. County Assemblies are responsible for: County legislation as outlined in Articles 185 of the Constitution of Kenya, while the County executive has its authority and functions outlined in Articles 179 and 183, to implement the devolved functions outlined in the fourth schedule of the constitution of Kenya, functions transferred from the national

government through Article 187 of the constitution of Kenya, functions agreed upon with other Counties under Article 189 (2) of the Constitution of Kenya, and establishment and staffing of a public service under Article 235 of the Constitution of Kenya. Decentralisation, in particular devolution shifts points of service delivery from central government to local Governments resulting in significant changes in budget allocations as well as service delivery (RoK, 2010).

The establishment of counties' major aim was improving service delivery to the citizens by ensuring that policies formulated by National Government are implemented as required, so that services are delivered to the benefit of its citizens (Muriu, et al., 2013). This study sought to establish whether inter-governmental relations are enhancing service delivery in the public sector especially in the context of the county governance in Kenya with reference to inter-governmental relations based on the multilevel systems of governance.

1.2 Statement of the Problem

Inter-governmental relations are critical for the effective and efficient service delivery by governments, as an important component of any political system with more than one level of government (World Bank, 2015; Kabau, 2016). The aim of intergovernmental relations is, therefore, to enable government activities, primarily service delivery, through synergy, efficiency and effectiveness in delivering services to sustain democracy and strengthen delivery capacity across all spheres of government for the common good, as acclaimed by Niekerk and Bunding-Venter (2017). In multi-level systems of governance, service delivery is assessable from; political stability, fiscal accountability, economic growth and administrative cooperation, which can only be achieved through sound and effective inter-governmental relations (Okonjo-Iweala & Osafo-Kwaanko, 2017; Nzimakwe & Ntshakahala, 2015; Afesha, 2015; Ongaro, Gong & Jing, 2019).

However, multi-level units of governance, the counties in Kenya still find it hard to effectively and efficiently deliver services to citizen satisfaction (Wambua, 2014; Wagana, 2017; Opiyo, 2017, Muriu, 2013). A survey done by Transparency International (TI) (2016), reported that 41% of Kenyans were not satisfied with their county governments' service delivery. The inability of county governments to deliver services (Wagana, 2017, Opiyo, 2017) is startling given that counties are by design expected to bring efficient services closer to the citizenry. A study by Keraro and Isoe (2015) noted that although Kenya has adopted inter-governmental relations, cases of corruption and inefficiency that leads to poor service delivery are rampant in the counties. Further, a study by Wagana (2017); Chakunda (2018) and Arthur (2016) noted numerous cases world over of Inter-governmental relations and service delivery in multi-level systems of governance where this relationship contradicted. Existing literature contains scanty information on the link between Inter-governmental relations and service delivery in Kenya, and does not, therefore, explain the contradiction. Studies by Elhiraika, 2007; Angahar, 2013; Olatona & Olomola, 2015, Dada, 2015; Kleinpter-Ross, 2014 seem to support the assertion by World Bank that devolved units that are supported by inter-governmental relations positively impacts service delivery. Also, studies by Wagana (2017), Wambua (2014), Akorsu (2015), Anghar (2013), Shimengah (2018) noted cases of poor service delivery in counties that have attracted debates in their form of leadership and governance.

The research gap identified, which created the need for this study, firstly was that most studies on inter-governmental relations and service delivery are limited in developing economies, especially those in Africa (Okonjo-Iweala & Osafo-Kwaanko, 2017). Secondly, the Inter-governmental relations used in developed countries to influence service delivery are not directly applicable in developing economies because of political, economic, technological and cultural differences (Shimengah, 2018; Bache, Bartle & Flinders, 2016). Lastly, according to Wagana (2017) minimal research, if any, has been done on how inter-governmental relations influence service delivery in multi-level

systems of governance in counties in Kenya. There is a dearth of information on inter-governmental relations arising from the African context. Indeed, there is no study (as far as the researcher was able to establish from a review of available previous studies) on the contribution of intergovernmental relations on service delivery in Kenya. The lack of information on the relationship between intergovernmental relations and service delivery in multi-level systems of governance creates a knowledge gap in the Kenyan and African context. It is on this premise that the current study sought to examine the role of inter-governmental relations on service delivery in multi-level systems of governance in counties in Kenya.

1.3 Objectives of the Study

The study sought to be guided by the following general and specific objectives.

1.3.1 General Objective

The general objective of this study was to examine the role of inter-governmental relations on service delivery in multi-level systems of governance in counties in Kenya.

1.3.2 Specific Objectives of the Study

The study set to pursue the following specific objectives;

- i. To establish the role of administrative relations on service delivery in multi-level systems of governance in counties in Kenya.
- ii. To establish the role of fiscal relations on service delivery in multi-level systems of governance in counties in Kenya.
- iii. To establish the role of political relations on service delivery in multi-level systems of governance in counties in Kenya.
- iv. To establish the role of economic relations on service delivery in multi-level systems of governance in counties in Kenya.

- v. To establish whether public participation moderates the relationship between inter-governmental relations and service delivery in multi-level systems of governance in counties in Kenya.

1.4 Research Hypotheses

This study sought to test the following alternate hypotheses;

H_{a1}: There is a positive and significant relationship between administrative relations and service delivery in multi-level systems of governance in counties in Kenya.

H_{a2}: There is a positive and significant relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya.

H_{a3}: There is a positive and significant relationship between political relations and service delivery in multi-level systems of governance in counties in Kenya.

H_{a4}: There is a positive and significant relationship between economic relations and service delivery in multi-level systems of governance in counties in Kenya.

H_{a5}: Public participation positively and significantly moderates the relationship between Inter-governmental relations and service delivery in multi-level systems of governance in counties in Kenya.

1.5 Justification of the Study

The findings of the study are expected to be beneficial to several stakeholders. The specific stakeholders include the government of Kenya, county governments, the society, scholars and researchers. Past studies on service delivery by county governments indicate that there is a missing gap in the literature on intergovernmental relations and public participation on service delivery of county governments, yet county governments play a major role in promoting the country's economic development.

1.5.1 General Public

The findings of the study are expected to be of great value to the entire society as it seeks to explain the relationship between intergovernmental relations and service delivery of county governments in Kenya. The findings may shape future devolution debate in the entire republic. The Kenyan public will, on the other hand, benefit from the clear demonstration from the findings of their role, through public participation in ensuring efficient management that leads to enhanced service delivery of counties for the benefit of posterity. The findings of this study are expected to also benefit the entire Kenyan society including private practitioners by providing them with an in-depth understanding of the relationship between intergovernmental relations and service delivery of county governments in Kenya.

1.5.2 County Governments

The performance of counties across the country is critical in developing and maintaining public confidence. Sustained good performance is guaranteed if counties take the step to involve the public in their development agenda. The results are expected to enable national and county governments to develop informed effective policies on intergovernmental relations and public participation and its contribution to good governance. Further, findings from this study are expected to contribute to the creation of employment opportunities and improve service delivery, among others in counties given the anticipations of well-performing county economies.

1.5.3 National Government

The study findings are expected to inform national government policy on the performance of the devolved governance system in Kenya. By illustrating the aspects of Intergovernmental relations on service delivery of county governments in Kenya, policymakers may use the findings of this study to better align or revise the existing

legal framework, policies and the guidelines of devolved governance and thus propel the country towards achieving Vision 2030. Furthermore, the national government may use the findings to come up with strategic interventions to enhance devolution and service delivery to citizens. The study is expected to also inform best strategies to employ in making a turnaround in service delivery both at national and county governments. The study's policy recommendations can be used by the national government to support county governments to enhance service delivery.

1.5.4 Researchers and Scholars

The study findings are expected to be of great benefit to scholars and researchers in the thematic area of intergovernmental relations and its linkages to service delivery in multi-level system of governance that comprise of the national and county governments in Kenya. The findings are expected to also support and enrich the theories and models related to intergovernmental relations, public participation, and service delivery.

1.6 Scope of the Study

The study was limited to establishing the relationship between intergovernmental relations and service delivery in multi-level systems of governance in counties in Kenya. The conceptual scope of the study was limited to four inter-governmental relations variables namely administrative, fiscal, political, and economic relations. Public participation was adopted as a moderating variable while service delivery of county governments was the response variable. The contextual scope of the study was limited to the 47 counties in Kenya that are established by the constitution of Kenya, 2010. Previous studies tend to be specific concerning study methodologies employed. This study used a descriptive survey research design and explanatory research design to analyse and describe the relationship between inter-governmental relations and service delivery in multi-level systems of governance in counties in Kenya. The study was carried out between May 2019 and December 2019.

1.7 Limitations of the Study

Several limitations were faced during the study. There was difficulty in gaining access to the sampled respondents who work in the county governments. Additionally, the conservative nature of some county governments and oaths of secrecy administered on their employees regarding information disclosure rendered data collection difficult. To assuage this limitation, the researcher reached to the prospective respondents and asked for permission from the county governments' management to get an introduction letter and requisite permission for collecting data. Proper arrangements with employees to fill the questionnaires were made by motivating the employees on the importance of the study. Use of research assistants, familiar with the environment also helped to address this challenge.

Secondly, the study was on the assumption that administrative relations, fiscal relations, political relations and economic relations were the only independent variables that influence the dependent variable; service delivery in county governments of Kenya. There are other independent variables which could affect service delivery in county governments of Kenya such as environment, conflict and conflict management, legal among others but were assumed to have no significant contribution on the results because the variables under study were assumed to take care of all the other factors.

Thirdly, there was limited literature available that linked Inter-governmental relations and service delivery in county governments of Kenya to draw lessons from. This necessitated the review of literature relevant to the study from around the world. Nevertheless, all the challenges encountered were adequately addressed and they did not in any significant way impair the outcome of the study. Finally, the sample size of 30% results in 14 counties which were spread across the country which gave large geographical spread that required enough time for the researcher to travel to the sampled counties. For the study to stick to the scheduled time it, however, utilised research

assistants to assist in data collection in some counties, and in other instances pooling of counties were adopted as mitigation measures.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter reviews both the theoretical framework and empirical review of variables of intergovernmental relations and service delivery in multi-level systems of governance. It develops the conceptual framework and reviews the independent variables in relation to the dependent variable. The study then proceeds to critique the literature reviewed, identify the research gaps and finally provide a summary of the chapter.

2.2 Theoretical Literature Review

A theory is an accepted fact that attempts to provide a plausible or rational explanation of cause-and-effect (causal) relationship among a group of observed phenomenon (Adamov *et al.*, 2012). The theoretical literature review relates to the philosophical basis on which the study is carried out and forms the link between the theoretical aspects and practical components of the problem under investigation. In this study, the theoretical underpinnings consist of theories and models related to the present study. It is on this basis that the research problem under study evolves. According to Williams (2011), a theory is a set of systematically interrelated concepts, definitions and propositions that are advanced to explain and predict phenomena. This section covers the theories that are relevant in explaining the relationship between inter-governmental relations and service delivery in multi-level systems of governance.

2.2.1 General Systems Theory

According to Chen and Stoup (1993), the General Systems Theory (GST) emerged from the works of an Austrian biologist Von Ludwig Bertalanffy in the 1930s. The theory

studies the structure and properties of a system in terms of relationships and interdependencies among various components from which the properties of the whole emerge. The system theory also views the world in terms of relationships and integration and emphasizes the principle of organization. Whitney, Prudley and Baugh (2015) define a system as a group of objects that are joined together in some regular interaction or interdependence towards the accomplishment of some purpose. This implies that a system is made up of different components that work together in a regular relationship to accomplish a common goal. The system components include entities, objects of interest within the system, attributes, or defining properties of entities, states of the system's collective descriptive variables at a given time, activities taking place at a given time, and events that have the potential to change the state of the system (Katina, 2015). Modern organizations qualify as open systems and within an organization as a system; there exist subsystems like human resource, administrative, management information systems, social-technical, structural and others (Bache, Bartle & Fliners, 2016). The common features of a system include the systems boundary, its external environment, and sensitivity to disturbances both within and outside the system.

The foundation of systems theory is that all the components of governments are interrelated, and changing one variable brings changes to other variables (Jaradat, 2015). Governments are viewed as open systems where they are continually interacting with their environment. They are in a state of dynamic equilibrium as they adapt to environmental changes. A central theme of systems theory is that sometimes nonlinear relationships might exist between variables where small changes in one variable can cause huge changes in another and large changes in another variable might only have a nominal effect on another. Jaradat, (2015), underscored that the systems theory views government structure as the established pattern of relationships among different parts of the government. The most important according to the theory are the patterns in relationships and duties which includes integration (the way activities are coordinated), differentiation (the way tasks are divided), the structure of the hierarchical relationships

(authority systems), and the formalized policies, procedures, and controls that guide the organization (administrative systems) .

The relationship between the environment and government structure is especially important in System theory. Government structures are open systems and always depend on their environment for support. Generally, the more complex environments which characterize today's governmental relations lead to greater differentiation (Katiana, 2015). The trend in governments is currently away from stable (mechanistic) structures to more adaptive (administrative) structures. The advantage is that governments become more dynamic and flexible while the disadvantage is that integration and coordination of activities require more time and effort (Jaradat, 2015).

From a systems theory point of view, the service delivery of county governments requires a well-coordinated effort and harmonious interactions among various components of the government, especially in the administrative relations (Bache, Bartle & Flinders, 2016). The inter-governmental relations component in county government alone may not enhance the service delivery of a county government without embracing good leadership, creating proper structures and ensuring active participation of other subsystems like human resources (people), social-technical and information subsystem (technology). Moreover, county governments must also continuously interact with the dynamic environment by having established appropriate administrative relations to obtain the required success in service delivery to the people (Bache, Bartle & Fliners, 2016). Therefore, this theory provides an insight into the administrative relations variable of intergovernmental relations on service delivery in multi-level systems of governance in counties in Kenya.

2.2.2 Souffle Theory

The Soufflé theory was proposed by Parker (1995) who argued that fiscal relations are one of the major elements of devolution. Parker (1995) emphasized that devolution is a

multi-dimensional process that proceeds with successes and setbacks. The theory argues like a souffle that needs just the right combination of milk, eggs, and heat to rise; that, a successful program of decentralization must include fiscal elements in improving rural development outcomes (Godida, 2014; Tshukudu, 2014). Decentralization initiatives will, therefore, be subject to a continuous process of modification which reflects changes in the social, political, and economic conditions (Wambua, 2014; Shimengah, 2018). There is, therefore, the need to include all dimensions of fiscal relations.

Katina (2015) suggested a conceptual model, the soufflé theory, which incorporates fiscal relations as one of the essential elements of decentralization to enhance service delivery. This is because it's combined to realize desired outcomes. According to Nzimakwe and Ntshakala (2015), political decentralization transfers policy and legislative powers from the central government to the elected local authorities. However, the allocation of the power of decision making to local authorities is not enough to create successful decentralization if local officials are not accountable to the local population (Jaradat, 2015). Local accountability might be promoted through various appropriate fiscal relations mechanisms such as third-party monitoring by media and Non-Governmental Organizations (NGOs), extensive participation, and central government oversight of local governments (Godida, 2014). Despite the propositions of the Soufflé theory that are in favour of decentralization, devolved governance has been criticized due to several limitations. Arthur (2016) posit that decentralization may foster more local loyalty to regional identities than the national identity. Therefore, this may encourage more autonomy from the central government and even a territorial secession in multi-ethnic and multi-religious societies, particularly in Africa. This puts the national integrity itself at risk. Secondly, decentralization may increase corruption at the local level and thus this would not improve accountability (Wagana, Iravo & Nzulwa, 2017).

Lastly, the increased efficiency and effectiveness of public resources may not be realized, since resources (capital, human, and even social) available at the local level in low-income countries are very limited (Sutiyo, 2014). These scarce resources are more

effectively utilized when they are concentrated at the national level. Therefore, decentralization may also jeopardize equity among different localities in regard to the existing fiscal relations (Yussof, Sarjeon & Hassan, 2016). In Kenya, the Soufflé theory is at the centre of devolution. The devolution process of the powers (fiscal) proposed by the Souffle theory was achieved at once with the ratification of the constitution in 2010. Specifically, the theory provides an in-depth understanding of fiscal relations and economic relations variables of intergovernmental relations on service delivery in multi-level systems of governance in counties in Kenya.

2.2.3 Sequential Theory of Decentralization

The Sequential theory of decentralization was proposed by Falleti (2004). The theory contends that decentralization is a set of state reforms. As such, decentralization does not include transfers of authority to non-state actors. Akorsu (2015) cited Falleti (2010) and noted that political relation reforms may take place in authoritarian as well as democratic contexts, which means that the concepts of decentralization and democratization should not be conflated. Notably, Weingast (2014) opined that sequential theory of decentralization classifies territorial decentralization into political relation dimensions.

Kimathi (2017) avers that Falleti's sequential theory of decentralization is based on three propositions: First, the Institutional design of decentralization policies is highly dependent on when those policies take place within the sequence of political relation reforms. According to Nasution (2016), political relation policies that take place early in the sequence tend to increase the power of local government actors, whereas early political relations reforms tend to negatively affect their power. Secondly, a set of preferences of national and sub-national actors about types of decentralization. National politicians and executives prefer political relations, which in turn is preferred to political decentralization. Lastly, the origin or the state context in which the decentralization process takes place and the timing of each political reform are crucial (Mahajan & Mannan, 2016).

Importantly, the sequential theory of decentralization specifies three actors in the policymaking process: the president, governors, and mayors. These actors have their political territorial preferences (Tackie, Marfo-yiadan & Achina, 2016); the president prefers the political dimension because it helps reduce national expenditures through the “downward transfer of responsibilities”. On the other hand, local officials (governors and mayors) prefer the political dimension that accompanies gubernatorial and mayoral elections; these electoral mechanisms bestow legitimacy on local officials and allow them to further pursue their territorial interests “without fear of retaliation” from the president (Alonso, Clifton and Diaz-fuentes, 2015) argued it is expected political relations to have either a positive or negative impact on the autonomy of subnational executives. If a political relation improves local and state bureaucracies, fosters the training of local officials or facilitates learning through the practice of delivering new responsibilities, it will likely increase the organizational capacities of sub-national governments (Khaunya & Wawire, 2015). As such, the theory provides an in-depth understanding of the political relations variable of intergovernmental relations on service delivery in multi-level systems of governance in counties in Kenya.

2.2.4 Cognitive Engagement Theory

The main idea of this theory is that participation depends on citizens having access to information about politics and government, and their desire to use that information in decision making (Jonston, 2015). It is the increase in the levels of education that helps citizens to acquire and process large amounts of information, it is considered that education provides skills in the area of technology (Agarwal & Kallapur, 2016) while at the same time increases the individual's ability to analyze it further cheaper in cost to acquire information (print media, electronic media, among others), contribute to producing a process of citizen mobilization (Sebola & Tsheola, 2017). From this perspective, the informed citizen is a "critical citizen". Citizen dissatisfaction with the state makes manifest in forms of unconventional participation, such as protest (Yang, He & Long, 2016).

The key themes that explain this theory are education, use of media, interest in politics and political knowledge, and satisfaction/dissatisfaction policy (Yang, He & Long, 2016). Education is measured in levels from low to high; use of media in political knowledge is whether citizens understand how the political system works; and satisfaction/dissatisfaction policy refers to public attitudes about the performance of the system to deliver benefits to the citizens (Seboal & Tsheola, 2017; Cooper, Stavros & Dobebe, 2019; Sebola, 2014).

Critics of this theory suggest that this theory does not explain why once individuals have acquired all the information they would be motivated to use it to act in an informed manner (Yang, He & Long, 2016). That is, citizens can acquire and process information, but in the absence of incentives, it is not clear why they would be motivated to participate. This theory if applied in devolved governance systems will make the citizens knowledgeable hence ability to make informed choices in governance (Nelson & Lelebici, 2017). This theory provides indulgence on public participation variable which moderates the relationship between intergovernmental relations and service delivery in multi-level systems of governance in counties in Kenya.

2.2.5 The New Public Management Theory

The new public management theory emerged in the 1980s and 1990s. The theory was proposed by Hood (1991) who argued that to reconfigure the state along with more cost-efficient (and effective) lines. The protagonist recommended that the public sector is opened up to greater private sector influence. Pérez-López, Prior and Zafra-Gómez (2015) citing (Polidano, 1999) avers that new public management reforms were aimed at improving the quality of public services, saving public expenditure, increasing the efficiency of governmental operations and making policy implementation more effective. The belief that large and monopolistic public bureaucracies are inherently inefficient was a critical force driving the emergence of the new public management (Wynen, Verhoest & Rübexsen, 2014)). The theory represents a set of ideas, values,

and practices aimed at emulating private sector practices in the public sector (Dan & Pollitt, 2015.)

Zafra-Gómez, Rodriguez Bolivar and Munoz (2013) citing Osborne and Gaebler (1992) further opined that there was a need to reinvent government and harness the entrepreneurial spirit to transform the public sector and later “banish the bureaucracy”. Verger and Curran (2014) posits that the new public management theory takes its intellectual foundations from public choice theory, which looks at government from the standpoint of markets and products, and from managerialism, which focuses on management approaches to achieve productivity gains. The three underlying issues which new public management theory attempts to resolve include citizen-centred services; value for taxpayers' money; and a responsive public service workforce (Gunter, Grimaldi & Serpieri, 2016). Notably, some studies indicate that the new public management reforms do not necessarily lead to improved service delivery. For example, Simonet (2015) analyzed governments' attempts at providing better health-care services for less in Germany, the United Kingdom, Switzerland, France, and Italy.

The new public management is often mentioned together with governance (Dafflon, 2015). Governance is about the overarching structure of government and the setting up of the overall strategy, while new public management is the operational aspect of the new type of public administration. The theory has also been supported by Zungura (2014), who contends that the dominant theme of new public management is the use of market techniques to improve the performance of the public sector. The main features of new public management include performance management, e-governance, contracting out and outsourcing, decentralization and accountability among others (Zungura, 2014).

The proponents of this theory advocate that the government should put in place social accountability mechanisms to increase efficiency in service delivery. The new public management theory is relevant to the current study as it informs citizen's participation and service delivery variables. The theory advocates for citizens participation in the

process of evaluating public services since the new public management principle of customer responsiveness requires that the degree of user satisfaction be measured (Sebola, 2014). This study drew from the theory of new public management in understanding the impact of public participation on service delivery. The broad idea of new public management theory is the use of market mechanisms in the public sector to make managers and providers more responsive and accountable (Cooper, Stavros & Dobebe, 2019).

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

2.2.6 Collaborative Governance Theory

A collaborative governance theory is also pertinent for institutional arrangements of IGR. Powell and DiMaggio (2012), March and Olsen (1983), North (1991 and Ostrom (2005) are the proponents of collaborative governance, which they presented as part of new institutionalism (Emerson *et al.*, 2015). Koebele (2019), states that collaborative governance is informed by systems context. The system context of collaborative governance is multifaceted with embedded conditions of services, policy imperatives and intergovernmental relations framework, together with the externally based drivers, pressures, enablers, constraints, and lobbies, which are referred to as collaborative governance regimes (Emerson *et al.*, 2015). Governance theory is premised on the regulation of actions of political authorities as they execute and manage the development

programs for their people (Tonin & Vlasopolous, 2015). According to Shen and Zou (2015), governance signals how the informal authority of networks supplements and supplants the formal authority of the government by exploring the changing boundary between the state and society. The theory assumes that the government should focus on the formulation of an intergovernmental framework to enhance service delivery (Doberstein, 2016).

The assumption is that the more the separation of power from the policy formulation, the more the participation by different groups in the execution process, and the more the realization of efficiency on the process outcomes. Application in the study is that in the co-operation between national government and county governments will result in synergies, information and knowledge sharing, leveraging on each other's strength to generate more innovative ways and better products in service delivery (Fillipetti & Sacchi, 2013; Kipyego & Wanjare, 2017). Complementarities with between national government and county governments, clear assignment roles as well as enforcement of good management strategies are more likely to lead to improved devolved service delivery (Shen & Zou, 2015). The above theory facilitated the understanding of economic relations as an element of efficient service delivery in Kenya. In this regard, collaborative governance regimes are understandable because the context of IGR framework is based on various environmental situations and socio-economic backgrounds.

2.3 Conceptual Framework

Figure 2.1 below presents the conceptual framework of the study to be undertaken. Considering the above descriptive analysis of the theoretical framework, IGR has led to a considerable amount of conceptualization, which significantly enhance service delivery which includes an interactive governance-based theoretical framework that introduced the notions of shared ideas, operations by agreed instruments and operationalizing ideas through IGR implementation (Sebola, 2014). IGR is linked to

service delivery Zulu, 2014; Pietersen, 2017).The variables are extracted from the studies conducted by the following scholars and reports: (Harouvi, 2012; Wagana, 2017; Zulu, 2014; Pieteron, 2017; Finch, 2015.; Muriu, 2013; Macharia et al., 2014).

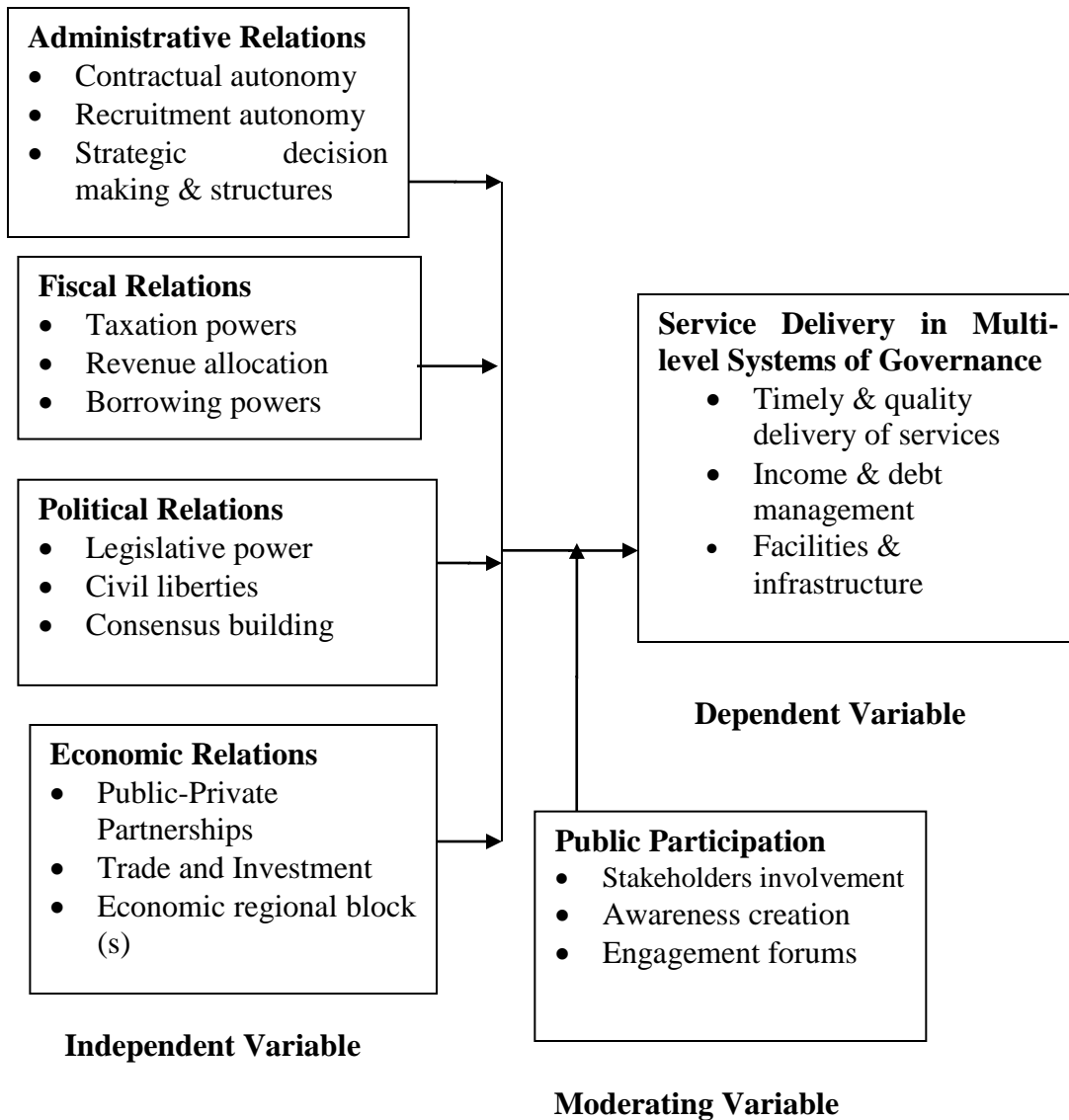


Figure 2.1: Conceptual Framework

2.3.1 Administrative Relations

The administrative devolution is the transfer of responsibility for the planning, financing, and management of selected public functions from the central government to lower-tier units of the government (Mbondenyei & Ojienda 2013; Lumunba & Franceschi, 2014). Administrative relations seek to redistribute authority, responsibility,

and financial resources for providing public services between different levels of government. Therefore, the responsibility for planning, financing, and managing certain public functions are transferred from the central government to subordinate levels of government, semi-autonomous public authorities or corporations, or area-wide, regional, or functional authorities (Ozmen, 2014) is often seen as part of civil service reform and is generally perceived as the narrowest form of decentralization because local institutions to which tasks are transferred are not based on political representation controlled from below (Yusoff et al., 2016).

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

Administrative relations have either a positive or negative impact on the autonomy of sub-national executives (Akorsu, 2015). If administrative relations improve local and state bureaucracies, foster training of local officials, or facilitate learning through the practice of delivering new responsibilities, it will likely increase the organizational capacities of sub-national governments. Nevertheless, if administrative relations take place without the transfer of funds, this reform may decrease the autonomy of sub-national officials, who will be more dependent on subsequent national fiscal transfers or sub-national debt for the delivery of public services (Sebola, 2014).

2.3.2 Fiscal Relations

When it comes to the economic factor of decentralization, the key element that makes devolution succeed or fail is fiscal relations. Mbondenyi & Ojienda (2013), and Lumunba & Franceschi (2014) in their assessment of devolution in Kenya noted that fiscal devolution refers to the definition and alignment of monetary functions among the different levels of government. The relation between the centre and the devolved units raises simple questions including who has the right to tax citizens and businesses. On what basis will the revenue generated be shared between the centre and the devolved units and between the units themselves? How does the national policy deal with regions and devolved units that generate much more wealth than others?

This control over how public resources are raised and spent represents a crucial aspect of any federal system (Rao & Singh, 2006). Sub-national governments are assigned the role of resource allocation because tastes and preferences for public services vary among populations and therefore, fiscal decentralization should ensure that benefits of particular services are largely confined to local jurisdictions, welfare gains can be achieved by permitting the level and mix of such services to vary accordingly. The assignment of expenditure and financing responsibility between different tiers of government can have a direct impact on service delivery like in Latin America where decentralization of water and sanitation services to local governments have led to a loss of economies of scale in service delivery. On the other hand, recognizing that the spillover benefits of health and education outcomes and their impact on equity are national in scope has convinced many governments in Latin America and Africa to keep the financing of these sectors at the central level (White, 2011).

The design and implementation of the inter-governmental fiscal transfer also influence the county government's accountability for service delivery as its revenue sources will rarely meet the funding requirements. This is because fiscal transfers typically have conditional and unconditional aspects of the centre holding the county governments

accountable for proper use of central transfers as well as accountability to citizens for resources used. The unpredictability of fiscal transfer affects the ability of sub-national governments to plan local service delivery more efficient. This predictability can only be enhanced through a formula-based allocation system driven by a simple measure of equity and efficiency (Uchimura, 2012). However, evidence from India shows that even when fiscal transfers are supposed to be formula-driven they can be influenced by political concerns and constitutional rules and hence delegating decision-making to independent agencies (Khemani, 2007). Over-dependence on central transfer should also be avoided as sub-national governments blame the central government for breakdowns in service delivery (Khemani, 2007; 2010).

Fiscal interdependence between tiers of governments means that budgeting and evaluation of transfers should also be catered for as important elements in ensuring service delivery is efficient and gives value for money. Several countries (such as South Africa) have done this by implementing a medium-term expenditure framework (MTEF) allowing sub-national entities to participate in a multi-year budgeting system. Treasury Bills have also facilitated public monitoring by non-governmental civil society groups that can make budget information comprehensible for citizens (Ajam, 2014). Other countries like Brazil have involved communities in the budget process through a participatory approach (Andrews & Shah, 2013). Access to capital markets directing or borrowing through the central governments can influence the overall health of the county government and its ability to ensure good service delivery.

A central argument for fiscal relations leading to improved service delivery rests on the assumption that fiscal relations increase local influence over the public sector. However, in theory, there is an equal possibility that fiscal relations simply transfer power from national to local elite and that improved access of local elite to public resources increase opportunities for corruption (Bardhan & Mookherjee, 2010). In theory and practice, this aspect of intergovernmental relations is a recipe for conflict and in essence influences service delivery in in counties in Kenya.

2.3.3 Political Relations

Political devolution consists of the creation of sub-national levels of government that are endowed with autonomous decision-making power (Mbondenyei & Ojienda, 2013). They further note that the sub-national entities to which power is devolved in the course of political devolution must be legitimately elected local governments which have legal authority conferred to them by the people who elected them and enjoy financial autonomy. Political relations involve the transfer of political authority to the local level through the establishment of elected local governments and political parties. Political decentralization is a set of constitutional amendments and electoral reforms designed to open new or activate existing but dormant or ineffective spaces for the representation of subnational politics. It aims to give more authority to citizens and their elected representatives in decision making and public administration (Akorsu, 2015). Political relations also tend to support democratization by providing more opportunity for citizens and their elected representatives to affect the creation and implementation of policies (Ozmen, 2014).

Political decentralization aims to give more authority to citizens and their elected representatives in decision making and public administration. Political decentralization also tends to support democratization by providing more opportunity for citizens and their elected representatives to affect the creation and implementation of policies (Ozmen, 2014). Political decentralization also means a set of constitutional amendments and electoral reforms designed to open new spaces for the representation of sub-national policies. These policies are designed to devolve electoral capacities to sub-national actors. The popular election of mayors and governors, the creation of sub-national legislative assemblies, and constitutional reforms that strengthen the political autonomy of sub-national governments prepare the ground for the success of such structures (Cooper, Starvros & Dobebe, 2019).

The proponents of political relations argue that bringing citizens closer to government and allowing them to hold elected officials accountable is an important foundation to achieve better local government and public services (Yang, He & Long, 2016). Notably, when local or county government is brought closer to those receiving services, beneficiaries of these services would become active in demanding quality. Since those responsible for the quality of services are local governments, citizens will be more motivated to demand improvements if services decrease in quality (Nelson & Leblebici, 2017). According to Ajam (2014), political relations give citizens through their elected leaders more power in public decision-making. The premise is that service delivery policies taken at the sub-national level will be better informed and more relevant to diverse interests in society than those taken only by national political authorities. Ajam (2014) stated that the political relations and service should, therefore, become an interdependent, interactive system whereby public confidence in the system of political governance builds the political legitimacy of government. Trust in the system increases when service delivery is effective, public officials are accessible to citizens and government agencies function in a well-managed way. Ineffective or inaccessible service delivery, by contrast, undermines trust not just in the government but the legitimacy of the entire political system.

2.3.4 Economic Relations

One of the most prominent contributions of devolution to economic growth, as argued by its advocates, is through economic policy innovation. A certain degree of autonomy for investment and expenditure decisions allows sub-national units to pursue policies for economic development tailored to their own local needs and endowments (Brinkerhoff & Brinkerhoff, 2015). Having this freedom, and being responsible for their welfare, the regions are more likely to embark on creative attempts to raise their revenues (Yupeng & Li'an, 2007) and supply public goods and services (Zhong, 2007). The inter-governmental economic relations have become an increasingly popular policy

recommendation among the developed countries around the world. It strongly advocates often the point of successes of several countries such as China and India which are experiencing significant market reforms and economic growth in the aftermath of devolving economic decision making.

Economic intergovernmental relations is thus expected to make public expenditure more efficient by adopting better relations (Hart & Spero, 2013), create opportunities for local regimes to mobilize around sustainable development (Yang, He & Long, 2016) and contribute to better coordination between various local actors (for example local government, businesses and civil society). Most is importantly, economic relations enhance the autonomy to pursue a development strategy tailored to its economic potential and competitive advantage (Nwapi & Andrews, 2017), thus contributing to greater national economic development. The central and devolved units choose to collaborate as a way of achieving economic efficiency and effectiveness both at the national and county level.

The Government of Kenya has been emphasizing on economic growth and development since independence. Rapid economic growth is seen as the key to alleviating poverty in Kenya (Johnston, 2015). Attaining high levels of economic growth in counties is one of the chief goals of the government of Kenya (RoK, 2017). In its effort to achieve economic growth and development the Government has over the years embarked on economic relations strategies with a bias towards devolved county growth. The Intergovernmental Relations Act, 2012 (RoK, 2012a) establishes the legal and institutional framework for consultation, cooperation and dispute resolution between the national and county governments and amongst the county governments. The Act establishes the following intergovernmental relations bodies: National and County Government Coordinating Summit, the Intergovernmental Relations Technical Committee and the Council of County Governors. The Public Finance Management Act, 2012 (RoK, 2012b) creates the Intergovernmental Budget and Economic Council as a

forum for consultation and cooperation between the two levels of government on economic relations matters.

2.3.5 Public Participation

Public Participation as a process provides private individuals with an opportunity to influence public decisions and has long been a component of the democratic decision-making process. The roots of citizen participation can be traced to ancient Greece and Colonial New England. Before the 1960s, governmental processes and procedures were designed to facilitate "external" participation. Citizen participation was institutionalized in the mid-1960s with President Lyndon Johnson's Great Society programs (Cogan & Sharpe, 2016). Public involvement is a means to ensure that citizens have a direct voice in public decisions. While the terms "citizen and public" and "involvement and participation" are often used interchangeably, both are generally used to indicate a process through which citizens have a voice in public policy decisions, both have distinctively different meanings and convey little insight into the process they seek to describe. Other scholars assert that the term "citizen participation" and its relationship to public decision-making has evolved without a consensus regarding either its meaning or its consequences (Tanaka & Wakamatsu, 2018).

Based on the 2010 Kenyan constitution, there are six key benefits of engaging in public participation processes; namely, it strengthens democracy and governance, law and development of policy processes, the public exercise their constitutional rights, and as a result, the decision-making process becomes more representative (Milly, 2014). Openness to the public provides a platform in which the public presents their concerns and engages with the government. Insufficient public engagement limits the power of the people to participate in democratic governance; public participation increases accountability; improves transparency and accountability of the social, political, cultural, economic, and environmental impacts of policies, laws and development plans and of how the costs and benefits impact on different segments of society (Maggetti &

Trein, 2019). Public participation helps to ensure that governments are accountable for their actions and responsive to public interests. By linking the public with decision-makers, public confidence and support of decision-making processes are enhanced.

Many government agencies or individuals choose to exclude or minimize public participation in planning efforts claiming citizen participation is too expensive and time-consuming. Yet, many citizen participation programs are initiated in response to public reaction to a proposed project or action. However, there are tangible benefits that can be derived from an effective citizen involvement program. Godda (2014) identify five benefits of citizen participation to the planning process as information and ideas on public issues giving; public support for planning decisions; avoidance of protracted conflicts and costly delays; a reservoir of goodwill which can carry over to future decisions; and spirit of cooperation and trust between the agency and the public. These benefits are important to governments in their planning efforts, particularly the last three (Yussoff, Sarjon & Hassan, 2016).

Public participation is a governance approach that has many benefits: namely, citizen empowerment; the generation of new, diverse and innovative ideas and actions on performance; enhancement of citizen governments' relations; appropriate prioritization of development projects; improved delivery of public services and; promotion of governments' responsiveness (Indeche & Ayuma, 2015; WB, 2015). Extensive public participation processes serve several objectives like enhancing transparency and legitimacy, using skills and resources of the population, reducing corruption and cartels, fighting against poverty and inequality and strengthening democracy (Stivers, 2015). In this study, public participation was adopted to moderate the relationship between the four aspects of intergovernmental relations and service delivery of county governments in Kenya.

2.3.6 Service Delivery

Service delivery refers to the provision of social or public goods that will promote socio-economic wellbeing of the citizens (Abdmulingo & Mwirigi, 2014). Public services offered by governments are numerous and may include the provision of public utilities, security, economic development projects, and the enforcement of the law and so on

(Agba, Akwara & Idu, 2013). The delivery of public goods and services at the local government level or the grass root is aimed at moving the standard of living of the populace to the next level (Angahar, 2013). The Constitution of Kenya among other changes allows for the establishment of forty seven (47) County Governments to give local people and communities an opportunity to make decisions and manage their own affairs through their elected leaders and representatives (Kihoro, Nzulwa & Wagana, 2017). The fundamental objective of devolution is to ensure that the citizens benefit from efficient, effective reliable and quality public goods and services by taking governance closer to the people in the spirit of government of the people by the people for the people (Muriu, 2013). Muthui (2016) in his study reiterates that devolution, through its governance is a means through which governments provides high quality services valued by citizens.

Devolution does not only devolve power but also resources that are meant to enhance service delivery to citizens (Olatona & Olomola, 2018). A study by World Bank (2015), reiterates that devolution has both an explicit and implicit inspiration for improving service delivery for dual reasons: First, these basic services, all of which are the responsibility of the state, are steadily failing and especially failing the poor people. Since these services are consumed locally, there is the need to enhance service delivery through devolution. This clearly indicates that the national Government recognizes the challenge of delivering services to particularly the poor.

With regard to the Constitution of Kenya, the County Government mandate is to deliver services to the people. The Kenyan government needed transformation, particularly attitude change of civil servants (Kihoro, Nzulwa & Wagana, 2017). The Constitution has opened space for citizens' participation in public policy making process. Macharia, Wambua and Mwangala (2014) agrees that the changes were an ideal opportunity to tackle deep-rooted problems of inefficiency because citizens are increasingly becoming empowered to demand for better services. This will be achieved through implementing

the new Constitution, attaining of the Kenya Vision 2030, transforming public service delivery and private-public dialogue to enhance good governance.

Consequently, Kenyans everywhere more than ever before, expect their county governments to design and implement high impact development projects that have the capacity to make a real difference in their lives, since development projects have become the principal means through which public services are being delivered in the counties (Olatona & Olomola, 2015). As a result, county governments must design and implement projects that not only make a difference in the lives of their county residents (Jones, Clench & Harris, 2014), but must execute development projects and interventions that deliver public value (Shaidi, Taylor & Raga, 2014). Actually, the spirit of devolution has so excitingly infected the nation to the extent that Kenyans now see development projects as a right (Halaskova & Halaskova, 2014). Kenyans irrespective of their levels of education, have become increasingly aware that development projects are not favours brought to them by some benevolent county leaders (Macharia, Wambua & Mwangala, 2014), but are their constitutional rights. This has put to task the role of county governments to implement development projects (Opiyo *et al.*, 2017).

2.4 Empirical Review of Variables

An empirical literature review is a comprehensive survey of previous inquiries related to a research question. Although it can often be wide in scope, covering decades, perhaps even centuries of material, it should be narrowly tailored, addressing only the scholarship that is directly related to the research question (Miller & Cox 2015). The variables under study namely: administrative relations, fiscal relations, political relations, economic relations, public participation and service delivery are discussed below;

2.4.1 Administrative Relations

The administrative relations improves the establishment of administrative bodies, systems and mechanisms at local and regional levels to manage and support the decentralization process while maintaining links between the formal government bodies and other key local actors. The effective decentralization of government administration requires local and regional governments the ability to establish ordinance, regulations or by-laws which they consider to be appropriate within their jurisdiction (Yusoff et al., 2016; Smoke, 2015).

An examination of the influence of administrative interaction on municipal service delivery in selected municipalities in the Free State Province, South Africa by Pretorius (2017); the nature and extent of administrative relationships at selected municipalities in the Free State Province were investigated. The extent to which the misconception of roles influences effective and efficient local government and –administration in the Free State Province were established. The study resolved that poor interaction between the administrative institutions, directly and indirectly, influences the quality of service provision at municipalities which, in many cases, lead to service delivery protests. A lack of administrative interaction furthermore leads to bad governance.

An examination on Intergovernmental relations in relation to trends and features of intergovernmental relations (IGR), paying particular attention to IGR in federations by Phillimore (2013), identified several recent trends, challenges and implications of IGR administrative relations. The study findings indicate how IGR has traditionally been dominated by informal processes and power relationships, but that formalisation and institutionalisation have increased and can provide greater certainty and protection for sub-national governments in dealing with the central government. The administrative decentralization concentrates on the functional tasks of decentralization (Sibanda & Stanton, 2009). They related to the assignment of service delivery powers and functions across levels of government and determining where responsibility is situated.

Administrative decentralization involves the transfer of civil servants and public functions to the lower level of government (Olatona & Olomola, 2015). It involves the full or partial transfer of functional responsibilities to the sub-national units of governance. The national government assigns local governments the authority to hire and fire local staff without prior approval of the central government (Sibanda & Stanton, 2009).

A study on relationship between decentralization of operations and the performance of county governments was carried out by Wambua (2014) and focused on the operations which have been decentralized, the effect of decentralizing operations on the performance and constraints facing decentralization of operations in county governments. The study established that administrative relations of decentralization specifically existed an overlap of the role of the national government and county government in the delivery of service in some functions and this has led to conflict in service delivery which has affected the performance of county government. There was a lack of resources for service delivery that match the level of decentralized functions. A model and determinants of state-local governments' relations in Nigeria by Ikeanyibe, Chukwu and Ibietan (2019); tried to find out why it was difficult to expect a cooperative, interdependent, state-local IGR through constitutional provisions of the powers and rights of local governments, if the federal-state relations, which should be the determining framework of IGR is inclusive, hierarchical and dependent. The study findings established that the lower forms of IGR administrative relations in a federation (e.g. the state-local IGR), largely depend on the super-structure, which is that between the federal government and the lower tiers. The implication is that the level of autonomy enjoyed by local governments largely depends on the level of autonomy the states themselves enjoy.

The impact of bureaucracy on public service delivery by Alornyeku (2011) focused Kumasi Metropolitan Assembly. The study concluded by recommending that KMA should be made to go through bureaucratic reforms and offer its staff regular training

programmes on customer care and satisfaction. It is also to provide adequate offices to enhance service delivery. A study on the challenges of service delivery and customer satisfaction in the Public Sector (The Case of Adama Transport Authority) by Tadesse, Bosona and Gebresenbet (2013), study findings indicated that manpower and offices with the necessary, inaccessibility of photocopy service, the existence of problems related to location, reception area, meeting standard time, low salary scale, low provision of skilled-based training, low incentives and complaint handling system are the major problems that dissatisfy customer satisfaction.

The performance management system approaches introduced in Nigeria between 1960 and 2017 for public service deliveries were examined by Eneanya (2018). The results show the impact made and problems and challenges experienced. They include inconsistent and contradictory reforms from one regime to another, the absence of clear indices of measurement, lack of employees' engagement, the use of traditional line item and zero-based budgeting systems instead of performance-based budgeting system and incentives do not build into performance management, among others. Jackot-Salie (2014) study concluded that the existing challenges of delays and that a more active administrative approach is necessary for charting and planning government activities to a point of determining the critical time of public service delivery in South African Local Government Turnaround Strategy (LGTAS).

India is a federal state with a national government and a government of each constituent state. Although the structure of India is federal in a general way, yet certain aspects are unique to federalism as practised in India. Eneanya (2018) study focused on the relation between Union and States is the very bedrock of the Indian Federal system. The study explained in detail the administrative relations between the Union and States in India. Wagana (2017) focused on the effect of administrative governance decentralization on service delivery in county governments in Kenya. The findings revealed that administrative governance decentralization had a significant effect on service delivery in county governments in Kenya.

2.4.2 Fiscal Relations

The function of revenue generation or allocation, fiscal relations influenced governance positively by creating the expediency of transparency and responsiveness in government as well as a corresponding three levels of government has responsibilities and roles to play in the lives of the citizenry to bring governance to the grassroots in the local governments of Veiga and Kurian (2015). Fumey (2018) findings indicate that, though intergovernmental fiscal relations have improved service delivery, such improvements are not sufficient to bring about total development at the grass-root level. It was thus concluded that intergovernmental fiscal relation has significantly improved the living condition of the people of Lagos state.

Fiscal relations enhanced local governance reform strategy in Zimbabwean local government authorities using Chitungwiza Municipality as a case study (Tonhodzai, Nyikadziro & Nhema, 2015). Anghar (2013) study discussed the impact of the existing inter-governmental financial relationship on service delivery at the local government level in Nigeria. Nigeria's fiscal federalism involves the allocation of expenditure and tax-raising powers among the federal, state and local governments. Amusa and Mabugu (2016) examined the contribution of fiscal decentralization to regional inequality. The results of the empirical analysis provide evidence of a statistically significant relationship between fiscal decentralization and inequality in the context of South Africa's local government sphere, with the specific nature of the relationship contingent on how fiscal decentralization is measured. In the case of revenue-based measures of fiscal decentralization, the results support the hypothesis that the commitment device of fiscal decentralization provides incentives that decrease inter-municipal inequality. On the other hand, expenditure-based fiscal decentralization contributes to increased inter-municipal disparities.

The decentralization of expenditure needs to be accompanied by sufficient decentralization of revenue. Absent those conditions, fiscal decentralization can worsen

the efficiency of public service delivery (Sow & Razafimahefa, 2015). Amina, Agbu and Ogbu (2018) study examined intergovernmental fiscal relations and service delivery in Awka North Local Government Area of Anambra State. Among the findings are that; the revenue sharing formula of the Federation is inadequate to the Area council under study for achieving effective service delivery in the provision of local needs; the State Joint Local Government Account has hindered smooth intergovernmental relations between the council under study and other levels of government, and the inadequate revenue powers of the Council under study have affected its fiscal relations with the higher government and the provision of local services.

The intergovernmental fiscal relations, lack of autonomy and independence of local councils and high handedness of state governments against local governments in Nigeria (Amina, Agbu and Ogbu 2018.) The two upper tiers; state and federal has exploited the constitutional and other loop-holes in stifling the local governments from the effective performance. Gemmell, Kneller, and Sanz (2013) investigated. The study found that spending decentralization tends to be associated with lower economic growth while revenue decentralization is associated with higher growth. Halaskova and Halaskova (2014) established that the measurement of fiscal relations includes expenditures of lower levels of government as a percentage of total expenditures or Gross Domestic Product (GDP). Secondly, it also includes revenues of lower tiers of government as a percentage of total revenues or GDP; division of tax revenues between central and local governments. Lastly, the level and extent of tax authority and share of expenditures in selected public sector areas such as education, health, social security as a share of total expenditures of lower levels of government.

The efficiency of a decentralization framework is high when the intergovernmental fiscal framework is welfare-enhancing, incorporates incentives to encourage prudent fiscal management at all government levels and responsibilities to tax and spend at the sub-national levels is accompanied by adequate political authority (Ndung'u, 2014). For instance, Bardhan& Mookherjee (2006) identifies matching grants and tax revenue

assignments as incentives that may motivate the enhancement of fiscal effort at the sub-national levels of government. In Uganda, Kayima (2009) found out that fiscal relations policy and practice has enabled local governments to access more funds to deliver services to the citizenry. He also observed that local government effectiveness under decentralization has improved over time though affected by challenges of less flexibility on the conditional grants, less involvement of stakeholders in the planning and budgeting process, the limited capacity of the local government officials to handle reports from the local governments as required by law.

Fiscal relationships enable and lead to better service delivery (Ahmad, Devarajan, Khemani & Shah, 2015) provided a framework for evaluating the benefits and costs, in terms of service delivery, of different approaches to decentralization, based on relationships of accountability between different actors in the delivery chain. Odoko and Nnanna (2009) study on the fiscal federalism specifically on the fiscal discipline and service delivery in Nigeria. The study findings indicated that Nigeria's fiscal federalism is in crisis. The persistent agitation for resource control by the oil-rich states and ethnic minorities of the South geopolitical zone can be ignored only at great cost to national unity. Against this background, there is a need to revisit the old revenue-sharing and expenditure assignment formula. Further, the vertical fiscal imbalance has an impact on the responsiveness and accountability of the Northern Cape Provincial Government and that existing measures to promote responsiveness and accountability can be applied more effectively, efficiently and economically.

2.4.3 Political Relations

Polarization, particularly ethnic polarization due to poor political relations reduced the ability of groups to agree on the provision of public goods, again causing politicians to favour the delivery of targeted benefits (Hasnain, 2008). The researcher argued fragmentation and factionalism both exacerbate the information problems that voters have in assigning credit (blame) for service delivery improvements (deterioration),

thereby creating the incentives for politicians to focus on targeted benefits. In the same context, Eaton, Kaiser, & Smoke (2011), revealed that political relations can be used as an instrument to promote the provision of service delivery. Furthermore, decentralization is shown to have had a significant effect on service delivery in the ten local governments examined in the study.

Lack of sufficient understanding of the relationships between various features of the governance and political relations context affect delivery of services in the local governments (Ahamad, Boehler, Khan & Pilapitiya, 2014) . Shah, Thomson and Zou (2014) study focused on the impact of decentralisation on service delivery, corruption, fiscal management and growth in developing market economies: a synthesis of empirical evidence. The study established that political relations where local governments are empowered to make all policy and program decisions on behalf of their resident-voters represent a complex system of political, administrative and fiscal autonomy and associated accountability mechanisms to ensure responsiveness and accountability to voters. Further, Grindle (2009) established that political decentralization brings citizens closer to government and allowing them to hold elected officials accountable are an important foundation to achieve better local government and public services.

Notably, when local or county government is brought closer to those receiving services, beneficiaries of these services would become active in demanding quality. Since those responsible for the quality of services are local governments, citizens will be more motivated to demand improvements if services decrease in quality (Sujarwoto, 2012). According to Ajam (2014), political decentralization gives citizens through their elected leaders more power in public decision-making. The premise is that service delivery policies taken at the sub-national level will be better informed and more relevant to diverse interests in society than those taken only by national political authorities.

The political relations demonstrated that the successful implementation of the policy depends not only on the full understanding of the policy by all parties involved, but also

on appropriate evaluation, commitment, collaboration (both horizontal and vertical), and leadership, especially in the devolved governments (Fatile & Ejalonibu, 2015) . Mcloughlin and Batley (2012) study examined the evidence on the forms of politics likely to promote inclusive social provisioning and enable, as opposed to constraining, improvements in service outcomes. The findings indicate that it is possible to identify connections between good performance and better outcomes at the point of delivery and the main forms of political relations operating at local, sector and national levels. Finally, Reddy (2016) study sought to examine the politics of service delivery in South Africa: The local government sphere in context. The study established that the increasing service delivery protests are a matter for concern if one has to take cognisance of the popular adage highlighted in official literature, 'if the local government fails, South Africa fails'. Given that the struggles for a democratic South Africa were fought at the grassroots level, this has to translate to an improved quality of life for local communities. Consequently, sound political relations are key to enhanced municipal service delivery and ultimately good local governance.

2.4.4 Economic Relations

There is need to address revenue allocations and tax jurisdictions of the local governments in Nigeria to make it a formidable tool for service delivery at the grass-root levels. Okonjo-Iweala and Osafo-Kwaako (2007) examined the nature of inter-governmental economic relations and local government in Nigeria. The study argues that there is a need for local government financial autonomy for it to perform effectively, and for it to maintain its status as a third tier of government in Nigeria. Adefeso and Abioro (2016) while studying IGR describes the gamut of activities or interactions that takes place between or among the different levels of government within a country. Having identified the inadequacies in Nigeria's 1999 Constitution in relation to IGR and having proffered suggestions towards amendments; it is hoped that the study concerted efforts on IGR will be made to turn the vertical interactions among the three levels of

government to horizontal relations and to promote a dependency structure that would promote the inclusive authority model to enhance economic growth.

There is the need to find a revenue base to maintain the important function of governments at all levels but managing these important government function and the accompanying revenue base has been a major challenge for intergovernmental relations in the current democratic experience in Nigeria (Oluwole, 2016). According to Bojanic (2018) analysed the impact of economic decentralization on accountability, economic freedom, and political and civil liberties in the Americas. The findings indicate that decentralization initially hampers but eventually enhances accountability and political and civil liberties, in line with the hypothesized positive correlation between greater fiscal autonomy and a more inclusive, participatory government.

The potential for a systems approach to improve service delivery in local governments can be done through public management and public finance (Williams, 2013), according to Ajam (2014) who examined the impact of economic relations between countries on economic relations. Furthermore, the results suggest that while nearly all the countries experienced a significant increase in the flow of FDI and remittances, only the former Eastern Bloc countries –over the seven years – were able to benefit significantly from the international flow of portfolio investment after relations improved. These broader developments are more likely to be affected by fundamental factors such as those that are economic relations specifically the commercial and geopolitical.

Economic interdependence has a higher probability of reducing conflict between states (Tanious, 2019). The study explored to what extent the economic interdependence can affect the likelihood of conflict between States. The study highlighted the content and level of economic interdependence between China and the USA since the beginning of China's economic reform in 1979 and examined the impact of economic relations between them on their relationship toward Taiwan since 1995 and the probability of conflict. Economic relations were proved to significantly decrease the onset of conflict

between the two parties. Ibrahim (2017) study examined the Impact of Sino-Africa Economic Relations on the Ghanaian Economy: The Case of Textiles. The results revealed that Sino-African Economic and trade relations impact on the Ghanaian textile industry negatively in areas such as employment, although some positive benefits such as cheaper prices for consumers accrue.

There is near consensus, however, that India has had limited success in reducing poverty and enhancing human capital despite myriad programs that provide free or heavily subsidised essential services to its citizens. Afridi (2017) study synthesized the findings of the International Growth Centre (IGC) supported research on governance and public service delivery in India. Existing research suggests that the quality of public services was affected by economic relations via its impact on poverty alleviation, human capital formation and corruption. The study incentives, transparency and state capacity as the key challenges to reducing the governance deficit in India. IGC supported research emphasizes building state capacity to implement and monitor public programs, the rewarding performance of civil servants and providing information to stakeholders as key policies that can be implemented and scaled up, to both improve the quality of public service delivery and spur economic growth.

2.4.5 Public Participation

Kenya has entrenched public participation in its devolved governance structure based on the Constitution of Kenya, 2010 and there is a need to look at past experiences for lessons. Muriu (2013) study focused on the governments at sub-national levels as increasingly pursuing participatory mechanisms in a bid to improve governance and service delivery. Using cross-regional secondary data this study assesses the impact of direct citizen participation on decentralized service delivery in Kenya in the period 2002-2010. This was as provided for under the Local Authorities Service Delivery Action Plan (LASDAP). Influence of participation is assessed in terms of how it affects the efficient allocation of resources; accountability and reduction of corruption; and,

equity in service delivery. It finds that the participation of citizens has been minimal and the resulting influence on the decentralized service delivery negligible. The study concluded that despite the dismal impact of citizen participation, the first step towards institutionalizing participation has been made upon which current structures of county governments should build on.

The interventions promoting citizen engagement by improving direct engagement between service users and service providers are often effective in stimulating active citizen engagement in service delivery and realising improvements in access to services and quality of service provision, particularly for services that involve direct interaction between citizens and providers. Waddington, Sonnenfeld, Finetti, Gaarder, John and Stevenson (2019) study findings suggest that, however, in the absence of complementary interventions to address bottlenecks around service provider supply chains and service use, citizen engagement interventions alone may not improve key wellbeing outcomes for target communities or state-society relations. Besides, interventions promoting citizen engagement by increasing citizen pressures on politicians to hold providers to account are not usually able to influence service delivery.

Lack of feedback mechanisms on the issues raised by members of the public during the IDP and Budget Fora affected service delivery in the Capricorn District Municipality (Mudzanani, 2017). The study examined the notion of public participation as a tool to enhance service delivery in the Capricorn District Municipality. The study findings reflected that public participation mainly served the purpose of meeting the statutory requirements for the development of best value initiatives and gaining information from citizens. Akinboade, Mokwena and Kinck (2013) study discussed citizen participation in public service delivery protests in the Sedibeng district municipality of South Africa. The municipality consists of three local municipalities: Lesedi, Emfuleni and Midvaal. A structured sample of 1,000 respondents was used in the study. The descriptive and inferential statistics approaches were applied to understand the root causes of the protests. Overall, the average level of satisfaction with public service delivery is quite

low. Service delivery protest participants opine that doing so is the only way of getting things done in the municipality. The overwhelming opinion of respondents is that the councillors are unresponsive. Public Participation is critical for the successful performance of governments as it enables the public to determine their development objectives, a fact that has been realized by countries such as UK, USA, Brazil, India and South Africa (WB, 2015). A study on demand responsiveness of decentralized water service delivery in Central Java, Indonesia (Isham & Kahkonen, 2009) found that only if users were directly involved in some design and selection, services were likely to match users' preferences.

Another internationally recognized successful case of public participation (Prosser *et al*, 2017) is that of the Brazilian city of Porto Alegre where structured budget participation resulted in more pro-poor expenditures, increased access to public services, and greater local government accountability. The adoption of participatory budgeting led to a substantive increase in tax revenues, as the immediate visibility of the work and services that resulted from their engagement motivated citizens to improve their taxpaying habits (Indeche & Ayuma, 2015).

Researchers have argued that citizen engagement is critical to transforming public sector performance and service delivery, and thus they suggest the need to emphasize the 'notions of citizen, community, and neighbourhood for effective service delivery (Jones, Clench & Harris, 2014). Effective people's participation can ensure accountability, transparency, and legitimacy, that is, good governance during the implementation of any development programmes that affect local people (Opiyo, 2017). According to Wagana (2017) and Wambua (2014), establishing good governance in devolved systems is a pre-requisite for enhanced performance and fast development. A study by Marchington and Wilkinson (2012) suggested that direct participation practices are among the solutions to enhancing public sector performance and this approach takes four forms; namely; downward communications; upwards problem solving; task participation; team-working and self-management. The focus for development in governments across the world, and

particularly in the developing world has moved from economic efficiency to the promotion of human well-being and performance (Opiyo, 2017). Consequently, the roles of different actors, such as government officials, public leaders, private sectors, and citizens have also shifted during the implementation of country development programmes (Wagana, 2017).

Public participation enhances public ownership of government projects and promotes accountability. Kimutai and Aluvi (2018) study sought to investigate the influence of citizen participation in governance on service delivery in Kisumu County. The findings of the study indicate that public participation has been largely entrenched in key government roles in Kisumu County. Kugonza and Mukobi (2015) study examined public participation in services delivery projects in Buikwe District Local Government Uganda. Public participation as a democratic right has gained wide acceptance in local governance, both to improve accountability in service delivery and to enhance civic consciousness. The extent of public participation both in local planning and in holding local politicians to account has been inconsistent.

The facilitation factors of public participation for effective service delivery should be encouraged, while power struggles must be minimised for effective service delivery in South Africa. Naidoo and Ramphal (2018) study focused on the factors that affect public participation for effective municipal service delivery; a case of ward committees. This study examined the effect of public participation for effective municipal service delivery by interviewing ward committee members in the Ekurhuleni Metropolitan Municipality in South Africa. Seven factors were grouped as facilitation of service delivery factors (that is, public participation; accountability and transparency; people centeredness; communication; gender representation; and healthy relationships) and factors that impede service delivery (that is power struggles). Region, race, and knowledge of the Batho Pele principles determined the perception of service delivery. Further, Kihehere (2013) established that citizen participation influenced health service delivery: the case of Itojo hospital Ntungamo district local government, Uganda. Suphattanakul (2014)

study focused on the impact of public participation on the perception of service quality with the moderating effect of organizational culture in local government in Thailand. The results show that there was a significant positive impact between public participation and the perception of service quality of local government officials.

2.4.6 Service Delivery

There is evidence that resource mobilization, public participation and accountability influences the level of service delivery in county Governments in Kenya (Wagana, 2017). The study county governments need to increase the allocation of financial resources to key community concerns in the priority of access to health facilities, accessible roads, access to clean and safe water and access to education and electricity. Further, it has also been established that although the Executive and the Members of County Assembly (MCAs) have ruled out any effect of ethical bottlenecks on the county performance, it is highly seen as the cause of poor county performance. There was a significant relationship between quality service delivery and relevance of existing policies and strategic plans and also a significant relationship between quality service delivery and need to improve County Integrated Development Plan (CIDP) (Macharia, Wambua & Mwangala, 2014).

In Kenya, since the devolved functions came into place roads and public works department have been the most efficient followed by health and education sector. There has also been an overlap of role of national government and county government in delivery of service in some functions and this has led to conflict in service delivery which has affected performance of county government. There has been also lack of resources for service delivery that match level of devolved functions (Kihoro, Nzulwa & Wagana, 2017). Further, financial resources are significant drivers of projects in counties. It is however, a delicate balance since financial resources may be in place but the mechanisms to deploy them may be non-existent. Therefore, it is important for

county governments to provide both financial and organizational resources in order to achieve improved delivery of county services (Tshishonga, 2017).

Upon examining five key functions of hospitals after devolution, Tshukudu (2014) reports that there was a substantial reduction in the autonomy of county hospitals. Some of this resulted in weakened hospital management and leadership, reduced community participation in hospital affairs, compromised quality of services, reduced motivation among hospital staff, non-alignment of county hospital priorities, staff insubordination, and compromised quality of care. Barasa reported that the negative effect on service delivery can be reversed by increasing the autonomy of county hospitals and developing county legislation to give hospitals greater control over resources and key management functions.

The above notwithstanding, contrasting findings were reported by Maina (2016) who examined the role of public financial management practices on service delivery. The study findings were that budgeting and stakeholder participation practices and regulatory practices had a positive effect on service delivery in the selected counties. Another interesting finding was that revenue mobilization, spending practices, auditing and forensic accounting practices had an insignificant effect on service delivery. Three recommendations from the study are relevant for this paper. Firstly, in order to be more effective, counties should prepare plans and budgets with high levels of participation and ownership by the public. Secondly, spending above the budget estimates should be discouraged. Thirdly, counties should adopt technology to enhance efficiency in revenue collection; act on audit reports and hold regular public expenditure review meetings in which expenditures are discussed widely by the county with donors, civil society organizations and citizens.

2.5 Critique of Existing Literature Relevant to the Study

All the studies under review in this research had company service delivery to IGR which include administrative, fiscal, political and economic relations. Implementation of IGR could help county governments enhance their service delivery while competing successfully in the turbulent and unpredicted political environment (Macharia, Wambua & Mwangala, 2014). Empirical evidence proved that implementation of IGR results in improved service delivery in local governance (Indeche & Ayuma, 2014), however, according to Tshukudu (2014), in Kenya there was a tremendous lack of data to prove the implementation of IGR should apply to sustain service delivery. It was evident as Isham and Kahkonen (2009) attributed implementation of IGR failures in many county governments in Kenya to bad politics there was need for further research on why county governments perceived to be practicing IGR fail. Wagana (2017) conducted a study on analysis of governance decentralization and service delivery in county governments in Kenya. The study found that financial, political, administrative decentralization have a positive link with service delivery, while high degree of fiscal decentralization is positively related to service delivery. The current study differs significantly from the reviewed study in various conceptual areas for instance the reviewed study suffers from conceptual gaps since it measured decentralization from governance (financial, political, administrative decentralization) rather than from multiple dimensions inter-governmental relations on service delivery in the county government's point of view which restricts generalization of its finding. The study also focused on service accessibility and disregarded other measures of service delivery namely quality of service and citizens satisfaction. The current study used timely and quality of services, income and debt management, facilities and infrastructural development as measures of service delivery in the county governments of Kenya.

Chukwu and Ibietan (2019); tried to find out why it was difficult to expect a cooperative, interdependent, state-local IGR through constitutional provisions of the powers and rights of local governments, if the federal-state relations, which should be the

determining framework of IGR is inclusive, hierarchical and dependent. The study findings established that the lower forms of IGR administrative relations in a federation (e.g. the state-local IGR), largely depend on the super-structure, which is that between the federal government and the lower tiers. The study revealed that lack of administrative relations hinders effective service delivery and may as well create an avenue for lack of transparency and accountability that is necessary for efficient use of available funds for the benefits of the people in the society. This study was a case study that used data from only one state in Nigeria thus findings are not generalizable in other cultural and institutional settings. However, the current study is different in that it collected data from a sample of five county governments. The reviewed study also measured service delivery from one perspective (service accessibility) rather than from multiple perspectives (service accessibility, quality and citizen satisfaction). The current study further differs from the reviewed study because it used descriptive survey research design while the current study adopted both descriptive and correlational research designs.

Overall, the IGR system and concomitant processes should contribute to public value. The concept of public value postulates that public administration can create and add value (Colon & Guérin-Schneider, 2015) by making a difference in the lives of people through service provision. This theoretical position implies that Public Administration as a discipline has been evolving from its late 20th-century trajectory of New Public Management (NPM) to Public Value (Bryson, Crosby & Bloomberg, 2015). The scope and agenda of service delivery are informed by community needs but not by the powerful public officials and politicians. In contrast to public value, the NPM is an approach that advocates for the application of management models and techniques of the private sector in the public sector (Gumede, 2011, Gumede & Dipholo, 2014). The NPM advocates treating people as customers, instead of as citizens (Bolgherini, 2014). In doing so, NPM is in contradiction to public value theories, which postulate that citizens should be considered as important stakeholders. Institutional theories are relevant within

the IGR paradigm because they refer to aspects such as public versus private structures, coordinating service provision and actors that function within the political and social environment (Nhlabathi and Mubangazi, 2012). The IGR systems and frameworks are characterized by institutional arrangements. As such, its conceptual underpinnings are found in the institutional theory. Raadschelders and Lee (2011) considers IGR to be part of (neo)-institutional analysis within a sociological context through social stratification and in the political science context as it forms part of political systems. Mfene (2013) and Nhlabathi and Mubangazi (2012) says that network institutionalism contributes to further knowledge about the intra- and inter-institutional relations. Therefore, the conceptual underpinnings of the institutional theories in relevance to IGR and service delivery are scanty. The current study focused on the institutional theory and service delivery in the county governments of Kenya.

Fatile & Ejalonibu (2015) and Mcloughlin and Batley (2012) studies examined the evidence on the forms of politics likely to promote inclusive social provisioning and enable, as opposed to constraining, improvements in service outcomes. The findings indicate that it is possible to identify connections between good performance and better outcomes at the point of delivery and the main forms of political relations operating at local, sector and national levels. Finally, Reddy (2016) study sought to examine the politics of service delivery in South Africa: The local government sphere in context. The study established that the increasing service delivery protests are a matter for concern if one has to take cognisance of the popular adage highlighted in official literature, 'if the local government fails, South Africa. The study found evidence that the direct accessibility of local policy-makers to citizens is considerably greater than that of provincial and national policy-makers, allowing the public many more channels to communicate their demands to the government. The reviewed study differs from the current study in that it focused on political governance and failed to consider other dimension of IGR on different multi-level governance systems. The reviewed study was also done in South Africa and Nigeria hence difficult to generalize to other settings.

Further, the reviewed study also suffers from methodological limitation as it uses qualitative method to analyze the data. The current study adopted both descriptive (means and frequencies) and inferential statistics (regression and correlation analysis) in data analysis.

Several assertions illustrate the application of Multi-Level Governance (MLG). MLG needs effective IGR (Ongaro, Gong & Jing, 2019) and it accommodates civil society as part of governance (Scholte, 2010). MLG is associated with a philosophical move from 'government' to 'governance'. However, White (2011) caution that the concept of multi-level governance does not refer to IGR in the context of public institutions only, as it also involves non-public actors such as civil society. Therefore, multi-level governance is expansive and broad. This study will be based on national and county governments of Kenya in relation to intergovernmental relations and service delivery. Lastly, a study conducted by Uchimura (2012) and Muriu (2013) concur with the works of many scholars cited in the literature reviewed and concluded that there are too many challenges in the devolved governance systems that have become a major stumbling block in inspiring faster growth and development of counties. In conclusion, the reviewed theoretical and empirical literature on inter-governmental relations and public participation interrelationships of multi-level systems of governance does not exhaustively demonstrate the situational influence of each to service delivery, in Kenya.

2.6 Research Gap

Despite the plethora of research on intergovernmental relations, there seems to be inadequate literature specific to the role of intergovernmental relations in service delivery of county governance systems, and in particular, literature that is local to Kenya. Most of the literature reviewed showing that effective intergovernmental relations enhance service delivery is foreign and is largely biased towards private sector institutions. The fact that devolution is at its infancy in Kenya in terms of its development is, on the other hand, a strong contributor to the pronounced lack of local

empirical literature that is relevant to the study undertaken. More importantly, the examination of prior research further reveals that majority of decentralization studies have so far focused on the direct link between decentralization and service delivery (Balunywa et al., 2014; Sow & Razafimahefa, 2015). The current study focused on the influence of IGR on service delivery of county governments of Kenya. Macharia *et al.* (2014) examined the influence of citizen participation on decentralized service delivery in Kenya. The study revealed that allocative efficiency has a positive effect on decentralized service delivery. Further, the researchers found that citizen participation strengthens accountability in the carrying out of projects. Thus they concluded that citizen participation in county affairs has a positive impact on decentralized service delivery in Kipipiri Constituency. In measuring service delivery, the study ignored reliability, availability, and quality of service being offered. The reviewed study focused on citizen participation and disregarded other constructs of decentralization (fiscal decentralization, administrative decentralization, and political decentralization and accountability practices). The reviewed study was based on one constituency thus the results may not be generalized in county settings. The current study is therefore based on 47 county governments in Kenya and sought to examine the moderating influence of public participation on the relationship between intergovernmental relations (fiscal, political, administrative & economic) and service delivery.

A study by Kipyego and Wanjare (2017) in Nandi County found out that structured budget participation resulted in the enhanced service delivery. Locally, studies by Muriu (2013) on the nature of citizen participation on decentralized service delivery in Kenya; Indeche and Ayuma (2015) on the effects of citizen participation on the budget preparation process in Mombasa County concluded that there is a high positive correlation between public participation and improved efficiency and performance of the devolved governance systems. Indeed, most of the studies reviewed showed that counties around Kenya have institutionalized public participation structures as a way to comply with the constitutional requirements with little focus on how this move directly

contributes to service delivery. Moreover, literature by Khaunya *et al.*, (2015) noted that escalating unemployment in recent years, massive plunder of public resources; inadequate infrastructural development and service delivery in many counties have diverted the attention of citizens from engaging in proactive governance issues that would result into enhanced performance and service delivery.

Locally, the Constitution of Kenya (2010) enhanced government from centralized to decentralized governance. However, the empirical literature on the impact of decentralization on public service delivery in Kenya is scant. The available local studies are mainly qualitative which have only helped to understand the pros and cons of decentralization (Abdumlingo & Mwirigi, 2014; Kobia & Bagaka, 2014). The magnitude of the impact of IGR on service delivery in Kenya remains largely non-quantified. The limited character of research findings in this area suggests that there is a need to further investigate the nature of the relationship between IGR and service delivery of county governments in Kenya. Furthermore, the empirical literature reviewed postulates the role of IGR on delivery of services from either fiscal or political perspective rather than from all four dimensions of IGR relations (fiscal, administrative, economic or political) simultaneously (Pieterse, 2017; Wambua, 2014; Haurovi, 2012; Ile, 2010, Khaunya, Wawire & Chepengeno, 2015). Allowing for the interaction of all three dimensions of IGR in the same analysis can bring more robust evidence on the relationship between IGR relations and service delivery and hence bring stronger basis for providing policy and practice advice in the future. Moreover, the prior literature reviewed reveals that the few IGR and service delivery studies done in developing countries suffer from methodological limitations such as the use of case study data (Pieterse, 2017; Wambua, 2014; Haurovi, 2012; Indeché & Ayuma, 2015). Studies that use case studies fall short of providing comparisons and cross-country evidence on the relationship between IGR and service delivery. This suggests that further study is required with a larger sample size to provide adequate data on how IGR influences service delivery in developing countries, hence the current study.

2.7 Chapter Summary

An overview of the literature has been presented to provide premises for the study. The chapter introduced concepts and definitions of administrative relations, political relations, economic relations, fiscal relations and public participation to provide a context for the study. The different types of IGR were noted and various theories and models of IGR were highlighted. Previous studies were referred to and the chapter concludes with the research gap in the literature reviewed. The chapter explains the conceptual framework, theoretical framework, empirical literature, critical review and research gaps. This chapter reviewed the various theories that explain the independent and dependent variables. The chapter also posits the conceptual framework which presents diagrammatically the independent variables showing the specific constituents that influence a particular variable. The chapter also explores the conceptualization of the independent and the dependent variables by analyzing the relationships between the two set of variables. The linkages among the variables were determined and a conceptual framework was hypothesized and relevant gaps explained.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

According to Mugenda and Mugenda (2012), research methodology describes how the study will be conducted. This chapter describes the research design and the methodology that was used in the study. It starts with the research design, followed by philosophy, population, sampling frame, sampling size and sampling technique, data collection instruments, data collection procedure, pilot study, measurement and scaling technique, data analysis and processing, and statistical model and hypothesis testing.

3.2 Research Philosophy

There are various philosophical paradigms such as ontology, realism, positivist and phenomenological paradigms, but the two main paradigms that guide research in social sciences are the positivist and phenomenological paradigms (Munjuri, 2013). The study adopted a positivism philosophy which according to Creswell and Creswell (2017) asserted that positivist research paradigm takes a quantitative approach and is based on real facts, objectivity, neutrality, measurement, and validity of results. This paradigm was applied since it is directly associated with the idea of objectivism that the study adopted. In this type of philosophical approach, researchers give their viewpoint to evaluate social world with the help of objectivity in place of subjectivity (Lewis, 2015). According to this philosophy, researchers are interested to collect general information and data from a large social sample instead of focusing on details of the research. According to this approach, the researcher's own beliefs have no value to influence the research study. The positivism philosophical approach is mainly related to the observations and experiments to collect numeric data (Glaser & Strauss, 2017).

The positivist paradigm views the researcher as independent of the study they are conducting. They view the reality as objective and measurable, human beings are assumed to be rational; research emphasizes fact and predictions to explain cause and effects (Corbin, Strauss & Strauss, 2014; Lewis, 2015; Koul, 2009; Gregor & Hevner, 2013). Positivist paradigm lies particularly with empiricism, implying that all factual knowledge is based on positive information gained from observable experiences (Gregor & Hevner, 2013). Hypotheses have to be tested by empirical approaches. Cooper and Schindler (2016) posit that since the focus of the positivist paradigm is to discover the “truth” through empirical investigation, the quality standards under this paradigm are real facts, objectivity, neutrality, validity and reliability. Positivism helps to test a hypothesis and examines the relationship between two or more variables (Marczy, Dematteo & Festinger, 2017). Positivism encourages social scientists to seek causal explanations that reflect tests of hypotheses. The causal effect occurs when variation in one phenomenon, an independent variable, leads to or results, on average, in variation in another phenomenon, the dependent variable (Corbin, Strauss & Strauss, 2014).

3.3 Research Design

According to Garg and Kothari (2014) and Creswell and Clarke (2017) research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. A research design is important as it prepares the proper framework within which the research work/activity will be carried out. This study adopted a descriptive research design. According to Yin (2017), a descriptive research design is a type of design used to obtain information concerning the current status of the phenomena to describe "what exists" with respect to variables or conditions in a situation. The study also applied descriptive and correlational research designs. In this type of design, the research attempts to determine if there is an existing relationship between the study variables at any point in time and establish reasons for an existing relationship among the groups or individuals by attempting to identify the main factor for a difference between groups or individuals.

Therefore, this design was appropriate for the study which extensively tested the analysis of the relationships between variables. This type of design was used since the study aimed to gather quantitative data that described the nature and characteristics of the role of intergovernmental relations on service delivery in multi-level systems of governance in counties in Kenya. In the study on Effect of governance decentralization on service delivery in county governments in Kenya, Wagana (2017), used a descriptive research design. Other previous researches examining the relationship between decentralization and service delivery also used the descriptive design (Abe & Monisola, 2014; Wambua, 2014; Opiyo, 2014; Wangari, 2014).

3.4 Target Population

According to Lewis (2015), a population is defined as the members of a real or hypothetical set of people, events or objects the researcher wishes to generalize the results of the research. A population includes all elements that meet certain criteria for inclusion in a research study. It is the entire set of individuals or objects sharing some common characteristics as defined by the sampling criteria established for the study (Marshall & Rossmann, 2014). Yin (2017) describes a population as the set of sampling units or cases that the researcher is interested in. According to Lewis (2015), a population refers to all items in any field of inquiry and is also known as the 'universe'. The target population consists of all members of a real or hypothetical set of people, events or objects from which a researcher wishes to generalize the results of their research while accessible population consists of all the individuals who realistically could be included in the sample (Corbin, Strauss & Strauss, 2017).

In this study, the unit of analysis was counties. The unit of observation was the national and county government officials. Therefore the study population of this study was 2,061 county government officials from all the 47 counties in Kenya who include the governors, deputy governors, county secretaries, ward administrators and county executive members. From the national government side, the study population was the

2,057 officials who include the county commissioners, deputy county commissioners, assistant county commissioners, and chiefs. The study population brought out intergovernmental relations aspects as the targeted population comprised of the national and county governments' officials. The list of the national and county government officials was sourced from the directory of Commission on Revenue Allocation (2019) and <http://kenyacountyguide.com> website as at 31st March 2019. This is as illustrated in Table 3.1.

Table 3.1: Target Population

Category	Cadre of Officials	Target Population
County Government	Governors	47
	Deputy governors	47
	County Secretaries	47
	County ministers	470
	Ward Administrators	1450
	Subtotal	2061
National Government	County Commissioners	47
	Dep. Commissioners	130
	Ass. County commissioners	130
	Chiefs	1750
	Sub-Total	2057
Total		4118

Source: Kenya Commission on Revenue Allocation (2019)

3.5 Sampling Frame

According to Neumann (2013), a sampling frame is a list of all those within a population who can be sampled. A sampling frame is the source material or device from which a

sample is drawn. Sampling is a process of selecting several individuals or objects from a population such that the selected group contains elements representative of characteristics in the entire group (Stevens, 2012). Any statement made about a sample should also be true of the population. It is, however, agreed that the larger the sample the smaller the sampling error. In this study, the sampling frame was a list of 4,118 county government and national government officials based in all the 47 county governments in Kenya.

3.6 Sample Size and Sampling Technique

A sample is a subset of a population, selected to participate in a study as espoused by Anderson (2011). Sampling is a process of selecting a subset of the population in which the entire population is represented. Stratified sampling was used to secure a representative group which enabled the researcher to gain information about a population according to Mugenda & Mugenda (2012). Pallant (2013) observed that the larger the size of the sample, the more precise the information given about the population. Generally, sample sizes larger than 30 are recommended for statistical data analysis (Gregor & Hevner, 2013). When dealing with large populations, the sample size is determined using the normal approximation to the binomial distribution. This approximation is usually taken to be highly accurate when the population is large and the sample size is relatively small (Frankfort & Nachmias, 2007). If the target population is less than 10,000, the required sample size will be smaller and is calculated using the Fishers formula.

The Fishers formula was used to determine the appropriate sample size of this study. This was because the target population consists of a large number of units (national and county government officials) (Frankfort & Nachmias, 2007; Stevens, 2012). The researcher assumed 95% desired level of confidence, which is equivalent to the standardized normal deviate value of 1.96, and an acceptable margin of error of 5%

(standard value of 0.05). The formula used for calculating sample size for the large population was as follows:

$$n = \frac{Z^2 pq}{e^2}$$

Where n = required sample size

p and q = Population proportions which are set at 0.5 each

Z = Level of confidence

Typically the level of confidence for surveys is 95% in which case, Z is set to 1.96.

e = Sets the margin of error of the sample proportion. This was set at 5% or 0.05.

The study had a population of over 1,000 but less than 10,000

This being a large (binomial) population, the sample was, therefore worked out as follows:

$$n = \frac{Z^2 pq}{e^2} = \frac{(1.96)^2(0.5)(0.5)}{(0.05)^2} = 384.16$$

Thus, this study used a sample of 384 county government officials as respondents.

To calculate the sample for each stratum, the study adopted the following formula:

$$Y_i = \frac{384 \times X_i}{4118}$$

Where Y_i = Number for each stratum selected in the sample.

X_i = the total number of county government officials in a stratum

According to Creswell and Creswell (2017), a population is stratified based on different features of the population and a random sample is picked from each stratum. An optimum sample should be in a range of 10%-30% (Mugenda & Mugenda, 2012; Lewis, 2015 Frankfort & Nachmias, 2007). Therefore, 30% of the 47 county governments gives 14.1 which is rounded down to 14. A total of 14 county governments as shown in table 3.2 were randomly selected from the 6 regions based on the population of county government officials and proximity.

Based on stratified random sampling approach, the following 14 counties were selected; Nairobi (Nairobi region); Muranga, Nyeri (Central region); Mombasa and Kwale (Coast region); Meru, Garissa and Machakos (Eastern and North Eastern region); Kakamega, Siaya and Kisii (Nyanza and Western region), and Nakuru, Laikipia, Kajiado (Rift Valley region). A previous study by Wagana (2017) on the effects of governance decentralization on service delivery of county governments in Kenya used 17.02% as an appropriate sample size. Therefore, 14 county governments (29.79%) are considered optimal and representative of all counties in Kenya.

Table 3.2: Sample Size Distribution (Unit of Analysis)

Region	Counties per Region	Number of Counties Selected for study
Nairobi	1	1
Central	5	2
Coast	6	2
Eastern & North Eastern	11	3
Nyanza & Western	10	3
Rift Valley	14	3
Total	47	14

Thereafter, stratified random sampling technique was used to select the county government officials from each stratum as suggested by Tabachnick and Fidell (2007) and Mugenda and Mugenda (2012). The county governments were stratified into 6 regions. To select the number of county government officials in each region, the researcher divided the total number of county government officials in each region by the total number of county government officials into the entire 6 regions and then multiplied by the sample size (384) as shown in Table 3.3.

Thereafter, the study randomly selected the specific number of individual county government officials allocated to each selected counties as respondents for the study. Other prior studies that have successfully used stratified random sampling to select with satisfactory results include studies by Mwangi (2015) and Rugar, Ayodo, and Agak (2010). In this study, three hundred and eighty-four (384) county and national government officials from 14 counties in 6 regions were sampled and questionnaires administered to them in their respective strata as shown in table 3.3.

Table 3.3: Sample Size Distribution (Unit of Observation)

Category	Officials	Population	Sample Size
County	Governors	47	4
Government	Deputy governors	47	4
	County Secretaries	47	4
	County ministers	470	44
	Ward Administrators	1450	135
	Subtotal	2061	191
National Government	County	47	4
	Commissioners		
	Dep. Commissioners	130	12
	Ass. County Comm.	130	12
	Chiefs	1750	165
	Sub-Total	2057	193
Total		4118	384

3.7 Data Collection Method

Although several tools exist for gathering data, the choice of a particular tool depends on the type of research. These include; focus group discussions, observations, interview, and questionnaire. Since this study sought to examine the role of inter-governmental relations on service delivery in multi-level systems of governance in counties in Kenya, a research instrument which could investigate and measure the perception of respondents was required. In this study, a questionnaire which is seen as the most appropriate tool was used. A questionnaire is perceived as the most accurate tool for measuring self-sufficiency existing relationship, objects or events as well as self-reported beliefs and behaviour (Newman, 2013). Further, the questionnaire is seen to be appropriate as it allows data to be collected quickly and efficiently. The use of questionnaire also makes it possible for descriptive, correlation and inferential statistical analysis (Sein *et al.*,

2011). The researcher developed the questionnaire used in this study based on previous studies. Use of previous questionnaires assists in the reliability and validity of the current instrument as well as saving much time spent in developing a new questionnaire (Babbie, 2015).

A total of 384 questionnaires were disbursed which had both open-ended and closed questions. Open-ended questions provided the opportunity for self-expression openly and honestly. They allow the respondents to give their ideas, concerns & feelings (Gregor & Hevner, 2013). Matrix questions were used for most questions in the survey except for the section dealing with county background information and a few open-ended questions. Five choices were provided for every question or statement. The choices highlighted the strength of agreement to the given question. The matrix-type of questions enables the respondents to answer the questions easily. Besides, these allowed the researcher to carry out the quantitative approach effectively with the use of statistics for data interpretation relating to the study.

Mugenda and Mugenda (2012) define data collection as the precise, systematic gathering of information relevant to the research sub-problems, using methods such as interviews, participant observations, focus group discussion, narratives and case histories. The primary data was collected through the use of questionnaires. The questionnaires were presented to the respondents under a questionnaire-forwarding letter accompanied by an introduction letter from the university. The researcher identified the respondents, introduced himself and requested to drop the questionnaire and collect back answered instruments. Collection of data was also facilitated by research assistants who had been adequately trained on the instrument. Further, the study adopted secondary data to supplement primary data. Hui and Phillips (2014) argued that use of secondary data analysis is viable since it utilizes the process of inquiry especially in studies that are prone to biasness. Secondary data is data that was collected by someone else for another primary purpose; the existing data provides a viable option for researchers who may

have inadequate time resources or researchers with other limiting factors (Hui & Phillips, 2014).

3.8 Pilot Testing

Before a survey is carried out, all aspects of the questionnaire as a survey instrument should undergo a pilot test (Yin, 2017). Glaser and Strauss (2017) explain that a pilot test is conducted to detect weakness in design, instrumentation and to provide proxy data for the selection of probability sample. A Pilot test also enables the researcher to identify and eliminate any problems that may exist in questionnaire design (Lewis, 2015) and examine the reliability and validity of measures used in the questionnaire (Patton, 2005). The number for the pilot study should be small, about 1% to 10% of the sample population (Stevens, 2012). Thus the study used 38 respondents that are 10% for a pilot study, sampled from Kiambu County and other few random counties selected using a simple random sampling technique.

3.8.1 Reliability of Data Collection Instruments

Reliability in qualitative research depends on the quality of the recording and documenting data, and the ability of the researcher to interpret it (Stevens, 2012). One of the methods used to increase the reliability of interviews is by conducting training for the interviewers (Koul, 2009; Neumann, 2013; Tashakkori& Teddlie, 2010). This study adopted the internal consistency method. Reliability is the consistency of measurement (Glaser & Strauss, 2017) or stability of measurement over a variety of conditions in which the same results should be obtained. Reliability is the extent to which a given measuring instrument produces the same result each time it is used (Babbie, 2015). The typical methods used to estimate test reliability in behavioural research are alternative forms, test-retest reliability, inter-rater reliability and internal consistency (Lewis, 2015). This study adopted the internal consistency method as it is more stable than the other methods (Glaser & Strauss, 2017; Yin, 2017; Gregor &Hevner, 2013).

Internal consistency is tested using Cronbach's alpha statistic. Cronbach's alpha was computed as follows:

$$\alpha = K / (K-1) [1 - (\sum \sigma_k^2 / \sigma_{total}^2)] \dots \dots \dots \text{Equation 3.1}$$

Where; K is the number of items,

$\sum \sigma_k^2$ is the sum of the k item scores variances and

σ_{total}^2 is the variance of scores on the total measurement (Cronbach, 2004).

Pallant (2013) advises that where Cronbach's alpha coefficient is used for the reliability test, the value should be above 0.7.

3.8.2 Validity of Data Collection Instruments

Validity is the degree to which results obtained from the analysis of the data represent the phenomenon under study (Lewis, 2015). A measuring instrument is valid if it measures what it percept's to measure (Marczy, Dematteo & Festinger, 2017; Marshall & Rossmann, 2014; Koul, 2009). Validity is therefore concerned with the meaningfulness of research components. This study adopted construct validity. There are four types of validity; internal validity, statistical conclusion validity, constructs validity and external validity (Creswell& Clarke, 2017; Creswll & Creswell, 2017). Construct validity refers to how well the results obtained from the use of the measures fit the theories around which the test is designed (Tashakkoerri & Teddlie, 2010). Content validity was also adopted in this study. Content validity relates to direct use in scientific generalization which is the extent to which one can generalize from a particular collection of items to all possible items that would be representative of a specified domain of items (Pallant, 2013). A study by Aandstad and Simon (2013) states that there are two ways of assessing content validity, through asking some questions about the

instruments or test and asking the opinion of expert judges in the field. Construct validity assesses what the constructor scale is measuring. Construct validity was maintained through anchoring of the constructs to the theory from which they are derived.

3.9 Data Analysis and Presentation

Data from the questionnaires were edited and coded and then keyed into Statistical Package for Social Sciences (SPSS) version 24. Response on each item for the open-ended questions was put into a specific main theme for ease of analysis. Data were summarized and then analysed by use of descriptive statistics using frequencies, means, standard deviation and percentages. Inferential statistics were utilized to generate meaning and relationships. The multi-regression analysis was used to establish the degree of mathematical relations between the study variables and how they affected the service delivery of county governments.

3.9.1 Factor Analysis

Before data was analysed in inferential basis to extract relationships and correlations, factor analysis was done to allow retention or dropping off some items. Factor analysis is a statistical method used to describe variability among observed, correlated variables in terms of a potentially lower number of unobserved variables called factors (Stevens, 2012; Yin, 2017). It searches for such joint variations in response to unobserved latent variables and is useful in the reduction of some variables. It is a method of data reduction by seeking underlying unobservable (latent) variables that are reflected in the observed variables. Creswell and Creswell (2017) recommend Principal Component Analysis (PCA) to be conducted for factor extraction to ascertain the suitability of all the variables.

3.9.2 Model Diagnosis

The study adopted ordinary least squares (OLS) estimation to fit the statistical models specified for drawing conclusions on the study objectives. OLS is a maximum likelihood estimation technique that is subject to the classical assumptions of statistical model estimation. The study, therefore, carried out diagnoses on fitted OLS models to ensure that they do not violate the assumptions and conditions. The assumptions diagnosed and tested were the assumption of normality of the residuals, non-autocorrelation of the residuals, non-multi-collinearity of the independent variables and homoscedasticity of the residual terms. Opiyo (2017) tested for the classical assumptions on models in her analyses in Role of Public Participation on Performance of Devolved Governance Systems in Kenya. Also, Susan, Gakure, Kiraithe & Waititu (2012) adopted Ordinary Least Squares (OLS) estimation in their study on Influence of Motivation on Performance in the Public Security Sector with a Focus to the Police Force in Nairobi, Kenya.

To examine whether the data collected was adequate and appropriate for descriptive and inferential statistical tests such as the factor analysis, regression analysis and other statistical tests, two main tests are performed namely; Kaiser-Meyer-Olkin (KMO) Measure of Sampling Adequacy and Barlett's Test of Sphericity especially for a large sample of more than 1000 and less than 200 respectively. Kaiser-Meyer-Olkin Measure of Sampling Adequacy (KMO) is a measure of sampling adequacy that tests whether the partial correlations among variables are small. The values of KMO range from 0 to 1 with 0.5 being the accepted threshold. KMO values equal to or greater than 0.5 indicate that factor analysis will be useful for the variables under consideration while KMO values less than 0.5 indicate that factor analysis will be inappropriate (Vinod, 2018). The current study had a sample of 384 and for a data set to be regarded as adequate and appropriate for statistical analysis; Barlett's Test of Sphericity was conducted. Bartlett's test of sphericity tests whether the correlation matrix is an identity matrix. The null hypothesis of this test is that the correlation matrix is an identity. Thus a significance

Chi square of the Bartlett's test indicate that the correlation matrix is not identity and factor analysis is recommendable

Multicollinearity is exhibited if one or more independent variables can be expressed in terms of the other independent variables (Dormann *et al.*, 2013). Variance Inflation Factor (VIF) was used to test for multicollinearity. Where no two independent variables are correlated, all the VIFs will be 1 or less. If the VIF for one of the variables is around or greater than 10, then there is multicollinearity associated with that variable and in this case one of the variables must be removed from the regression model (Cohen, Cohen, West & Aiken, 2013). Gathitu (2016) tested for multicollinearity in the study on separation of powers under the 2010 constitution: an analysis of the emerging tensions between parliament and the judiciary.

According to Cohen, Cohen, West and Aiken (2013) linearity refers to a situation where a dependent variable has a liner relationship with one or more independent variables and, thus, can be computed as the linear function of the independent variable(s). In this study, linearity test was carried out where the Goodness of Fit test was applied. This helped in summarizing the discrepancy between the observed values and the projected values under a statistical model. If the F significance value for the nonlinear component is below the critical value (ex., $< .05$), then there is significant nonlinearity (Dormann *et al.*, 2013).

3.9.3 Correlation Analysis

This study conducted inferential statistics through correlation analysis. Correlation is a statistical tool with the help of which relationships between two or more variables is determined (Reddy, 2011). Pearson correlation coefficient was used for testing associations between the independent and the dependent variables. Correlation usually refers to the degree to which a linear predictive relationship exists between random variables, as measured by a correlation coefficient (Mihai, 2014). Correlation

coefficients between independent variables and dependent variable was computed to explore possible strengths and direction of relationships. A correlation coefficient (r) has two characteristics, direction and strength. Direction of relationship is indicated by how r is to 1, the maximum value possible. r is interpreted as follows; When $r = +1$ it means there is perfect positive correlation between the variables. $r = -1$ it means there is perfect negative correlation between the variables. $r = 0$ it means there is no correlation between the variables, that is the variables are uncorrelated.

3.9.4 Statistical Modelling

According to Zikmund *et al.* (2010), a regression model helps one understand how the typical value of the dependent variable changes when any one of the independent variables is varied, while the other independent variables are held fixed. The model in the study defined a relationship of variables in the form of a mathematical equation. This was developed from the conceptual framework and the theories relating to service delivery of county governments. Homoscedasticity was used in the determination of the precision in determining dependent variables for the model (Zikmund *et al.* 2010). A precision of 0.05 was used. A set of regression equations were used in estimating the effects between variables and knowledge from theory and empirical literature that formed the basis for establishing relationship and patterns. Confirmatory Factor Analysis was used to verify the factors structure. To draw conclusions on the objectives of the study and test hypotheses, statistical models were fitted for the specification function showing the influence of intergovernmental relations on service delivery of county governments.

Bivariate models

Bivariate regression models were fitted to determine the relationship between each independent variable and service delivery in multi-level systems of governance in counties in Kenya. Bivariate models consider the relationship between two variables at a

time without considering the combined joint relationships (Anderson, 2011). The study used the following models to determine the influences of each independent variable on service delivery of county governments.

$$Y = \beta_0 + \beta_1 X_1 + \varepsilon$$

$$Y = \beta_0 + \beta_2 X_2 + \varepsilon$$

$$Y = \beta_0 + \beta_3 X_3 + \varepsilon$$

$$Y = \beta_0 + \beta_4 X_4 + \varepsilon$$

Multivariate Models

To test the combined effect of inter-governmental relations (administrative relations, fiscal relations, political relations, economic relations) and public participation on the dependent variable, multiple regression models were fitted. The model sought to estimate the joint influence of the independent variable on service delivery of the county governments. The multiple regression model was established by the equation below;

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \varepsilon \dots\dots\dots \text{Equation 3.1}$$

Where: $\beta_1, \beta_2, \beta_3,$ and β_4 are the regression coefficients of the predictors in the model.

Y – Service delivery of County Governments

β_0 – The intercept of the equation (Constant term)

X₁ – Administrative relations

X₂ – Fiscal relations

X₃ – Political relations

X₄ – Economic relations

ε – The error term

To test whether public participation moderates the relationship between inter-governmental relations and service delivery in multi-level systems of governance in counties, Moderated Multiple Regression (MMR) statistical tool was used (Frazier, 2004). Moderated Multiple Regression (MMR) will enable the slope of one or more of the independent variables to vary across values of the moderator variable, thereby facilitating the investigation of an extensive range of relationships and function forms (Goode & Harris, 2007).

Aguinis and Gottfredson, (2013) posit that estimating interaction effects using moderated multiple regression usually consists of creating an Ordinary Least Squares (OLS) model and a Moderated Multiple Regression (MMR) model equations involving scores for a continuous predictor variable Y, scores for a predictor variable X, and scores for a second predictor variable Z hypothesized to be a moderator. To determine the presence of moderating effect, the OLS model will be then compared with the MMR model. Kihoro, Nzulwa, Iravo, & Wagana, (2017) used Moderated Multiple Regression in their study to test the moderating effects of e-government on the relationship between administrative decentralization and service delivery in county governments in Kenya.

The second equation shows the Ordinary Least Squares (OLS) regression equation model predicting Y scores from the first-order effects of X and Z observed scores.

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + Z + \epsilon \dots \dots \dots \text{Equation 3. 2}$$

Where: $\beta_1, \beta_2, \beta_3,$ and β_4 are the regression coefficients of the predictors in the model.

Y – Service Delivery of County governments

β_0 – The intercept of the equation (Constant term)

X₁ – Administrative relations

X₂ – Fiscal relations

X₃ – Political relations

X₄ – Economic relations

Z – Public participation

ε – The Error term

The third equation, the Moderated Multiple Regression (MMR) model was formed by creating a new set of scores for the two predictors (i.e. X, Z), and including it as a third term in the equation, which yielded the following model:

$$Y = \beta_0 + \beta_1 X_1 * Z + \beta_2 X_2 * Z + \beta_3 X_3 * Z + \beta_4 X_4 * Z + \varepsilon \dots \dots \dots \text{Equation 3.3}$$

ation 3.3

Where: β_1 to β_4 are the regression coefficients of the predictors in the model

Y – Service delivery of county governments
 β_0 – The intercept of the equation
(Constant term)

X_1 – Administrative relations

X_2 – Fiscal relations

X_3 – Political relations

X_4 – Economic Relations

$X_i * Z$ Are the interaction terms between the independent variables and the moderator ($i = 1 \text{ to } 4$)
 ε – The error term

3.9.5. Hypotheses Testing

Multiple regression analysis in the form of equation was applied to test whether or not the alternative hypotheses stipulated in the study are true. Cooper and Schindler (2016) advocate that multiple regression helps to decide whether the individual hypothesis is statistically supported or not. F-test and Student's t-test were used to test the significance of the dependent variable Y on the influence of the independent variables X_1 - X_5 at 5% level of significance. For the hypothesis to be accepted or rejected, a comparison will be made between the critical t-values and the calculated t-values. If the calculated t-value was greater than critical t-value, then the alternative hypothesis is accepted. Also if the calculated F-value is greater than critical F-value and p-value less than 0.05, then the alternative hypothesis is accepted (Kumar, 2010; Montgomery, Runger&Hubele, 2009; Benard&Benard, 2012). This is illustrated in Table 3.4:

Table 3.4: Hypotheses Testing

Hypothesis Statement	Analysis tests	Statistical Tests	Interpretation (Decision Rule)
H_{a1} : There is a positive and significant relationship between administrative relations and service delivery of counties in Kenya	Pearson correlation Linear regression analysis	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test H_{a1} : $\beta_1 = 0$	Reject H _{a1} if P-value >.05 otherwise fail to reject H _{a1} if P-value ≤ 0.05
H_{a2} : There is a positive and significant relationship between fiscal relations and service delivery of counties in Kenya	Pearson correlation Linear regression analysis	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test H_{a2} : $\beta_1 = 0$	Reject H _{a1} if P-value >.05 otherwise fail to reject H _{a1} if P-value ≤ 0.05
H_{a3} : There is a positive and significant relationship between political relations and service delivery of counties in Kenya	Pearson correlation Linear regression analysis	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test H_{a3} : $\beta_1 = 0$	Reject H _{a1} if P-value >.05 otherwise fail to reject H _{a1} if P-value ≤ 0.05
H_{a4} : There is a positive and significant relationship between economic relations and service delivery of counties in Kenya	Pearson correlation Linear regression analysis	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test H_{a4} : $\beta_1 = 0$	Reject H _{a1} if P-value >.05 otherwise fail to reject H _{a1} if P-value ≤ 0.05
H_{a5} : Public participation positively and significantly moderates relationship between Inter-governmental relations and service delivery of counties in Kenya	Pearson correlation Linear regression analysis	Karl-Pearson's coefficient of correlation -F-test (ANOVA) -T-test H_{a5} : $\beta_1 = 0$	Reject H _{a1} if P-value >.05 otherwise fail to reject H _{a1} if P-value ≤ 0.05

3.9.6 Data Presentation

The data is presented using tables, bar graphs, and pie charts. Frequency distribution tables have been used to summarize categorical or numerical data. According to Pallant (2013), a frequency table is a table showing how often each value of the variable occurs in a data set. Frequencies and percentages have also been used to present the data. Frequency distribution tables are the devices that are used to present the data in a simple form. The tables have been numbered and titles are given (Rollinson, 2014; Morgan, Reichert & Harrison, 2016).

3.9.7 Qualitative Data Analysis

Qualitative content analysis is defined as a research method for the objective interpretation of the content of text data through the systematic classification process of coding and identifying themes or patterns (Marying, 2014). Content analysis has also been defined as an approach of empirical, methodological controlled analysis of texts within the context of communication by following content analysis rules and step by step models, without rash quantification and any qualitative data reduction and sense-making effort that makes a volume of qualitative material and attempts to identify core consistencies and meanings (Schreier, 2012). All these definitions agree that content analysis emphasizes an integrative view of speech /text and their specific contexts.

It goes beyond just counting words or extracting objective content from text to examine meanings, themes, and patterns that may be manifest in a particular text (Kuckartz, 2014). It allows the researcher to understand social reality in a subjective but scientific manner. Since there were some open-ended questions in the questionnaires, the researcher used the content analysis approach of data analysis. Content analysis was used in the current study since it allowed the researcher to understand social reality in a subjective but scientific manner as it addressed some of the weaknesses of the quantitative analysis which may be unable to unearth the feelings, emotions and the

subjective responses evidenced in social studies (Schreier, 2014; Zikmund, Babin & Griffin, 2010).

3.9.8 Operationalization of the Variables

This study involved measurement of four independent variables namely administrative relations, fiscal relations, political relations and economic relations; moderating variable, public participation and response variable, service delivery. The study used 5 point Likert scale. According to Schreier (2014), Likert scales are good because they show the strength of the person's feelings to whatever is in the questions, they are easy to analyse, they are easy to collect data, they are more expansive and they are quick. Each closed-ended question has a 5-point scale ranging from 5 = Strongly Agree, 4 = Agree, 3 = Indifferent, 2 = Disagree, and 1 = Strongly Disagree. Notably, similarly, related leadership and governance studies have used questionnaires with Likert scale with satisfactory results (Abe & Monisola, 2014; Alaaraj & Ibrahim, 2014; Macharia et al., 2014; Opiyo, 2014; Wangari, 2014; Wagana, 2017;). The measurements of variables in this study were conceptualized as provided in Table 3.5

Table 3.5: Measurement of Variables

Variables	Indicators	Measurement
Administrative Relations	Autonomy to contract services in the county Autonomy to hire and fire county employees Strategic decision making & structures	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of administrative relations and 1 is the lowest.
Fiscal Relations	Taxation powers Revenue allocation Borrowing Powers	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of fiscal relations and 1 is the lowest.
Political Relations	Legislative power Consensus building Civil liberties	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of political relations and 1 is the lowest.
Public Participation	Stakeholders involved in the management Awareness creation Engagement forums	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of public participation and 1 is the lowest.
Economic Relations	Public-Private Partnerships Trade & Investments Economic regional blocks	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of economic relations and 1 is the lowest.
Service Delivery	Timely & quality delivery of services Improved facilities & infrastructure of counties Improved income & debt management	Overall, on a scale of 1 to 5, where 5 is the scale of the highest level of service delivery and 1 is the lowest.

CHAPTER FOUR

RESULTS AND DISCUSSION

4.1 Introduction

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

4.2 Response Rate

A total of 384 questionnaires were issued out to respondents in the selected counties. As shown in Table 4.1 completed questionnaires that were received were 293 which represented 76.30% response rate. The response rate is considered adequate given the recommendations by Rowley (2014), a response rate of 60% is considered appropriate in research. Saunders, Lewis and Thornhill (2007) suggest a 30-40% response, Sekaran (2003) document 30%, Mugenda and Mugenda (2012) advice on response rates exceeding 50% and Hager, Wilson, Pollack and Rooney (2003) recommend 50%. Based on these assertions, this implies that the response rate for this study was adequate. In the same context, Wagana (2017) carried out a study on the effect of governance decentralization on service delivery in county governments in Kenya asserted that a response rate of above 69% is adequate for satisfactory research findings. Based on the above, the response rate of 76.30% was found to be adequate and good for analysis and generalization of the results.

Table 4.1: Response Rate

Questionnaires	Frequency	Percent	Cumulative Percent
Returned	293	76.30	76.30
Unreturned	91	23.70	100.00
Total	384	100	

4.3 Results of Pilot Study

4.3.1 Reliability Analysis

This section presents the factor analysis results for Inter-governmental relations, public participation and service delivery constructs. Factor analysis is a technique that is used for data reduction. It attempts to identify the underlying variables that explain a given pattern of correlations within a set of observed variables. This study uses factor analysis to reduce data so as to identify a small number of factors that explain most of the variance that is observed in a much larger number of manifest variables or constructs.

The Cronbach Alpha was calculated to test for reliability and was conducted using SPSS. The Cronbach's Alpha coefficient was used to measure the internal consistency of measurement scales. This is a scale measurement tool, which is commonly used in social sciences to establish the internal consistency of items or factors within and among variables of the study. Clibbens, Walters and Baird (2012) argues that an alpha coefficient of 0.700 or above is an acceptable measure. The Cronbach Alpha for the main variables in the conceptual framework was reliable registering a score of 0.876 to 0.990 as shown in Table 4.2 to 4.7. This indicates that the data collected using the above mentioned instruments was reliable for analysis.

Economic relations and service delivery showed the highest levels of reliability at 0.990 and 0.910 respectively. Administrative relations showed reliability of 0.899 while fiscal

relations, political relations and public participation showed the level of 0.899 and 0.888 respectively which was above the 0.700 measure that is recommended as evidence that the measurement items have a high measure of internal consistency for underlying constructs (Creswell & Poth, 2017).

i) Factor and Reliability Analysis for Construct Administrative Relations

The administrative relations construct was reviewed for reliability and factor analysis as indicated in Table 4.2, it was posited as a one-dimensional construct measured by the six items; There's administrative coordination, consultation and co-operation with the other level of government on service delivery (AR1), There are joint (both levels of government) committees for seamless administration of the County (AR2), We have the autonomy to hire employees to enhance service delivery (AR3), We offer capacity building of staff to improve timely delivery & quality of services (AR4), We make independent decisions to improve service delivery (AR5) and We delegate roles and responsibilities in decision making (AR6).

Administrative relations had a Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy of 0.769, which was above the threshold of 0.6 (Nkansah, 2011). Barlett's test of sphericity was significant (chi-square= 1456.897, $p < 0.05$), showing that there were sufficient relationships among the variables to investigate. Exploratory factor analysis using Principal Component Analysis (PCA) with promax rotation revealed that the factor loadings of all the items were above the acceptable threshold of 0.5 (Osborne, Costello & Kellow, 2014). Item total correlations of AR1, AR2, AR3, AR4, AR5 and AR6 were 0.654, 0.432, 0.689, 0.654, 0.769 and 0.659 respectively, which was above the 0.3 threshold. AR1, AR2, AR3, AR4, AR5 and AR6 were therefore maintained for measurement model estimation as they achieved the required thresholds for reliability and validity. Additionally, the items of measure AR1, AR2, AR3, AR4, AR5 and AR6 had factor loadings of 0.876, 0.675, 0.823, 0.739, 0.821 and 0.819 respectively, which accounted for 65.89% of the variability in administrative relations. A Cronbach's

coefficient alpha of 0.899 for administrative relations indicated that the measuring scale was reliable

Table 4.2: Factor Analysis and Reliability for the Construct Administrative Relations

First-order constructs	Cronbach's alpha	Reliability			Factor Analysis			
		Item	Item total correlation	KMO	Bartlett's (p-value)	PCA component loading	variance extracted	Items deleted
Administrative Relations	.899	AR 1	.654	.769	1456.897(.000)	.876	65.89%	None
		AR 2	.432			.675		
		AR 3	.689			.823		
		AR 4	.654			.739		
		AR 5	.769			.821		
		AR 6	.659			.819		

ii) Factor Analysis and Reliability for the Construct Fiscal Relations

The fiscal relations construct was reviewed for reliability and factor analysis as indicated in Table 4.3, it was posited as a one-dimensional construct measured by the six items; both levels of government consult on new taxation measures (FR1), County government's local taxes meet locally generated revenue targets. (FR2), There's timely disbursement of funds to the county government (FR3), There's freedom on how to

spend the county revenues (FR4), The county government has in place avenues for borrowing (FR5) and The county government consults the national government before incurring loans and grants (FR6).

Fiscal relations had a Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy of 0.829, which was above the threshold of 0.6 (Nkansaih, 2011). Barlett's test of sphericity was significant (chi-square= 1789.635, $p < 0.05$), showing that there were sufficient relationships among the variables to investigate. Exploratory factor analysis using Principal Component Analysis (PCA) with promax rotation revealed that the factor loadings of all the items were above the acceptable threshold of 0.5 (Osborne, Costello & Kellow, 2014). Item total correlations of FR1, FR2, FR3, FR4, FR5 and FR6 were 0.765, 0.769, 0.787, 0.543, 0.989 and 0.729 respectively, which was above the 0.3 threshold. FR1, FR2, FR3, AR4, AR5 and AR6 were therefore maintained for measurement model estimation as they achieved the required thresholds for reliability and validity. Additionally, the items of measure FR1, FR2, FR3, FR4, FR5 and FR6 had factor loadings of 0.982, 0.821, 0.985, 0.936, 0.989 and 0.874 respectively, which accounted for 78.87% of the variability in fiscal relations. A Cronbach's coefficient alpha of 0.876 for fiscal relations indicated that the measuring scale was reliable.

Table 4.3: Factor Analysis and Reliability for the Construct Fiscal Relations

First-order constructs	Cronbach's alpha	Reliability		KMO	Bartlett's (p-value)	Factor Analysis		
		Item	Item total correlation			PCA component loading	variance extracted	Items deleted
Fiscal Relations	.876	FR1		.829	1789.635 (.000)		78.87%	None
			.765			.982		
		FR2	.769			.821		
		FR3	.787			.985		
		FR4	.543			.936		
		FR5	.989			.989		
		FR6	.729			.874		

iii) Factor Analysis and Reliability for the Construct Political Relations

The political relations construct was reviewed for reliability and factor analysis as indicated in Table 4.4, it was posited as a one-dimensional construct measured by the six items; The county government has established local policies and laws to enhance service delivery (PR1), Both levels of government consult on legislative provisions to enhance service delivery (PR2), Both levels of government respect civil liberties and human rights as provided in the constitution (PR3), The national government does not discriminate the county government based on political affiliation(PR4), There is fair political competition devoid of influence from the other level of government (PR5) and There exist consultative mechanisms for consensus from both levels of government on decisions to enhance service delivery (PR6).

Political relations had a Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy of 0.829, which was above the threshold of 0.6 (Nkansaih, 2011). Barlett's test of sphericity was significant (chi-square= 1903.897, p<0.05), showing that there were sufficient relationships among the variables to investigate. Exploratory factor analysis using Principal Component Analysis (PCA) with promax rotation revealed that the factor loadings of all the items were above the acceptable threshold of 0.5 (Osborne, Costello & Kellow, 2014). Item total correlations of PR1, PR2, PR3, PR4, PR5 and PR6

were 0.876, 0.908, 0.926, 0.946, 0.832 and 0.926 respectively, which was above the 0.3 threshold. PR1, PR2, PR3, PR4, PR5 and PR6 were therefore maintained for measurement model estimation as they achieved the required thresholds for reliability and validity. Additionally, the items of measure PR1, PR2, PR3, PR4, PR5 and PR6 had factor loadings of 0.886, 0.788, 0.832, 0.826, 0.932 and 0.846 respectively, which accounted for 81.86% of the variability in political relations. A Cronbach's coefficient alpha of 0.892 for political relations indicated that the measuring scale was reliable.

Table 4.4: Factor Analysis and Reliability for the Construct Political Relations

First-order constructs	Cronbach's alpha	Reliability			Factor Analysis				
		Item	Item total correlation	KMO	Bartlett's (p-value)	PCA component loading	variance extracted	Items deleted	
Political Relations	.892	PR1	.876	.853	1903.897(.000)	.886	81.68%	None	
		PR2	.908			.788			
		PR3	.926			.832			
		PR4	.946			.826			
		PR5	.832			.932			
		PR6	.926			.846			

iv) Factor Analysis and Reliability for the Construct Economic Relations

The economic relations construct was reviewed for reliability and factor analysis as indicated in Table 4.5 and it was posited as a one-dimensional construct measured by the six items; The county government has formulated policies on public-private partnerships (ER1), The national government promotes donor funded projects to the county government. (ER2), Both levels of government has initiated programmes to support trade and investment within the county (ER3), The county government has established

social funds to promote the economic welfare of the residents (ER4), The county government has established policy on economic regional blocks (economic partnerships with other counties) (ER5) and Both levels of government have enacted laws on trade tariffs and barriers (ER6).

Economic relations had a Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy of 0.842, which was above the threshold of 0.6 (Nkansaih, 2011). Barlett's test of sphericity was significant (chi-square= 2012.807, $p < 0.05$), showing that there were sufficient relationships among the variables to investigate. Exploratory factor analysis using Principal Component Analysis (PCA) with promax rotation revealed that the factor loadings of all the items were above the acceptable threshold of 0.5 (Osborne, Costello & Kellow, 2014). Item total correlations of ER1, ER2, ER3, ER4, ER5 and ER6 were 0.788, 0.900, 0.860, 0.834, 0.780 and 0.924 respectively, which was above the 0.3 threshold. ER1, ER2, ER3, ER4, ER5 and ER6 were therefore maintained for measurement model estimation as they achieved the required thresholds for reliability and validity. Additionally, the items of measure ER1, ER2, ER3, ER4, ER5 and ER6 had factor loadings of 0.876, 0.878, 0.924, 0.856, 0.864 and 0.902 respectively, which accounted for 83.25% of the variability in economic relations. A Cronbach's coefficient alpha of 0.990 for economic relations indicated that the measuring scale was reliable.

Table 4.5: Factor Analysis and Reliability for the Construct Economic Relations

First-order constructs	Cronbach's alpha	Reliability			Factor Analysis				
		Item	Item total correlation	KMO	Bartlett's (p-value)	PCA component loading	variance extracted	Items deleted	
Economic Relations	.990	ER1	.788	.853	1903.897(.000)	.876	83.25%	None	
		ER2	.900			.878			
		ER3	.860			.924			
		ER4	.834			.856			
		ER5	.780			.864			
		ER6	.924			.902			

v) Factor Analysis and Reliability for the Construct Public Participation

The public participation construct was reviewed for reliability and factor analysis as indicated in Table 4.6 and it was posited as a one-dimensional construct measured by the six items; Citizens in the county are consulted and involved in budgeting and public financial management processes (PP1), there exist feedback mechanisms in ensuring efficient service delivery (PP2), There is awareness creation on public participation forums to enhance service delivery (PP3), Engagement forums at both levels of government have been established to promote service delivery (PP4), Both levels of government consult each other before passing resolutions that will/can affect the operations of the other level of government (PP5) and Both levels of government have established conflict resolution mechanisms (PP6).

Public participation had a Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy of 0.842, which was above the threshold of 0.6 (Nkansaih, 2011). Barlett's test of sphericity was significant (chi-square= 2012.807, $p < 0.05$), showing that there were sufficient relationships among the variables to investigate. Exploratory factor analysis using Principal Component Analysis (PCA) with promax rotation revealed that the factor loadings of all the items were above the acceptable threshold of 0.5 (Osborne, Costello & Kellow, 2014). Item total correlations of PP1, PP2, PP3, PP4, PP5 and PP6 were 0.876, 0.908, 0.926, 0.946, 0.832 and 0.926 respectively, which was above the 0.3 threshold. PP1, PP2, PP3, PP4, PP5 and PP6 were therefore maintained for measurement model estimation as they achieved the required thresholds for reliability and validity. Additionally, the items of measure PP1, PP2, PP3, PP4, PP5 and PP6 had factor loadings of 0.886, 0.778, 0.832, 0.826, 0.932 and 0.846 respectively, which accounted for 84.98% of the variability in public participation. A Cronbach's coefficient alpha of 0.888 for public participation indicated that the measuring scale was reliable.

Table 4.6: Factor Analysis and Reliability for the Construct Public Participation

First-order constructs	Cronbach's alpha	Reliability		KM O	Bartlett's (p-value)	Factor Analysis		
		Item	Item total correlation			PCA component loading	variance extracted	Items deleted
Public Participation	.888	PP 1	.876	.837	1721.624(.000)	.886	84.98%	None
		PP 2	.908			.788		
		PP 3	.926			.832		
		PP 4	.946			.826		
		PP 5	.832			.932		
		PP 6	.926			.846		

vi). Factor Analysis and Reliability for the Construct Service Delivery

The service delivery construct was reviewed for reliability and factor analysis as indicated in Table 4.7, it was posited as a one-dimensional construct measured by the six items; Timely delivery of services (SD1), Quality of services has improved (SD2), There is awareness creation on public participation forums to enhance service delivery (SD3), Citizen satisfaction (complements & complaints) has greatly improved (SD4), Reduction of unemployment in the county (SD5), Increase in savings from the projects being implemented in the county (SD6) and Improved infrastructure in the last six years (SD7).

Service Delivery had a Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy of 0.848, which was above the threshold of 0.6 (Nkansaih, 2011). Barlett's test of sphericity was significant (chi-square= 1587.021, p<0.05), showing that there were

sufficient relationships among the variables to investigate. Exploratory factor analysis using Principal Component Analysis (PCA) with promax rotation revealed that the factor loadings of all the items were above the acceptable threshold of 0.5 (Osborne, Costello & Kellow, 2014). Item total correlations of SD1, SD2, SD3, SD4, SD5 and SD6 were 0.736, 0.886, 0.842, 0.840, 0.786 and 0.898 respectively, which was above the 0.3 threshold. SD1, SD2, SD3, SD4, SD5 and SD6 were therefore maintained for measurement model estimation as they achieved the required thresholds for reliability and validity. Additionally, the items of measure SD1, SD2, SD3, SD4, SD5 and SD6 had factor loadings of 0.888, 0.912, 0.925, 0.937, 0.901 and 0.862 respectively, which accounted for 87.99% of the variability in service delivery. A Cronbach's coefficient alpha of 0.910 for service delivery in counties of Kenya indicated that the measuring scale was reliable.

Table 4.7: Factor Analysis and Reliability for the Construct Service Delivery

First-order constructs	Cronbach's alpha	Reliability			Factor Analysis				
		Item	Item total correlation	KMO	Bartlett's (p-value)	PCA component loading	variance extracted	Items deleted	
Service Delivery	.910	SD 1	.736	.848	1587.021(.000)	.888	87.99%	None	
		SD 2	.886			.912			
		SD 3	.842			.925			
		SD 4	.840			.937			
		SD 5	.786			.901			
		SD 6	.898			.862			

4.3.2. Validity Test

The key indicators of the quality of a data collection instrument are the validity and reliability of the measures. Instrument validation was achieved in several ways. A pre-test was done by administering the instrument to thirty eight conveniently selected county representatives. The thirty eight representatives were requested to evaluate the statement items for relevance, meaning and clarity. Based on their response, the instrument was adjusted appropriately. Validity indicates whether the instrument is testing what it should. Content validity involved the examination of content to determine whether it covered a representative sample of the measurement items. Validity can be assessed using expert opinion and informed judgement (Cypress, 2017).

4.4 Background Information

This section analyzes the demographic characteristics of the respondents. This section presents the descriptions of the respondents in terms of their gender, level of education, number of years in current employment and age of the respondents.

4.4.1 Gender of the Respondents

The respondents were asked to indicate their gender. Results in Table 4.8 reveal that majority (63.82%) of the respondents were male while 36.18% were female. This implies that most of the employees working in the county governments are male. However, this indicates that the county governments in Kenya had fair gender balance and views of the respondents in the study were not biased to one gender.

Table 4.8: Gender of the Respondents

Gender	Frequency	Percent	Cumulative Percent
Male	187	63.82	63.82
Female	106	36.18	100.0
Total	293	100.0	

4.4.2 Age of the Respondents

This study wanted to find out the age of the respondents and the findings are presented in Table 4.9. The study findings indicate that majority of the respondents (46.07%) were between 36-54 years, 34.13% were 26-35 years, 7.51% of the respondents were less than 25 years and 12.29% of the respondents were above 55 years. This finding implies that majority of county government officials are between the ages of 36 to 54 years. This age group is usually energetic, very active, experienced, responsible and has skills (Kimani, 2015). This indicates that the county governments in Kenya had a diversified labor force, providing mature respondents who can handle the questionnaire.

Table 4.9: Age of the Respondents

Age of Respondents	Frequency	Percent	Cumulative Percent
< 25 years	22	7.51	7.51
26-35 years	100	34.13	41.64
36-54 years	135	46.07	87.71
55 + years	36	12.29	100.0
Total	293	100.0	

4.4.3 Respondents' Experience

The respondents were asked to indicate the length of the period they had worked in the county governments. Table 4.10 illustrates that 33.30% of the respondents had worked for a period of between 3 to 5 years, 52.90% indicated less than 3 years, 9.4% indicated over 5 to 6 years and 4.3% stated more than 6 years. This indicates that over 85% of the respondents had worked in the county governments for more than 3 years. The findings imply that the respondents had worked long enough in the county governments and hence had knowledge about the IGR and service delivery in the county governments in Kenya. This is in agreement with the findings by Albert and Tullis (2013) who asserts that respondents with a high working experience assist in providing reliable data since they have technical experience on the problem being studied.

Table 4.10: Respondents Work Experience

Tenure	Frequency	Percent	Cumulative Percent
< 3 years	154	52.90	52.9
3 to 4 years	98	33.30	86.2
5 to 6 years	27	9.40	95.6
More than 6 years	14	4.30	100.0
Total	293	100.0	

4.4.4 Respondents' Level of Education

The respondents were asked to indicate their level of education. Results in Table 4.11 reveal that majority (58.34%) of the respondents had attained education up to the university level, 26.96% of the respondents had attained education up to college level while only 14.70% of the respondents have attained education up to postgraduate level. These findings agree with those of Wagana (2017) who in their study found out that

employees in the county governments are educated with the majority having attained education up to the university level. This implies that employees in the selected county governments were educated. This implies that the respondents had the right skills which ought to translate to improved service delivery in the county.

Table 4.11: Respondents Level of Education

	Frequency	Percent	Cumulative Percent
Diploma	79	26.96	26.96
Bachelors	171	58.34	85.30
Postgraduate	43	14.70	100.0
Total	293	100.0	

4.5 Descriptive Analysis Results

All the variables (administrative relations, fiscal relations, political relations, economic relations, public participation and service delivery) were measured using five-point Likert scale. Descriptive statistics were obtained through running the statements of each objective using descriptive custom table. The mean and the standard deviations were obtained through running the descriptive statistics.

4.5.1 Descriptive Statistics for the Construct Administrative Relations

Respondents were requested to indicate their level of agreement with various statements on aspects of administrative relations. It was posited as a one-dimensional construct measured by the six items; There’s administrative coordination, consultation and co-operation with the other level of government on service delivery (AR1), There are joint (both levels of government) committees for seamless administration of the County (AR2), We have the autonomy to hire employees to enhance service delivery (AR3), We offer capacity building of staff to improve timely delivery & quality of services (AR4),

We make independent decisions to improve service delivery (AR5) and We delegate roles and responsibilities in decision making (AR6).

From the findings in Table 4.12, majority of the respondents agreed that there was administrative coordination, consultation and co-operation with the other level of government on service delivery. (M=2.406, SD=0.894), There was joint (both levels of government) committees for seamless administration of the County (M= 2.285, SD=0.946), they had the autonomy to hire employees to enhance service delivery (M=4.087, SD=1.050), they offered capacity building of staff to improve timely delivery & quality of services (M=4.285, SD=0.946), they made independent decisions to improve service delivery (M=4.087, SD=1.050). Also, the respondents agreed that they delegated roles and responsibilities in decision making (M=3.765, SD=1.211).

The study findings are in agreement with findings by Feizy, Moghali, Gramipour, and Zare (2015) assert that administrative relations, involves transfers of authority and responsibility from one level of the central government to another while maintaining the same hierarchical level of accountability from the local units to the central government ministry or agency which has been decentralized. Secondly, a delegation which refers to the redistribution of authority and responsibility to local units of government or agencies that is not always necessarily branches or local offices of the delegating authority. While some transfer of accountability to the sub-national units to which power is being delegated takes place, the bulk of accountability is still vertical and to the delegating central unit.

Further, Mbondenyei & Ojienda (2013), and Lumunba & Franceschi (2014) in their assessment of devolution in Kenya found out that administrative devolution as the transfer of responsibility for the planning, financing, and management of selected public functions from the central government to lower tier units of the government. Administrative relations seek to redistribute authority, responsibility, and financial resources for providing public services between different levels of government.

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

Table 4.12: Descriptive Statistics for the Construct Administrative Relations

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Deviation
AR1	0.0	66.3	21.2	10.3	2.2	2.406	.894
AR2	0.0	58.2	20.1	16.8	4.8	2.285	.946
AR3	1.1	7.0	23.4	49.5	19.0	4.087	1.050
AR4	11.0	20.9	12.8	36.3	19.0	4.285	.946
AR5	4.4	12.5	23.8	38.5	20.9	4.087	1.050
AR6	0.0	2.2	34.5	45.6	18.0	3.765	1.211

4.5.2 Descriptive Statistics for the Construct Fiscal Relations

Respondents were requested to indicate their level of agreement with various statements on aspects of fiscal relations. It was posited as a one-dimensional construct measured by the six items; both levels of government consult on new taxation measures (FR1); County government's local taxes meet locally generated revenue targets. (FR2); There's timely disbursement of funds to the county government (FR3); There's freedom on how to spend the county revenues (FR4); The county government has in place avenues for

borrowing (FR5); and The county government consults the national government before incurring loans and grants (FR6).

The results are as shown in Table 4.13. According to the findings, the respondents disagreed that both levels of government consulted on new taxation measures (M=2.498, SD=1.492). The respondents also disagreed that the county government's local taxes met the locally generated revenue targets (M=2.355, SD=1.370). The respondents disagreed that there was timely disbursement of funds to the county government (M=2.213, SD=1.112). The respondents also disagreed that there was freedom on how to spend the county revenues. (M=2.465, SD=1.370). In addition, the respondents agreed that the county government had in place avenues for borrowing (M=2.278, SD=1.301). Further, the respondents agreed with the statement that the county government consulted the national government before incurring loans and grants (M=4.183, SD=1.329). The study results are tandem with the study findings by Gemmell, Kneller, and Sanz (2013) who investigated whether the efficiency gains accompanying fiscal decentralization generate higher growth in more decentralized economies, applying pooled-mean group techniques to a panel dataset of 23 OECD countries, 1972 – 2005. The study found that spending decentralization tends to be associated with lower economic growth while revenue decentralization is associated with higher growth.

Similarly, Halaskova and Halaskova (2014) established that the measurement of fiscal decentralization includes expenditures of lower levels of government as a percentage of total expenditures or Gross Domestic Product (GDP). Secondly, it also includes revenues of lower tiers of government as a percentage of total revenues or GDP; division of tax revenues between central and local governments. Lastly, the level and extent of tax authority and share of expenditures in selected public sector areas such as education, health, social security as a share of total expenditures of lower levels of government. Moreover, the efficiency of a decentralization framework is high when the intergovernmental fiscal framework is welfare-enhancing, incorporates incentives to encourage prudent fiscal management at all government levels and responsibilities to tax

and spend at the sub-national levels is accompanied by adequate political authority (Ndung'u, 2014). For instance, Bardhan& Mookherjee (2006) identifies matching grants and tax revenue assignments as incentives that may motivate the enhancement of fiscal effort at the sub-national levels of government.

Table 4.13: Descriptive Statistics for the Construct Fiscal Relations

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Dev
FR1	21.3	59.9	12.8	0.9	2.1	2.498	1.492
FR2	22.1	57.9	11.8	7.4	0.8	2.355	1.370
FR3	24.5	64.4	5.3	2.0	3.8	2.213	1.112
FR4	18.2	62.8	9.1	5.4	4.5	2.465	1.370
FR5	17.4	65.8	8.9	5.8	2.1	2.278	1.301
FR6	6.31	5.93	18.9	65.4	3.46	4.183	1.329

4.5.3 Descriptive Statistics for the Construct Political Relations

Respondents were requested to indicate their level of agreement with various statements on aspects of political relations. It was posited as a one-dimensional construct measured by the six items: The county government has established local policies and laws to enhance service delivery (PR1): Both levels of government consult on legislative provisions to enhance service delivery (PR2): Both levels of government respect civil liberties and human rights as provided in the constitution (PR3): The national government does not discriminate the county government based on political affiliation (PR4): There is fair political competition devoid of influence from the other level of government (PR5): and There exist consultative mechanisms for consensus from both levels of government on decisions to enhance service delivery (PR6).

The results are as shown in Table 4.14. According to the findings, the respondents disagreed that citizens in the county are consulted and involved in budgeting and public financial management processes ($M=2.123$, $SD=1.321$). The respondents also disagreed that there existed feedback mechanisms in ensuring efficient service delivery ($M=2.513$, $SD=1.129$). The respondents disagreed that there was awareness creation on public participation forums to enhance service delivery. ($M=2.217$, $SD=1.001$). The respondents also disagreed that eengagement forums at both levels of government have been established to promote service delivery ($M=2.234$, $SD=1.144$). However, the respondents agreed that both levels of government consulted each other before passing resolutions that would affect the operations of the other level of government. ($M=4.278$, $SD=1.301$). Further, the respondents agreed with the statement that both levels of government had established conflict resolution mechanisms ($M=4.183$, $SD=1.329$).

The study findings corroborate with findings by Hasnain (2008) who examined the impact of the political party structure on the incentives for politicians to focus on patronage versus service delivery improvements in Pakistan. The researcher established that fragmentation and factionalism both exacerbate the information problems that voters have in assigning credit (blame) for service delivery improvements (deterioration), thereby creating the incentives for politicians to focus on targeted benefits. Polarization, particularly ethnic polarization, reduced the ability of groups to agree on the provision of public goods, again causing politicians to favour the delivery of targeted benefits. In the same context, Eaton, Kaiser, & Smoke, (2011) revealed that political decentralization can be used as an instrument to promote the provision of service delivery. Furthermore, decentralization is shown to have had a significant effect on service delivery in the ten local governments examined in the study.

Table 4.14: Descriptive Statistics for the Construct Political Relations

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Dev
PR1	15.9	70.3	8.7	3.0	2.1	2.213	1.321
PR2	12.3	56.3	18.3	8.0	5.1	2.513	1.129
PR3	11.8	62.8	23.4	0.0	2.0	2.217	1.001
PR4	15.4	60.4	14.2	4.0	6.0	2.234	1.144
PR5	5.5	5.6	5.7	58.9	23.8	4.278	1.301
PR6	0.0	3.2	3.6	68.6	24.6	4.183	1.329

4.5.4 Descriptive Statistics for the Construct Economic Relations

Respondents were requested to indicate their level of agreement with various statements on aspects of political relations. It was posited as a one-dimensional construct measured by the six items. The county government has formulated policies on public-private partnerships (ER1), the national government promotes donor funded projects to the county government. (ER2), Both levels of government has initiated programmes to support trade and investment within the county (ER3), The county government has established social funds to promote the economic welfare of the residents (ER4), The county government has established policy on economic regional blocks (economic partnerships with other counties) (ER5) and Both levels of government have enacted laws on trade tariffs and barriers (ER6).

The results are as shown in Table 4.15. According to the findings, the respondents agreed that the county government has formulated policies on public-private partnerships (M=3.498, SD=1.087). The respondents also agreed that the national government promotes donor funded projects to the county government (M=4.355, SD=1.111). The respondents agreed that both levels of government have initiated programmes to support trade and investment within the county (M=3.765, SD=1.009). The respondents also agreed that the county government has established social funds to

promote the economic welfare of the residents (M=4.355, SD=1.244). In addition, the respondents disagreed that the county government has established a policy on economic regional blocks (economic partnerships with other counties (M=2.278, SD=1.421). Further, the respondents agreed with the statement that both levels of government have enacted laws on trade tariffs and barriers (M=2.183, SD=1.329). The study results imply that economic relations are being practiced to some extent by both levels of government to enhance service delivery in the counties in Kenya.

The study results corroborate with the findings by Adefeso and Abioro (2016) while studying IGR describes the gamut of activities or interactions that takes place between or among the different levels of government within a country. It covers the combinations and permutations of the relationship between them. Events over the years in Nigeria's federation have shown the over-dominance of the federal government in relation to IGR, which is not proper, the existing mechanisms and institutions for intergovernmental economic policy coordination are very weak and need to be improved and strengthened. Okonjo-Iweala and Osafo-Kwaako (2007) examined the nature of inter-governmental economic relations and local government in Nigeria.

The focus on inter-governmental relations is necessitated by the fact that revenue allocation is an integral aspect of inter-governmental relations in all federation. It is a conflict generating issue, the management of which is very crucial to the survival and growth of local government in Nigeria. The study argues that there is a need for local government financial autonomy for it to perform effectively, and for it to maintain its status as the third tier of government in Nigeria. It concludes that there is an urgent need to address revenue allocations and tax jurisdictions.

Table 4.15: Descriptive Statistics for the Construct Economic Relations

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Dev
ER1	5.0	5.0	54.9	28.1	7.0	3.498	1.087
ER2	7.0	8.1	17.3	56.8	9.8	4.355	1.111
ER3	3.3	7.0	51.8	43.9	1.0	3.765	1.009
ER4	5.8	36.3	32.8	54.8	7.6	4.355	1.244
ER5	16.8	68.8	5.4	4.7	4.3	2.278	1.921
ER6	23.5	58.4	3.8	4.9	9.4	2.183	1.329

4.5.5 Descriptive Statistics for the Construct Public Participation

Respondents were requested to indicate their level of agreement with various statements on aspects of public participation. It was posited as a one-dimensional construct measured by the six items; Citizens in the county are consulted and involved in budgeting and public financial management processes (PP1), there exist feedback mechanisms in ensuring efficient service delivery (PP2), There is awareness creation on public participation forums to enhance service delivery (PP3), Engagement forums at both levels of government have been established to promote service delivery (PP4), Both levels of government consult each other before passing resolutions that will/can affect the operations of the other level of government (PP5) and Both levels of government have established conflict resolution mechanisms (PP6).

The results are as shown in Table 4.16. According to the findings, the respondents agreed that citizens in the county were consulted and involved in budgeting and public financial management processes (M=3.498, SD=1.492). The respondents also agreed that there existed feedback mechanisms in ensuring efficient service delivery (M=4.355, SD=1.370). The respondents agreed that there existed feedback mechanisms in ensuring efficient service delivery (M=2.498, SD=1.421). The respondents also agreed that there were engagement forums at both levels of government have been established to promote

service delivery (M=4.098, SD=1.087). In addition, the respondents agreed that both levels of government consulted each other before passing resolutions that would affect the operations of the other level of government. (M=4.278, SD=1.004). Further, the respondents agreed with the statement that both levels of government had established conflict resolution mechanisms (M=4.183, SD=1.246).

The study findings elaborate that public participation is critical for the successful performance of governments as it enables the public to determine their development objectives, a fact that has been realized by countries such as UK, USA, Brazil, India and South Africa (WB, 2015). Another internationally recognized successful case of public participation (Prosser *et al*, 2017) is that of the Brazilian city of Porto Alegre where structured budget participation resulted in more pro-poor expenditures, increased access to public services, and greater local government accountability. The adoption of participatory budgeting led to a substantive increase in tax revenues, as the immediate visibility of the work and services that resulted from their engagement motivated citizens to improve their taxpaying habits (Indeche & Ayuma, 2015).

A study by Marchington and Wilkinson (2012) suggested that direct participation practices are among the solutions to enhancing public sector performance and this approach takes four forms; namely; downward communications; upwards problem solving; task participation; team-working and self-management. The focus for development in governments across the world, and particularly in the developing world has moved from economic efficiency to the promotion of human well-being and performance (Opiyo, 2017). Consequently, the roles of different actors, such as government officials, public leaders, private sectors, and citizens have also shifted during the implementation of country development programmes (Wagana, 2017).

Table 4.16: Descriptive Statistics for the Construct Public Participation

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Dev
PP1	0.0	43.6	53.6	3.2	0.0	3.498	.342
PP2	9.6	10.0	9.0	58.6	12.8	4.355	1.421
PP3	4.5	4.6	58.8	23.6	8.7	4.098	1.087
PP4	12.8	15.8	54.8	20.9	16.6	4.278	1.004
PP5	7.6	23.6	58.6	4.6	5.6	3.765	1.152
PP6	0.0	18.2	17.2	59.8	4.8	4.183	1.246

4.5.6 Descriptive Statistics for the Construct Service Delivery

Respondents were requested to indicate their level of agreement with various statements on aspects of service delivery. It was posited as a one-dimensional construct measured by the six items; Timely delivery of services (SD1), Quality of services has improved (SD2), There is awareness creation on public participation forums to enhance service delivery (SD3), Citizen satisfaction (complements & complaints) has greatly improved (SD4), Reduction of unemployment in the county (SD5), Increase in savings from the projects being implemented in the county (SD6) and Improved infrastructure in the last six years (SD7).

The results are as shown in Table 4.17. According to the findings, the respondents agreed that there was a timely delivery of services (M=4.406, SD=.342). The respondents also agreed that the quality of services had improved (M=4.285, SD=.452). The respondents agreed that citizens' satisfaction (complements & complaints) had greatly improved (M=4.087, SD=1.123). The respondents also disagreed that reduction of unemployment in the county (M=3.007, SD=1.454). Also, the respondents disagreed that there was an increase in savings from the projects being implemented in the county (M=3.765, SD=.876). Further, the respondents agreed with the statement that there was

improved infrastructure in the last six years ($M=4.406$, $SD=.763$). The study results indicated that IGR relations do affect service delivery in counties in Kenya.

Khaunya, Wawire and Chepogeno (2015) stated that service delivery is an essential function in relation to government bodies and citizens. Strengthening service delivery systems is a top priority of many global and national governments programmes as a way to improve citizen's lives (Improving service delivery through increased accountability has been a significant and implicit motivation behind the trend towards decentralization in developing countries. The standard theoretical argument for the transfer of responsibilities to the lower tiers of government is that the closer proximity of local policy-makers to citizens increases the flow of information and better enables the public to monitor, and to hold to account, government officials (Macharia, Wambua & Mwangulu, 2014). Conversely, elected local policy-makers, responding to this greater citizen vigilance, focus on improving service delivery to get re-elected (Macharia *et al*, 2014).

Table 4.17: Descriptive Statistics for the Construct Service Delivery

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Dev
SD1	0.0	2.2	21.2	10.3	66.3	4.406	.342
SD2	0.0	4.8	20.1	16.8	58.2	4.285	.452
SD3	1.1	7.0	23.4	19.0	49.5	4.087	1.123
SD4	11.0	36.3	12.8	20.9	19.0	3.007	1.454
SD5	4.4	12.5	23.8	20.9	38.5	3.765	.876
SD6	0.0	2.2	21.2	10.3	66.3	4.406	.763

4.6 Diagnostic Tests

Diagnostic tests confirm whether the data is fit for the desired inferential analysis ahead of the study. The study used the classic linear regression model due to its ability to show relationships between the independent and the dependent variables (Gogtay & Thatte, 2017). Classic linear regression model has important underlying assumptions that must be tested before it can be utilized as a model of data analysis and hence the researcher embarked on the exercise. The key assumptions affecting the study are discussed herein.

4.6.1 Sampling Adequacy Tests

To examine whether the data collected was adequate and appropriate for descriptive and inferential statistical tests such as the factor analysis, regression analysis and other statistical tests, two main tests are performed namely; Kaiser-Meyer-Olkin (KMO) Measure of Sampling Adequacy and Barlett's Test of Sphericity especially for a large sample of more than 1000 and less than 200 respectively. Kaiser-Meyer-Olkin Measure of Sampling Adequacy (KMO) is a measure of sampling adequacy that tests whether the partial correlations among variables are small.

The values of KMO range from 0 to 1 with 0.5 being the accepted threshold. KMO values equal to or greater than 0.5 indicate that factor analysis will be useful for the variables under consideration while KMO values less than 0.5 indicate that factor analysis will be inappropriate (Vinod, 2018). The current study had a sample of 384 and for a data set to be regarded as adequate and appropriate for statistical analysis; Barlett's Test of Sphericity was conducted. Bartlett's test of sphericity tests whether the correlation matrix is an identity matrix. The null hypothesis of this test is that the correlation matrix is an identity. Thus a significance Chi square of the Bartlett's test indicate that the correlation matrix is not identity and factor analysis is recommendable.

The results of the Bartlett's Test are summarized in Table 4.18. The Bartlett's Test of Sphericity Taking a 5% level of Significance, $\alpha= 0.05$. The p-value (Sig.) of $.000 < 0.05$,

therefore the Factor Analysis is valid as $p < \alpha$, the study therefore rejected the null hypothesis H_0 and accepted the alternate hypothesis (H_1) that there may be statistically significant interrelationship between variables.

Table 4.18: Bartlett's Test

KMO and Bartlett's Test			
Administrative Relations	Bartlett's Test of Sphericity	Approx. Chi-Square	1456.897
		Df	292
		Sig.	.000
Fiscal Relations	Bartlett's Test of Sphericity	Approx. Chi-Square	1789.635
		Df	292
		Sig.	.000
Political Relations	Bartlett's Test of Sphericity	Approx. Chi-Square	1903.897
		Df	292
		Sig.	.000
Economic Relations	Bartlett's Test of Sphericity	Approx. Chi-Square	2012.807
		Df	292
		Sig.	.000
Public Participation	Bartlett's Test of Sphericity	Approx. Chi-Square	1721.654
		Df	292
		Sig.	.000
Service Delivery	Bartlett's Test of Sphericity	Approx. Chi-Square	1587.021
		Df	292
		Sig.	.000

4.6.2 Multicollinearity Test

Multicollinearity is a statistical phenomenon in which two or more independent variables in a multiple regression model are highly correlated Kothari (2009), meaning that one can be linearly predicted from the others with a non-trivial degree of accuracy. Multicollinearity test in this study is done by examining tolerance and the Variance Inflation Factor (VIF), two collinearity diagnostic factors that can help you identify multicollinearity. Tolerance is a measure of collinearity; the variable's tolerance is $1-R^2$. A small tolerance value indicates that the variable under consideration is almost a perfect linear combination of the independent variables already in the equation and that it should not be added to the regression equation. All variables involved in the linear relationship will have a small tolerance. Some suggest that a tolerance value of less than 0.1 should be investigated further.(Vinod, 2018). If a low tolerance value is accompanied by large standard errors and no significance, multicollinearity may be an issue.

The Variance Inflation Factor (VIF) measures the impact of collinearity among the variables in a regression model. The Variance Inflation Factor (VIF) is $1/\text{Tolerance}$, it is always greater than or equal to 1. There is no formal VIF value for determining the presence of multicollinearity. Values of VIF that exceed 10 are often regarded as indicating multicollinearity, but in weaker models values above 2.5 may be a cause for concern (Gogtay & Thatte, 2017) In many statistics programs, the results are shown both as an individual R^2 value (distinct from the overall R^2 of the model) and a Variance Inflation Factor (VIF). When those R^2 and VIF values are high for any of the variables in your model, multicollinearity is probably an issue. When VIF is high there is high multicollinearity and instability of the b and beta coefficients. It is often difficult to sort this out. This study adopted a benchmark of VIF of less than 10 and all the variables had VIF of less than 10. This reaffirms that the data was fit for regression analysis.

Table 4.19: Test for Multicollinearity

Model	Collinearity Statistics	
	Tolerance	VIF
Administrative Relations	.342	2.924
Fiscal Relations	.413	2.421
Political Relations	.532	1.880
Economic Relations	.721	1.387
Public Participation	.456	2.193

The study used the Durbin-Watson test to test whether the residuals from the multiple linear regression models are independent. Durbin–Watson statistic is a test statistic used to detect the presence of autocorrelation (a relationship between values separated from each other by a given time lag) in the residuals (prediction errors) from a regression analysis. The null hypothesis (H_0) of the Durbin-Watson test is that the residuals from a multiple linear regression model are independent. The Durbin-Watson (d) was 2.212. The acceptable Durbin Watson range is between 1.5 and 2.5 (Field, 2009). A rule of thumb is that test statistic values in the range of 1.5 and 2.5 are relatively normal. Field (2009) suggests that values under 1 or more than 3 are a definite cause of concern. In this data analysis, Durbin Watson value is 2.212, which is between the acceptable ranges, it shows that there were no autocorrelation problems. This reaffirms that the data was fit for correlation analysis.

Table 4.20: Durbin Watson Test for Autocorrelation

R	R-Square	Adjusted Square	R Std. Error of the Estimate	Durbin-Watson
.877	.769	.746	.87655	2.212

4.6.3 Test for Linearity

Linearity Assumption of linear estimation is that the dependent variable has a linear relationship with the independent variables. Computation of ANOVA statistics was used to test for the linearity assumption. The study hypothesized that: H_0 : the dependent variable has no linear relationship with the independent variables. The study results as shown in Table 4.21 indicate that the F-statistic (4,288=239.653, p-value <0.05). The ANOVA results indicate the model is significant and therefore we reject the null hypothesis and conclude that the dependent variable has a linear relationship with the independent variables.

Table 4.21: Test for Linearity ANOVA Statistics

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1075.565	4	268.891	239.653	.000 ^b
Residual	323.089	288	1.122		
Total	1398.654	292			

a. Dependent Variable: Service Delivery

b. Predictors: (Constant), Administrative Relations, Fiscal Relations, Political Relations and Economic Relations

4.7 Inferential Analysis Results

Inferential statistics use a random sample of data taken from a population to describe and make inferences about the population. Inferential statistics are valuable when it is not convenient or possible to examine each member of an entire population (Babbie, 2015; Brymann, 2016). Inferential statistics analysis was conducted through the use of correlation analysis and regression analysis to determine the relationship between the independent and the dependent variables (Creswell & Clark, 2017; Cooper & Schindler, 2016).

4.7.1 Correlation Results

The researcher used the correlation technique to analyze the degree of relationship between two variables with the Pearson correlation coefficient (r), which yields a statistic that ranges from -1 to 1. Mugenda and Mugenda (2012) posit that correlation coefficient tells the magnitude of the relationship between two variables. If the correlation coefficient is positive (+), it means that there is a positive relationship between the two variables. A negative relationship (-) means that as one variable decreases, then the other variable increases and this is termed as an inverse relationship. A zero value of r indicates that there is no association between the two variables.

Table 4.22: Correlation Matrix for Independent and Dependent Variables

		AR	FR	PR	ER	SD
Administrative	Pearson Correlation	1				
	Sig. (2-tailed)					
Fiscal	N	293				
	Pearson Correlation	.353**	1			
Political	Sig.(2-tailed)	.000				
	N	293	293			
Economic	Pearson Correlation	.489**	.328**	1		
	Sig.(2-tailed)	.000	.007			
Service Delivery	N	293	293	293		
	Pearson Correlation	.301**	.298**	.323**	1	
Service Delivery	Sig.(2-tailed)	.005	.012	.004		
	N	293	293	293	293	
Service Delivery	Pearson Correlation	.367**	.463**	.421**	.341**	1
	Sig.(2-tailed)	.000	.000	.000	.000	
Service Delivery	N	293	293	293	293	293

* Correlation is significant at the 0.05 level (2-tailed).

SD = Service delivery; AR = Administrative Relations; FR = Fiscal Relations; PR = Political Relations; ER= Economic Relations;

a)Correlation Results for Administrative Relations and Service Delivery

The study sought to establish the role of administrative relations and service delivery in multi-level systems of governance in counties in Kenya. A Pearson Correlation was performed and the result of the Pearson correlation test as presented in Table 4.22 show a correlation ($r(293) = 0.367$; $p < 0.05$) between administrative relations and service delivery in multi-level systems of governance in counties in Kenya. This implies that the administrative relation is positively correlated to the service delivery in multi-level systems of governance in counties in Kenya. In addition, the correlation between these two variables was significant, that is $p < 0.5$ implying a linear relationship between administrative relations and service delivery in multi-level systems of governance in counties in Kenya. This shows that administrative relations significantly influenced service delivery in counties in Kenya.

The study results are in tandem with the findings by Feizy, Moghali, Gramipour, and Zare (2015) assert that there are two types of administrative relations. First, de-concentration which involves transfers of authority and responsibility from one level of the central government to another while maintaining the same hierarchical level of accountability from the local units to the central government ministry or agency which has been decentralized. Secondly, a delegation which refers to the redistribution of authority and responsibility to local units of government or agencies that is not always necessarily branches or local offices of the delegating authority. While some transfer of accountability to the sub-national units to which power is being delegated takes place, the bulk of accountability is still vertical and to the delegating central unit.

Further, Mbondenyei & Ojienda (2013), and Lumunba & Franceschi (2014) in their assessment of devolution in Kenya define administrative devolution as the transfer of responsibility for the planning, financing, and management of selected public functions

from the central government to lower tier units of the government. Administrative relations seek to redistribute authority, responsibility, and financial resources for providing public services between different levels of government. Therefore, the responsibility for planning, financing, and managing certain public functions are transferred from the central government to subordinate levels of government, semi-autonomous public authorities or corporations, or area-wide, regional, or functional authorities (Ozmen, 2014) is often seen as part of civil service reform and is generally perceived as the narrowest form of decentralization because local institutions to which tasks are transferred are not based on political representation controlled from below (Yusoff et al., 2016).

b) Correlation Results for Fiscal Relations and Service Delivery

The study sought to establish the role of fiscal relations and service delivery in multi-level systems of governance in counties in Kenya. A Pearson Correlation was performed and the result of the Pearson correlation test as presented in Table 4.22 show a correlation ($r(293) = 0.463$; $p < 0.05$) between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya. This implies that the fiscal relation is positively correlated to the service delivery in multi-level systems of governance in counties in Kenya. In addition, the correlation between these two variables was significant, that is $p < 0.5$ implying a linear relationship between fiscal relations and service delivery in counties in Kenya. This shows that fiscal relations significantly influenced service delivery in counties in Kenya.

The study findings corroborate with the findings by Gemmell, Kneller, and Sanz (2013) investigated whether the efficiency gains accompanying fiscal decentralization generate higher growth in more decentralized economies, applying pooled-mean group techniques to a panel dataset of 23 OECD countries, 1972 – 2005. The study found that spending decentralization tends to be associated with service delivery while revenue decentralization is associated with higher economic growth. Halaskova and Halaskova

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

c) Correlation Results for Political Relations and Service Delivery

The study sought to establish the role of economic relations and service delivery in multi-level systems of governance in counties in Kenya. A Pearson Correlation was performed and the result of the Pearson correlation test as presented in Table 4.22 show a correlation ($r(293) = 0.421; p < 0.05$) between economic relations and service delivery in multi-level systems of governance in counties in Kenya. This implies that economic relations are positively correlated to service delivery in multi-level systems of governance in counties in Kenya. In addition, the correlation between these two variables was significant, that is $p < 0.5$ implying a linear relationship between economic relations and service delivery in multi-level systems of governance in counties in Kenya. This shows that economic relations significantly influenced service delivery in counties in Kenya.

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

d) Correlation Results for Economic Relations and Service Delivery

The study sought to establish the role of economic relations and service delivery in multi-level systems of governance in counties in Kenya. A Pearson Correlation was performed and the result of the Pearson correlation test as presented in Table 4.22 show a correlation ($r(293) = 0.341$; $p < 0.05$) between economic relations and service delivery in multi-level systems of governance in counties in Kenya. This implies that economic relations are positively correlated to service delivery in multi-level systems of governance in counties in Kenya. In addition, the correlation between these two variables was significant, that is $p < 0.5$ implying a linear relationship between economic relations and service delivery in multi-level systems of governance in counties in Kenya. This shows that economic relations significantly influenced service delivery in counties in Kenya.

The study results corroborate with the findings by Adefeso and Abioro (2016) while studying IGR describes the gamut of activities or interactions that takes place between or among the different levels of government within a country. It covers the combinations and permutations of the relationship between them. Events over the years in Nigeria's federation have shown the over-dominance of the federal government in relation to IGR, which is not proper, the existing mechanisms and institutions for intergovernmental economic policy coordination are very weak and need to be improved and strengthened. Okonjo-Iweala and Osafo-Kwaako (2007) examined the nature of inter-governmental economic relations and local government in Nigeria. The focus on inter-governmental relations is necessitated by the fact that economic relation is an integral aspect of inter-governmental relations in all federation. It is a conflict generating issue, the management of which is very crucial to the survival and growth of local government in Nigeria. The study argues that there is need for local government to improve on the economic relations for it to perform effectively, and for it to maintain its status as the third tier of government in Nigeria to make it a formidable tool for service delivery at the grass root level.

4.7.2 Regression Results

Regression analysis is a form of predictive modelling technique which investigates the relationship between a dependent and independent variable(s). This study applied a multiple regression model to identify the role of administrative relations, fiscal relations, political relations, economic relations and their contribution on service delivery in multi-level systems of governance in counties in Kenya. All the four independent variables were measured using the responses on each of the variables obtained from the respondents. The collected data satisfied the assumptions for multiple linear regressions as established in the diagnostics tests. The initial effort to examine the relationships proposed by the research model involved conducting a bivariate analysis between each independent variable and the dependent variable.

a) Regression Analysis of Administrative Relations Versus Service Delivery

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

H_{a1} : There is a significant relationship between administrative relations and service delivery in multi-level systems of governance in counties in Kenya

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

Regression model summary results in Table 4.23 indicate the goodness of fit for the regression between administrative relations and service delivery was satisfactory in the linear regression model. An R squared of 0.095 indicates that 9.50% of the variations in service delivery in county governments in Kenya are explained by the variations in administrative relations. However, the model failed to explain at least 90.50% of the variation in service delivery. This means that there are other factors associated with

service delivery which were not explained by the model. The correlation coefficient of 0.308 indicates administrative relations have a positive correlation with service delivery.

Table 4.23: Model Summary (Administrative Relations versus Service Delivery)

R	R Square	Adjusted R Square	Std. Error of the Estimate
.308a	.095	.079	.64354

The ANOVA results in Table 4.24 shows that ($F(1,292) = 30.545, p < 0.05$). This shows that the overall model is significant. The findings imply that administrative relations were statistically significant in explaining service delivery in counties in Kenya. Therefore, at $p < 0.05$ level of significance, null hypothesis is not supported thus rejected and the alternative hypothesis (H_{a1}) which states that “There is a significant relationship between administrative relations and service delivery in multi-level systems of governance in counties in Kenya” is accepted implying that administrative relations have a significant influence on service delivery in counties in Kenya.

Table 4.24: ANOVA Statistics (Administrative Relations versus Service Delivery)

Model		Sum of		Mean		Sig.
		Squares	Df	Square	F	
1	Regression	132.872	1	132.872	30.545	.000 ^b
	Residual	1265.782	291	4.350		
	Total	1398.654	292			

Regression of coefficients results in Table 4.25 shows that there is a positive and significant relationship between administrative relations and service delivery in multi-level systems of governance in counties in Kenya as supported by a $p < 0.05$ and a beta coefficient of 0.388. This implies that a unit increase in administrative relations would increase the service delivery in the counties of Kenya by 0.388 units. This was supported by the t values whereby $t_{cal} = 9.023 > t_{critical} = 1.96$ at a 95 percent confidence level which

depicts that we reject the null and accept the alternate hypothesis. Further, this confirms the positive effect of administrative relations on service delivery in counties in Kenya. The fitted equation is as shown below: $Y = 4.876 + 0.388X_1$ that is Service Delivery = $4.876 + 0.388$ Administrative Relations

Table 4.25: Regression Coefficients (Administrative Relations versus Service Delivery)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.876	.710		6.867	.000
Administrative Relations	.388	.043	.367	9.023	.000

The study findings are in tandem with the findings by Mbondenyei & Ojienda (2013), and Lumunba & Franceschi (2014) in their assessment of devolution in Kenya define administrative devolution as the transfer of responsibility for the planning, financing, and management of selected public functions from the central government to lower tier units of the government. Administrative relations seek to redistribute authority, responsibility, and financial resources for providing public services between different levels of government. Therefore, the responsibility for planning, financing, and managing certain public functions are transferred from the central government to subordinate levels of government, semi-autonomous public authorities or corporations, or area-wide, regional, or functional authorities (Ozmen, 2014) is often seen as part of civil service reform and is generally perceived as the narrowest form of decentralization because local institutions to which tasks are transferred are not based on political representation controlled from below (Yusoff et al., 2016).

Akorsu (2015) citing Falleti (2004) argued that administrative relations have either a positive or negative impact on the autonomy of sub-national executives. If

administrative relations improve local and state bureaucracies, foster training of local officials, or facilitate learning through the practice of delivering new responsibilities, it will likely increase the organizational capacities of sub-national governments. Nevertheless, if administrative relations take place without the transfer of funds, this reform may decrease the autonomy of sub-national officials, who will be more dependent on subsequent national fiscal transfers or sub-national debt for the delivery of public services (Akorsu, 2015).

b) Regression Analysis of Fiscal Relations versus Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by fiscal relations (independent variable). It was hypothesized that H_{a2} : There is a significant relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya

To test this hypothesis, the model $Y = \beta_0 + \beta_1 X_2 + \varepsilon$ was fitted. Where Y is service delivery and X_2 is Fiscal Relations

Regression model summary results in Table 4.26 indicate the goodness of fit for the regression between fiscal relations and service delivery was satisfactory in the linear regression model. An R squared of 0.208 indicates that 20.80% of the variations in service delivery in county governments in Kenya are explained by the variations in fiscal relations. However, the model failed to explain at least 79.20% of the variation in service delivery. This means that there are other factors associated with service delivery which were not explained by the model. The correlation coefficient of 0.456 indicates fiscal relations have a positive correlation with service delivery.

Table 4.26: Model Summary (Fiscal Relations versus Service Delivery)

R	R Square	Adjusted R Square	Std. Error of the Estimate
.456	.208	.189	.78654

The ANOVA results in Table 4.27 shows that ($F(1,292) = 76.417, p < 0.05$). This shows that the overall model is significant. The findings imply that fiscal relations were statistically significant in explaining service delivery in counties in Kenya. Therefore, at $p < 0.05$ level of significance, null hypothesis is not supported thus rejected and the alternative hypothesis (H_{a1}) which states that “There is a significant relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya” is accepted implying that fiscal relations have a significant influence on service delivery in multi-level systems of governance in counties in Kenya.

Table 4.27: ANOVA Statistics (Fiscal Relations versus Service Delivery)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	290.920	1	290.920	76.417	.000 ^b
	Residual	1107.734	291	3.807		
	Total	1398.654	292			

Regression of coefficients results in Table 4.28 shows that there is a positive and significant relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya as supported by a $p < 0.05$ and a beta coefficient of 0.489. This implies that a unit increase in fiscal relations would increase the service delivery in the counties of Kenya by 0.489 units. This was supported by the t values whereby $t_{cal} = 13.583 > t_{critical} = 1.96$ at a 95 percent confidence level which depicts that we reject the null and accept the alternative hypothesis. Further, this confirms the positive effect of fiscal relations on service delivery in counties in Kenya. The fitted

equation is as shown below: $Y = 3.987 + 0.489X_2$ that is Service Delivery = 3.987 + 0.489Fiscal Relations

Table 4.28: Regression Coefficients (Fiscal Relations versus Service Delivery)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.987	.542		7.356	.000
Fiscal Relations	.489	.036	.463	13.583	.000

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

Uchimura and Jütting (2007) analyzed the effect of fiscal decentralization on health outcomes in China using panel data set with nationwide county-level data. They found

that counties in more fiscally decentralized provinces have lower infant mortality rates than counties where the provincial government remains the main spending authority if certain conditions are met. The findings supported the common assertion that fiscal decentralization can lead to the more efficient production of local public goods, while also highlighting the conditions required for this result to be obtained. All these studies concurred with the findings of this study that financial decentralization positively and significantly influence service delivery

c) Regression Analysis of Political Relations versus Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by political relations (independent variable). It was hypothesized that H_{a3} : There is a significant relationship between political relations and service delivery in multi-level systems of governance in counties in Kenya. To test this hypothesis, the model $Y = \beta_0 + \beta_1 X_3 + \varepsilon$ was fitted. Where Y is service delivery and X_3 is Political Relations

Regression model summary results in Table 4.29 indicate the goodness of fit for the regression between political relations and service delivery was satisfactory in the linear regression model. An R squared of 0.171 indicates that 17.10% of the variations in service delivery in county governments in Kenya are explained by the variations in political relations. However, the model failed to explain at least 82.90% of the variation in service delivery. This means that there are other factors associated with service delivery which were not explained by the model. The correlation coefficient of 0.413 indicates political relations have a positive correlation with service delivery.

Table 4.29: Model Summary (Political Relations versus Service Delivery)

R	R Square	Adjusted R Square	Std. Error of the Estimate
.413a	.171	.158	.64238

The ANOVA results in Table 4.30 shows that ($F(1,292) = 60.033, p < 0.05$). This shows that the overall model is significant. The findings imply that political relations were statistically significant in explaining service delivery in counties in Kenya. Therefore, at $p < 0.05$ level of significance, null hypothesis is not supported thus rejected and the alternative hypothesis (H_{a1}) which states that “There is a significant relationship between political relations and service delivery in multi-level systems of governance in counties in Kenya” is accepted implying that political relations have a significant influence on service delivery in multi-level systems of governance in counties in Kenya.

Table 4.30: ANOVA Statistics (Fiscal Relations versus Service Delivery)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	239.170	1	239.170	60.033	.000 ^b
	Residual	1159.484	291	3.984		
	Total	1398.654	292			

Regression of coefficients results in Table 4.31 shows that there is a positive and significant relationship between political relations and service delivery in multi-level systems of governance in counties in Kenya as supported by a $p < 0.05$ and a beta coefficient of 0.489. This implies that a unit increase in political relations would increase the service delivery in the counties of Kenya by 0.489 units. This was supported by the t values whereby $t_{cal} = 6.415 > t_{critical} = 1.96$ at a 95 percent confidence level which depicts that we reject the null and accept the alternative hypothesis. Further, this confirms the positive effect of political relations on service delivery in counties in Kenya. The fitted equation is as shown below: $Y = 6.876 + 0.417X_3$ that is Service Delivery = 6.876 + 0.417 Political Relations

Table 4.31: Regression Coefficients (Political Relations versus Service Delivery)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	6.876	.523		13.147	.000
Political Relations	.417	.065	.421	6.415	.000

The finding is in line with Obicci (2014) who revealed that political decentralization can be used as an instrument to promote the provision of service delivery. The study concluded that political decentralization had a significant effect on service delivery in the ten local governments examined in the study. The findings are also consistent with Sujarwoto (2012) found that effective local political institutions, better-informed citizen and transparency, citizen political participation via community programs, and the presence of the social group in the community are significant for improving local public service performance. The empirical findings suggest that improved local public services performance requires well-functioning local political institutions, better-informed citizens and transparent local government, and effective channels for political participation.

Another study by Enikolopov and Zhuravskaya (2007) based on both cross-section and panel data from developing and transition countries and found that strong national parties (a form of political centralization) combined with fiscal decentralization significantly improves government quality measured both in terms of government efficiency, regulatory quality, control of corruption, and rule of law and in terms of public good provision (health and education outcomes). However, Marchington and Kynighou (2012) using a sample of 101 countries found a negative impact of political decentralization. The researchers concluded that political decentralization, in the form of sub-national elections, bicameralism, and especially federalism and autonomy, tends to mitigate the positive impact of fiscal decentralization on the quality of government.

d) Regression Analysis of Economic Relations versus Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by economic relations (independent variable). It was hypothesized that H_{a4} : There is a significant relationship between economic relations and service delivery of counties in Kenya. To test this hypothesis, the model $Y = \beta_0 + \beta_1 X_4 + \varepsilon$ was fitted. Where Y is service delivery and X_4 is Economic Relations.

Regression model summary results in Table 4.32 indicate the goodness of fit for the regression between economic relations and service delivery was satisfactory in the linear regression model. An R squared of 0.092 indicates that 9.20% of the variations in service delivery in counties in Kenya are explained by the variations in economic relations. However, the model failed to explain at least 90.80% of the variation in service delivery. This means that there are other factors associated with service delivery which were not explained by the model. The correlation coefficient of 0.303 indicates economic relations have a positive correlation with service delivery.

Table 4.32: Model Summary (Economic Relations versus Service Delivery)

R	R Square	Adjusted R Square	Std. Error of the Estimate
.303 a	.092	.074	.35678

The ANOVA results in Table 4.33 shows that ($F(1,292) = 29.486, p < 0.05$). This shows that the overall model is significant. The findings imply that economic relations were statistically significant in explaining service delivery in counties in Kenya. Therefore, at $p < 0.05$ level of significance, null hypothesis is not supported thus rejected and the alternative hypothesis (H_{a1}) which states that “There is a significant relationship between economic relations and service delivery in multi-level systems of governance in counties in Kenya” is accepted implying that economic relations have a significant influence on service delivery in counties in Kenya.

Table 4.33: ANOVA Statistics (Economic Relations versus Service Delivery)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	128.676	1	128.676	29.486	.000 ^b
	Residual	1269.978	291	4.364		
	Total	1398.654	292			

Regression of coefficients results in Table 4.34 shows that there is a positive and significant relationship between economic relations and service delivery in in multi-level systems of governance in counties in Kenya as supported by a $p < 0.05$ and a beta coefficient of 0.352. This implies that a unit increase in economic relations would increase the service delivery in the county governments of Kenya by 0.352 units. This was supported by the t values whereby $t_{cal} = 2.095 > t_{critical} = 1.96$ at a 95 percent confidence level which depicts that we reject the null and accept the alternative hypothesis. Further, this confirms the positive effect of economic relations on service delivery in multi-level systems of governance in counties in Kenya. The fitted equation is as shown below: $Y = 5.897 + 0.352X_4$ that is Service Delivery = 5.897 + 0.352 Economic Relations.

Table 4.34: Regression Coefficients (Economic Relations versus Service Delivery)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.987	.935		6.307	.000
Economic Relations	.352	.168	.341	2.095	.000

The study results corroborate with the findings by Adefeso and Abioro (2016) while studying IGR describes the gamut of activities or interactions that takes place between or among the different levels of government within a country. It covers the combinations and permutations of the relationship between them. Events over the years in Nigeria's

federation have shown the over-dominance of the federal government in relation to IGR, which is not proper, the existing mechanisms and institutions for intergovernmental economic policy coordination are very weak and need to be improved and strengthened. Okonjo-Iweala and Osafo-Kwaako (2007) examined the nature of inter-governmental economic relations and local government in Nigeria. The focus on inter-governmental relations is necessitated by the fact that revenue allocation is an integral aspect of inter-governmental relations in all federation. It is a conflict generating issue, the management of which is very crucial to the survival and growth of local government in Nigeria. The study argues that there is a need for local government financial autonomy for it to perform effectively, and for it to maintain its status as the third tier of government in Nigeria. It concludes that there is an urgent need to address revenue allocations and tax jurisdictions of the local governments in Nigeria to make it a formidable tool for service delivery at the grass root levels.

f) Multiple Regression Results

A multiple regression analysis was conducted to investigate the joint causal relationship between the independent and dependent variables. The regression results in Table 4.35 indicate that the goodness of fit for the regression of independent variables and service delivery in county governments of Kenya is satisfactory. The correlation coefficient (R) of 0.877 shows that there is a positive joint correlation between IGR (administrative relations, fiscal relations, political relations and economic relations) with the service delivery in multi-level systems of governance in counties of Kenya. An R squared of 0.769 indicates that 76.90% of the variations in service delivery in multi-level systems of governance in counties of Kenya are jointly accounted for by the variations in administrative relations, fiscal relations, political relations and economic relations. From this, it can thus be asserted that the variables adopted in the study jointly explained a greater proportion of the variation in service delivery in counties of Kenya and that the unexplained variation is small.

Table 4.35: Model Summary (Combined Effect)

R	R Square	Adjusted R Square	Std. Error of the Estimate
.877	.769	.746	.87655

Before estimation of the regression model, the goodness of fit was performed and the results are presented in Table 4.36 that is ($F = 239.653$, $p\text{-value} < 0.05$). The ANOVA results indicate that the overall model is significant, that is, Administrative Relations, Fiscal Relations, Political Relations and Economic Relations are good joint explanatory variables (significant predictors) for service delivery in counties of Kenya

Table 4.36: ANOVA Statistics (Combined Effect)

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1075.565	4	268.891	239.653	.000 ^b
Residual	323.089	288	1.122		
Total	1398.654	292			

Further, the study ran the procedure of obtaining the regression coefficients, and the results were as shown in Table 4.37. The coefficients or beta weights for each variable allows the researcher to compare the relative importance of each independent variable. In this study, the unstandardized coefficients and standardized coefficients are given for the multiple regression equations. However, discussions are based on the unstandardized coefficients. The Multiple regression model equation would be ($Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + \epsilon$) becomes: $Y = 8.765 + 0.613X_1 + 0.767X_2 + 0.736X_3 + 0.543X_4$. This indicates that Service delivery in Counties = $8.765 + 0.613$ (Administrative Relations) + 0.767 (Fiscal Relations) + 0.767 (Political Relations) + 0.543 (Economic Relations). According to the regression equation established, taking all factors into account (Administrative relations, fiscal relations, political relations and economic relations) constant at zero, service delivery in counties was 8.765.

Table 4.37: Regression Coefficient Results (Combined Effect)

	Unstandardized		Standardized	T	P-value.
	Coefficients		Coefficients		
	B	Std. Error	B		
(Constant)	8.765	.987		8.880	.000
Administrative Relations	.613	.199	.456	3.080	.000
Fiscal Relations	.767	.208	.643	3.687	.000
Political Relations	.736	.211	.602	3.488	.000
Economic Relations	.543	.267	.406	2.034	.000

Findings in Table 4.37 show that administrative relations had coefficients of the estimate which was significant basing on $\beta_1 = 0.613$ (p-value = 0.003 which is less than $\alpha = 0.05$). Also, the effect of administrative relations is more than the effect attributed to the error and supported by the t values whereby $t_{cal} = 3.080 > t_{critical} = 1.96$ at a 5 per cent level of significance, thus we conclude that there is a significant relationship between administrative relations and service delivery in county governments in Kenya. The findings are consistent with Freinkman and Plekhanov (2009) who concluded that administrative decentralization has led to increased access to agricultural extension services, and greater use of modern agricultural inputs, such as fertilizer and improved seed. Obicci (2014) also concluded that administrative decentralization had positive and significant effects on service delivery (access to health care and improved water provision)

In addition, the findings indicate that fiscal relations had coefficients of estimate which was significant basing on $\beta_2 = 0.767$ (p-value = 0.000 which is less than $\alpha = 0.05$). Also, the effect of fiscal relations is more than the effect attributed to the error and supported

by the t values whereby $t_{cal} = 3.687 > t_{critical} = 1.96$ at a 5 percent level of significance, thus we conclude that there is a significant relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya. These results are in line with those of Olatona and Olomola (2015) who concluded that fiscal decentralization had significant positive effects on service delivery. Additionally, Freinkman and Plekhanov (2009) also concluded that decentralization positively influenced the quality of municipal utility provision in Russia

Further, the findings indicate that political relations had coefficients of the estimate which was significant basing on $\beta_3 = 0.736$ (p-value = 0.002 which is less than $\alpha = 0.05$). Also, the effect of political relations is more than the effect attributed to the error and supported by the t values whereby $t_{cal} = 3.348 > t_{critical} = 1.96$ at a 5 percent level of significance, thus we conclude that there is a significant relationship between political relations and service delivery in county governments in Kenya. These findings support those of Obicci (2014) who concluded that political decentralization had a significant effect on service delivery in the ten local governments examined in the study. Furthermore, Sujarwoto (2012) also concluded that political decentralization (local political institutions, better informed citizen and transparency, citizen political participation via community programs, and the presence of the social group in the community) is significant for improving local public service performance.

The findings indicate that economic relations had a coefficient of the estimate which was significant basing on $\beta_4 = 0.543$ (p-value = 0.004 which is less than $\alpha = 0.05$). Also, the effect of economic relations is more than the effect attributed to the error and supported by the t values whereby $t_{cal} = 2.034 > t_{critical} = 1.96$ at a 5 percent level of significance, thus we conclude that there is a significant relationship between economic relations and service delivery in county governments in Kenya. The study thus concluded that there is a positive and significant relationship between economic relations and service delivery in counties in Kenya. These results support those of Wagana (2017) who concluded that

citizens' involvement in the economic relations and process of public services leads to better services.

4.7.3. Test of Moderator

The fifth study objective sought to establish whether public participation moderates the relationship between IGR (administrative, fiscal, political and economic relations) and service delivery in multi-level systems of governance in counties in Kenya. The study hypothesized as follows: Hypothesis five (Ha₅): Public participation moderates the relationship between Inter-governmental relations and service delivery in multi-level systems of governance in counties in Kenya.

A moderator variable influences the relationship between the dependent variable and the independent variable. The direction and magnitude of the relationship depend on the value of the moderator (Yin, 2017). This study identified public participation as a moderator variable affecting the relationship between IGR (administrative, fiscal, political and economic relations) (independent variable) and dependent variable (service delivery in multi-level systems of governance in counties in Kenya). The study performed regression analysis to test the moderating effect of public participation on the relationship between IGR (administrative, fiscal, political and economic relations) and service delivery in multi-level systems of governance in counties in Kenya. Using moderated multiple regression (MMR) analysis in this study, the moderating effect of the variable (interaction term) was analyzed by interpreting the R² change in them and by interpreting the regression coefficients for the interaction term obtained from the coefficients tables.

i. Moderating Effect of Public Participation on Administrative Relations and Service Delivery

It was hypothesized that “Public participation moderates the relationship between administrative relations and service delivery in multi-level systems of governance in counties in Kenya”. To test the hypothesis, the following models were fitted;

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

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

Where Y is service delivery, X_1 is Administrative relations, Z is public participation and $X_1 Z$ is interaction term (Administrative relations*Public Participation).

Model 1a represents the regression model with the independent variable (Administrative relations) and the moderator (public participation) as a predictor. As shown in Table 4.38, the model shows that the association between administrative relations and service delivery in the county governments of Kenya with public participation as a predictor was significant [$F(2,290) = 21.096$, $p\text{-value} < 0.05$]. With $R^2 = 0.127$, the results indicate that the percentage of variation accounted for by the model increased from 9.5% to 12.7% (see Table 4.23). This implies therefore that the moderator as a predictor explained 3.2% variation in service delivery in the counties of Kenya.

Further, Model 2a represents results after the interaction term (Administrative relations*Public participation) was added into the model. The results indicated that the inclusion of the interaction term resulted in an increase of R^2 from 12.70% to 14.30%. This indicates a relationship between service delivery in the counties of Kenya and administrative relations, public participation and moderated administrative relations (administrative relations * public participation). The findings revealed that the model remained significant when the product term was introduced and there was a positive change in R-square. Therefore, it can be concluded that public participation had a

significant moderation effect on the relationship between administrative relations and service delivery in multi-level systems of governance in counties in Kenya.

Table 4.38: Moderated Model Summary (Administrative Relations and Service Delivery)

Model	R	Change Statistics							Sig. F Change
		R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df1	df2	
1a	.356 ^a	.127	.109	.45365	.051	21.096	2	290 ^a	.003
2a	.378 ^b	.143	.138	.08747	.125	16.076	3	289 ^b	.000

The results in Table 4.39 [F(2,290) = 21.096, p-value < 0.05] implied that there is a significant relationship between service delivery in the counties in Kenya and administrative relations and public participation. The F-statistics for the model 2a F(3,289) = 16.076, p-value < 0.05 shows that there was a significant relationship between service delivery in the counties in Kenya and administrative relations, public participation and moderated administrative relations (Administrative relations * Public Participation). It can then be concluded that the two models are significantly valid.

Table 4.39: ANOVA Moderated (Administrative Relations and Service Delivery)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1a	Regression	177.629	2	88.814	21.096	.000 ^b
	Residual	1221.025	290	4.210		
	Total	1398.654	292			
2a	Regression	200.007	3	66.669	16.076	.000 ^c
	Residual	1198.647	289	4.147		
	Total	1398.654	292			

The results in Table 4.40 shows that Model 1a Beta coefficient for administrative relations was statistically significant ($\beta = 0.213$, $t = 7.654$, $p < 0.05$). The results revealed that for a 1-unit increase in administrative relations, the service delivery is predicted to vary by 0.213, given that public participation is held constant. As shown in Table 4.43, Model 1a indicates that Beta coefficient for public participation as a predictor was significant ($\beta = 0.145$, $t = 3.927$, $p < 0.05$), meaning that for one unit increase in public participation, service delivery increases by about 0.145 units given that administrative relations are held constant. The findings confirm that public participation is a significant variable in the relationship between administrative relations and service delivery.

The model equation for administrative relations and public participation as a predictor is, therefore: $Y = 1.987 + 0.231X_1 + 0.145Z$

Where Y is service delivery, X_1 is administrative relations and Z is public participation

The result for the coefficient in Table 4.40 model 2a indicates that interaction effect of public participation on the relationship between administrative relations and service delivery was significant ($\beta = 0.235$, $t = 7.989$, $p < 0.05$). This implies that the interaction term did add predictive power to the model. With $p < 0.05$, the study accepted the alternate hypothesis and it was concluded that public participation significantly moderates the relationship between administrative relations and service delivery in county governments in Kenya.

The model equation for the moderating effect is: $Y = 1.432 + 0.324X_1 + 0.132Z + 0.235X_1*Z$

Where Y is service delivery, X_1 is administrative relations, Z is public participation and X_1*Z is the interaction between administrative relations and public participation.

Table 4.40: Regression Coefficient Moderated (Administrative Relations and Service Delivery)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig
		B	Std. Error	Beta		
1a	(Constant)	1.987	.687		2.890	.000
	Administrative Relations	.231	.030	.231	7.654	.000
	Public Participation	.145	.036	.041	3.927	.000
2a	(Constant)	1.432	.215		6.654	.000
	Administrative Relations	.324	.041	.216	7.876	.000
	Public Participation	.132	.034	.038	3.847	.000
	Administrative Relations* Public Participation	.235	.029	.060	7.989	.000

In addition, based on the p-value of the coefficient of the interaction between administrative relations and public participation, which is less than 0.05, it was determined that public participation influence the relationship between administrative relations and service delivery in county governments of Kenya. Public Participation have a positive moderating effect on the relationship between administrative relations and service delivery in county governments of Kenya. The Figure 4.1 shows a graphical presentation of the model. With low public participation the slope of the relationship between administrative relations and service delivery in counties in Kenya is slightly negative. With increase in levels of public participation the slope of the relationship between administrative relations and service delivery in counties in Kenya gets steeper. The high level of public participation results into a stronger influence of administrative relations on service delivery in counties of Kenya.

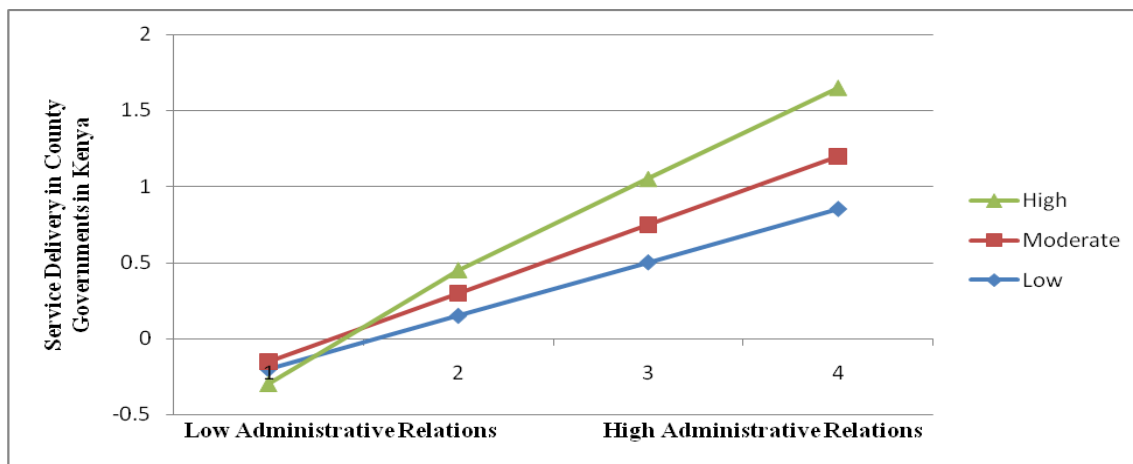


Figure 4.1: Moderation Effect (Administrative Relations and Service Delivery)

The study findings are in line by Mutisya (2018) who examined the impact of public participation on the development programs of Makueni County government. The general objective of this study was to assess the impact of public participation on the development programs of Makueni County government. The study revealed that due to inadequate publicity of public participation opportunities, constituents did not fully embrace it, prioritisation of development programs has involved the public on lower levels but has ceded ground to technocrats on higher levels, and that none of the sampled respondents participated in project evaluation of development programs. The study recommended that the Makueni County government should publicise more the available public participation forums, amend the structure of the development program cycle to involve the public in the steps to project prioritisation, and roll out on a wider scale civic education and training on project monitoring and evaluation. Similarly, Kakumba (2010) findings acknowledged achievements in human development, arising from citizen participation and representation, but these are yet to be translated into empowerment and shared benefits for the rural poor in Uganda. Whereas some powers and functions have been devolved to local governments, the cardinal goals of decentralization seem to be elusive, whereby there is less support of the community's role in raising resources for local development, demanding accountability from their leaders, participating in the

planning, and choosing their leaders without manipulation from the local 'elite' at the time of elections. The unfolding central government (CG) control rekindles the 'recentralization' of decentralization. It is argued that tackling rural development in predominantly agricultural economies like that of Uganda requires participation to link to mechanisms that can boost agricultural production, increased employment and household incomes. Likewise, the central government's conceived development strategies should enlist participation in order to attain strong local ownership and empowerment.

ii. Moderating Effect of Public Participation on Fiscal Relations and Service Delivery

It was hypothesized that “Public participation moderates the relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya”. To test the hypothesis, the following models were fitted;

$$\text{Model 1a: } Y = \beta_0 + \beta_1 X_2 + \beta_2 Z + \varepsilon$$

$$\text{Model 2a: } Y = \beta_0 + \beta_1 X_2 + \beta_2 Z + \beta_3 X_2 Z + \varepsilon.$$

Where Y is service delivery, X₂ is Fiscal relations, Z is public participation and X₂Z is interaction term (Fiscal relations*Public Participation).

Model 1a represents the regression model with the independent variable (Fiscal relations) and the moderator (public participation) as a predictor. As shown in Table 4.41, the model shows that the association between fiscal relations and service delivery in the counties in Kenya with public participation as a predictor was significant [F(2,290)=57.232, p-value < 0.05]. With R² = 0.283, the results indicate that the percentage of variation accounted for by the model increased from 20.80% to 28.30% (see Table 4.26). This implies therefore that the moderator as a predictor explained 7.50% variation in service delivery in the counties in Kenya. Further, Model 2a

represents results after the interaction term (Fiscal relations*Public participation) was added into the model. The results indicated that the inclusion of the interaction term resulted in an increase of R² from 28.30% to 32.10%. This indicates a relationship between service delivery in the counties of Kenya and fiscal relations, public participation and moderated fiscal relations (Fiscal relations * public participation). The findings revealed that the model became significant (p<0.05) when the product term was introduced and there was a positive change in R-square. Therefore, it can be concluded that public participation had a significant moderation effect on the relationship between fiscal relations and service delivery in the counties in Kenya.

Table 4.41: Moderated Model Summary (Fiscal Relations and Service Delivery)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1a	.532 ^a	.283	.251	.34657	.654	57.232	2	290 ^a	.000
2a	.567 ^b	.321	.297	.65438	.321	45.543	3	289 ^b	.020

The results in Table 4.42 [F(2,290) =57.232, p-value < 0.05] implied that there is a significant relationship between service delivery in the counties in Kenya and fiscal relations and public participation. The F-statistics for the model 2a [F(3,289)= 45.543, p-value < 0.05) shows that there was a significant relationship between service delivery in the counties Kenya and fiscal relations, public participation and moderated fiscal relations (Fiscal relations * Public Participation). It can then be concluded that the two models are significantly valid.

Table 4.42: ANOVA Moderated (Fiscal Relations and Service Delivery)

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1a	Regression	395.819	2	197.909	57.232	.000 ^b
	Residual	1002.835	290	3.458		
	Total	1398.654	292			
2a	Regression	448.968	3	149.656	45.543	.000 ^c
	Residual	949.686	289	3.286		
	Total	1398.654	292			

The results in Table 4.43 shows that Model 1a Beta coefficient for fiscal relations was statistically significant ($\beta = 0.306$, $t = 8.432$, $p < 0.05$). The results revealed that for a 1-unit increase in fiscal relations, the service delivery is predicted to vary by 0.306, given that public participation is held constant. As shown in Table 4.46, Model 1a indicates that Beta coefficient for public participation as a predictor was significant ($\beta = 0.223$, $t = 5.868$, $p < 0.05$), meaning that for one unit increase in public participation, service delivery increases by about 0.223 units given that fiscal relations are held constant. The findings confirm that public significantly moderates the relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya. The model equation for fiscal relations and public participation as a predictor is, therefore: $Y = 3.247 + 0.306X_2 + 0.223Z$; Where Y is service delivery, X_2 is fiscal relations and Z is public participation.

The result for the coefficient in Table 4.43 model 2a further indicates that interaction effect of public participation on the relationship between fiscal relations and service delivery was significant ($\beta = 0.309$, $t=7.075$, $p < 0.05$). This implies that the interaction term did add predictive power to the model. With $p < 0.05$, the study accepted the alternate hypothesis and it was concluded that public participation significantly moderates the relationship between fiscal relations and service delivery in multi-level

systems of governance in counties in Kenya. The model equation for the moderating effect is: $Y = 3.128 + 0.310X_2 + 0.265Z + 0.309X_2*Z$; Where Y is service delivery, X₂ is fiscal relations, Z is public participation and X₂*Z is the interaction between fiscal relations and public participation.

Table 4.43: Regression Coefficient Moderated (Fiscal Relations and Service Delivery)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig
	B	Std. Error	Beta		
1a (Constant)	3.247	.837		3.875	.000
Fiscal Relations	.306	.036	.297	8.432	.000
Public Participation	.223	.038	.041	5.868	.000
2a (Constant)	3.128	.575		5.432	.000
Fiscal Relations	.310	.043	.267	7.087	.000
Public Participation	.265	.038	.038	6.847	.000
Fiscal Relations * Public Participation	.309	.043	-.060	7.075	.000

Moreover, based on the p-value of the coefficient of the interaction between fiscal relations and public participation, which is less than 0.05, it was determined that public participation influence the relationship between fiscal relations and service delivery in county governments of Kenya. Public Participation have a positive moderating effect on the relationship between fiscal relations and service delivery in counties in Kenya. The Figure 4.2 shows a graphical presentation of the model. With low public participation the slope of the relationship between fiscal relations and service delivery in counties in Kenya is slightly negative. With increase in levels of public participation the slope of the

relationship between fiscal relations and service delivery in counties in Kenya gets steeper. The high level of public participation results into a stronger influence of fiscal relations on service delivery in counties of Kenya

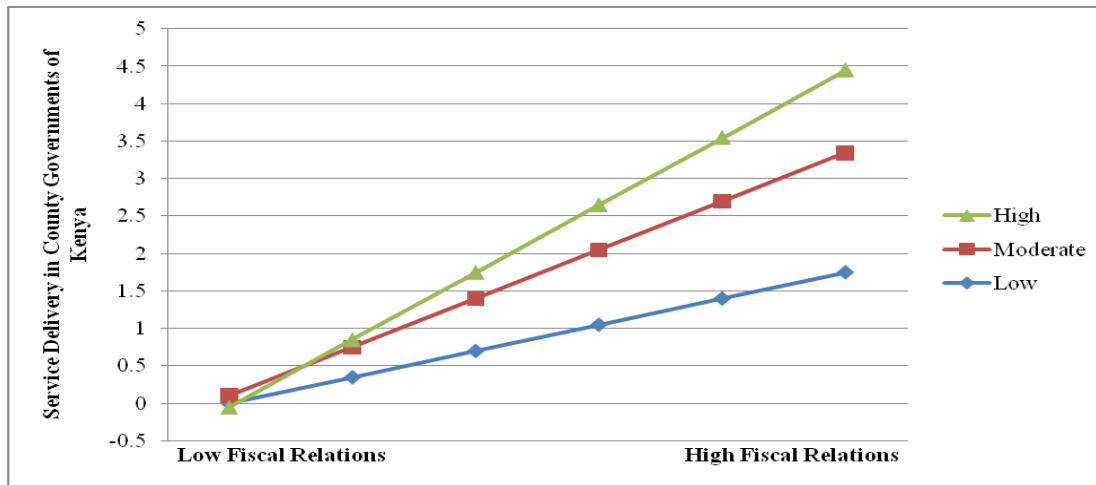


Figure 4.2: Moderation Effect (Fiscal Relations and Service Delivery)

The findings are consistent with Mugambi and Wanjohi (2018) who argues that public participation does not affect governance and the speed of service delivery. The study further established that overcrowding was still evident despite the public participation in the government. However, the findings are in contradiction with Bhuiyan (2011) who reported that the impact of public participation on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of e-government accrues benefits. Similarly, the findings that e-government does not moderate the relationship between fiscal decentralization and service delivery in county governments in Kenya are in contradiction with Krishnan and Teo (2012) who found that political stability, government effectiveness, and rule of law moderated the relationship of public participation with IGR relations and development in a positive direction, voice and accountability and control of corruption moderated the relationship positively.

ii. Moderating Effect of Public Participation on Political Relations and Service Delivery

It was hypothesized that “Public participation moderates the relationship between political relations and service delivery in multi-level systems of governance in counties in Kenya”. To test the hypothesis, the following models were fitted;

$$\text{Model 1a: } Y = \beta_0 + \beta_1 X_3 + \beta_2 Z + \varepsilon$$

$$\text{Model 2a: } Y = \beta_0 + \beta_1 X_3 + \beta_2 Z + \beta_3 X_3 Z + \varepsilon.$$

Where Y is service delivery, X_3 is Political relations, Z is public participation and X_3Z is interaction term (Political relations*Public Participation).

Model 1a represents the regression model with the independent variable (Political relations) and the moderator (public participation) as a predictor. As shown in Table 4.44, the model shows that the association between political relations and service delivery in the county governments of Kenya with public participation as a predictor was significant [F(2,290)=57.232, p-value < 0.05]. With $R^2 = 0.261$, the results indicate that the percentage of variation accounted for by the model increased from 17.10% to 26.10% (see Table 4.29). This implies therefore that the moderator as a predictor explained 9.00% variation in service delivery in the counties in Kenya.

Further, Model 2a represents results after the interaction term (Political relations*Public participation) was added into the model. The results indicated that the inclusion of the interaction term resulted in an increase of R^2 from 26.10% to 27.70%. This indicates a relationship between service delivery in the county governments of Kenya and political relations, public participation and moderated political relations (Political relations * public participation). The findings revealed that the model became significant (p<0.05) when the product term was introduced and there was a positive change in R-square. Therefore, it can be concluded that public participation had a significant moderation

effect on the relationship between political relations and service delivery in counties in Kenya.

Table 4.44: Moderated Model Summary (Political Relations and Service Delivery)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df 1	df 2	Sig. Change
1a	.511 ^a	.261	.232	.12876	.342	21.096	2	29	.000
2a	.526 ^b	.277	.251	.76548	.379	16.076	3	28	.020

The results in Table 4.45 [F(2,290) =57.232, p-value < 0.05] implied that there is a significant relationship between service delivery in the counties in Kenya and political relations and public participation. The F-statistics for the model 2a [F(3,289)= 36.908, p-value < 0.05) shows that there was a significant relationship between service delivery in the counties in Kenya and political relations, public participation and moderated political relations (political relations * Public Participation). It can then be concluded that the two models are significantly valid.

Table 4.45: ANOVA Moderated (Political Relations and Service Delivery)

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1a	Regression	365.049	2	182.524	51.227	.000 ^b
	Residual	1033.315	290	3.563		
	Total	1398.654	292			
2a	Regression	387.427	3	129.142	36.908	.000 ^c
	Residual	1011.227	289	3.499		
	Total	1398.654	292			

The results in Table 4.46 shows that Model 1a Beta coefficient for political relations was statistically significant ($\beta = 0.291$, $t = 8.546$, $p < 0.05$). The results revealed that for a 1-unit increase in political relations, the service delivery is predicted to vary by 0.291, given that public participation is held constant. As shown in Table 4.49, Model 1a indicates that Beta coefficient for public participation as a predictor was significant ($\beta = 0.169$, $t = 2.989$, $p < 0.05$), meaning that for one unit increase in public participation, service delivery increases by about 0.169 units given that political relations are held constant. The findings confirm that public significantly moderates the relationship between political relations and service delivery in counties in Kenya. The model equation for political relations and public participation as a predictor is, therefore: $Y = 3.456 + 0.291X_3 + 0.169Z$

Where Y is service delivery, X_3 is political relations and Z is public participation

The result for the coefficient in Table 4.46 model 2a further indicates that interaction effect of public participation on the relationship between political relations and service delivery was significant ($\beta = 0.298$, $t=9.345$, $p < 0.05$). This implies that the interaction term did add predictive power to the model. With $p < 0.05$, the study accepted the alternate hypothesis and it was concluded that public participation significantly moderates the relationship between political relations and service delivery in counties in Kenya. The model equation for the moderating effect is: $Y = 3.456 + 0.293X_3 + 0.242Z + 0.298X_3*Z$

Where Y is service delivery, X_3 is Political relations, Z is public participation and X_3*Z is the interaction between political relations and public participation.

Table 4.46: Regression Coefficient Moderated (Political Relations and Service Delivery)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig
	B	Std. Error	Beta		
1a (Constant)	3.456	.912		3.786	.000
Political Relations	.291	.033	.289	8.546	.000
Public participation	.169	.056	.041	2.989	.000
2a (Constant)	3.456	.627		5.511	.000
Political Relations	.293	.034	.316	8.578	.000
Public participation	.242	.062	.038	3.847	.000
Political Relations* Public participation	.298	.032	.060	9.345	.000

Further, as illustrated in Figure 4.3 public participation was also found to have a positive influence on the relationship between political relations and service delivery in counties in Kenya. The p-value of the interaction variable between public participation and service delivery in counties of Kenya was less than 0.05 implying significance. The figure below shows the graphical presentation of the model. With low public participation the slope of the relationship between service delivery in counties in Kenya and political relations shows a low relationship. With increasing public participation, the slope gets steeper and stronger influence of political relations on service delivery in counties in Kenya.

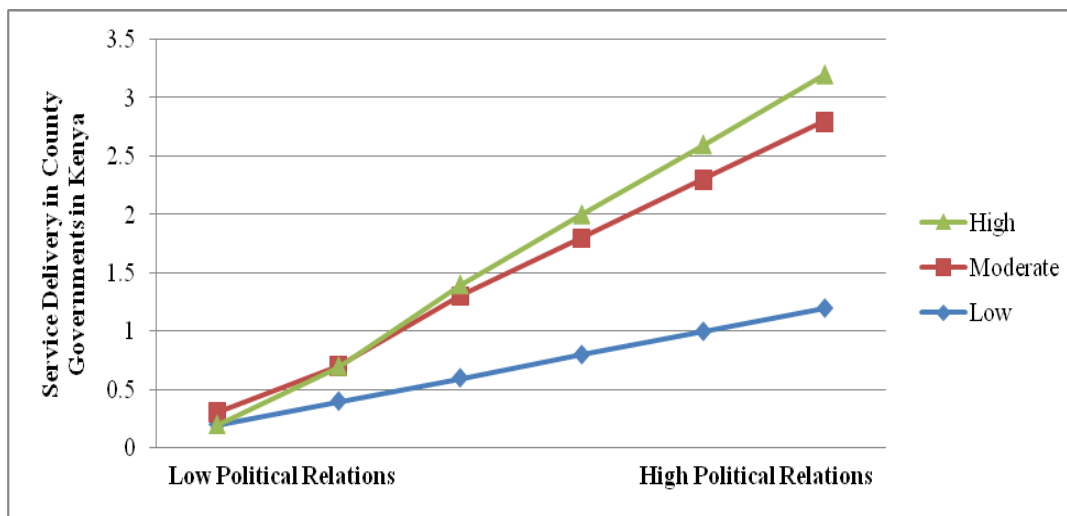


Figure 4.3: Moderation Effect (Political Relations and Service Delivery)

The findings are consistent with Mugambi and Wanjohi (2018) who argued that political relations do affect governance and the speed of service delivery. The study further established that overcrowding was still evident despite the adoption of public participation in the government. However, the findings are in contradiction with Bhuiyan (2011) who reported that the impact public participation on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of public participation accrues benefits. Similarly, the findings that participation does moderate the relationship between political relations and service delivery in multi-level systems of governance in counties in Kenya are in contradiction with Krishnan and Teo (2012) who found that political stability, government effectiveness, and rule of law moderated the relationship of public participation in a positive direction, voice and accountability and control of corruption moderated the relationship positively.

iii. Moderating Effect of Public Participation on Economic Relations and Service Delivery

It was hypothesized that “Public participation moderates the relationship between economic relations and service delivery in multi-level systems of governance in counties in Kenya”. To test the hypothesis, the following models were fitted:

$$\text{Model 1a: } Y = \beta_0 + \beta_1 X_4 + \beta_2 Z + \varepsilon$$

$$\text{Model 2a: } Y = \beta_0 + \beta_1 X_4 + \beta_2 Z + \beta_3 X_4 Z + \varepsilon.$$

Where Y is service delivery, X_4 is Economic relations, Z is public participation and X_4Z is interaction term (Economic relations*Public Participation).

Model 1a represents the regression model with the independent variable (Economic relations) and the moderator (public participation) as a predictor. As shown in Table 4.47, the model shows that the association between Economic relations and service delivery in the counties in Kenya with public participation as a predictor was significant [F(2,290) = 16.831, p-value < 0.05]. With $R^2 = 0.104$, the results indicate that the percentage of variation accounted for by the model increased from 9.20% to 10.40% (see Table 4.32). This implies therefore that the moderator as a predictor explained 1.20% variation in service delivery in the counties in Kenya.

Further, Model 2a represents results after the interaction term (Economic relations*Public participation) was added into the model. The results indicated that the inclusion of the interaction term resulted in an increase of R^2 from 10.40% to 11.20%. This indicates a relationship between service delivery in the counties in Kenya and Economic relations, public participation and moderated political relations (Political relations * Public participation). The findings revealed that the model became significant ($p < 0.05$) when the product term was introduced and there was a positive change in R-square. Therefore, it can be concluded that public participation had a significant

moderation effect on the relationship between Economic relations and service delivery in the counties in Kenya.

Table 4.47: Moderate Model Summary (Economic Relations and Service Delivery)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df 1	df 2	Sig. F Change
1a	.322	.104	.088	.27321	.025	16.83	2	29	.000
2a	.336	.112	.104	.82193	.163	12.14	3	28	.020

The results in Table 4.48 [F(2,290) =16.831, p-value < 0.05] implied that there is a significant relationship between service delivery in the county governments of Kenya and Economic relations and public participation. The F-statistics for the model 2a [F(3,289)= 12.149, p-value < 0.05) shows that there was a significant relationship between service delivery in the counties in Kenya and Economic relations, public participation and moderated Economic relations (Economic relations * Public Participation). It can then be concluded that the two models are significantly valid.

Table 4.48: ANOVA Moderated (Economic Relations and Service Delivery)

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1a	Regression	145.460	2	72.730	16.831	.000 ^b
	Residual	1253.194	290	4.321		
	Total	1398.654	292			
2a	Regression	156.649	3	52.216	12.149	.000 ^c
	Residual	1242.005	289	4.298		
	Total	1398.654	292			

The results in Table 4.49 shows that Model 1a Beta coefficient for Economic Relations was statistically significant ($\beta = 0.243$, $t = 8.872$, $p < 0.05$). The results revealed that for a 1-unit increase in Economic relations, the service delivery is predicted to vary by 0.243, given that public participation is held constant. As shown in Table 4.49, Model 1a indicates that Beta coefficient for public participation as a predictor was significant ($\beta = 0.145$, $t = 3.325$, $p < 0.05$), meaning that for one unit increase in public participation, service delivery increases by about 0.145 units given that Economic relations are held constant. The findings confirm that public participation is a significant moderator in the relationship between Economic relations and service delivery. The model equation for Economic relations and public participation as a predictor is, therefore,

$$Y = 2.678 + 0.243X_4 + 0.145Z$$

Where Y is service delivery, X_4 is Economic relations and Z is public participation

The result for the coefficient in Table 4.49 model 2a further indicates that interaction effect of public participation on the relationship between Economic relations and service delivery was significant ($\beta = 0.245$, $t = 6.218$, $p < 0.05$). This implies that the interaction term did add predictive power to the model. With $p < 0.05$, the study accepted the alternate hypothesis and it was concluded public participation significantly moderates the relationship between Economic relations and service delivery in counties in Kenya.

The model equation for the moderating effect is:

$$Y = 2.879 + 0.268X_4 + 0.187Z + 0.245X_4 * Z$$

Where Y is service delivery, X_4 is Economic relations, Z is public participation and $X_4 * Z$ is the interaction between Economic relations and public participation.

Table 4.49: Regression Coefficient Moderated (Economic Relations and Service Delivery)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig
	B	Std. Error	Beta		
1a (Constant)	2.678	.546		4.898	.000
Economic Relations	.243	.027	.267	8.872	.000
Public Participation	.145	.043	.041	3.325	.000
2a (Constant)	2.879	.564		5.098	.000
Economic Relations	.268	.035	.267	7.549	.000
Public Participation	.187	.076	.038	2.456	.000
Economic Relations * Public Participation	.245	.039	.060	6.218	.000

Finally, based on the p-value of the coefficient of the interaction between economic relations and public participation, which is less than 0.05, it was determined that public participation moderates the relationship between economic relations and service delivery in counties in Kenya. Public Participation has a positive moderating effect on the relationship between economic relations and service delivery in multi-level systems of governance in counties of Kenya. The Figure 4.4 shows a graphical presentation of the model. With low public participation the slope of the relationship between economic relations and service delivery in counties in Kenya is slightly negative. With increase in levels of public participation the slope of the relationship between economic relations and service delivery in county governments of Kenya gets steeper. The high level of public participation results into a stronger influence of economic relations on service delivery in county governments of Kenya

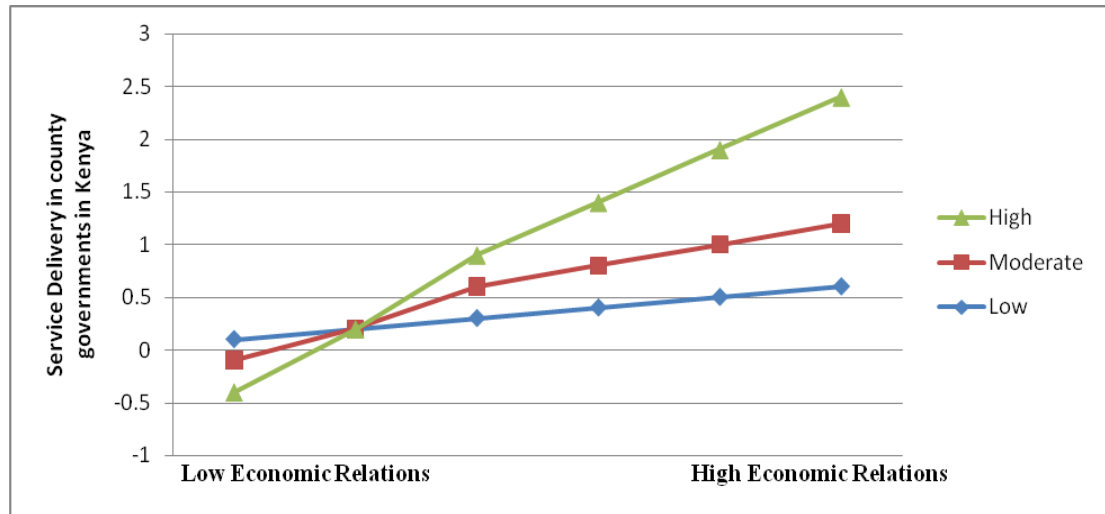


Figure 4.4: Moderation Effect (Economic Relations and Service Delivery)

The study findings are in line with the findings by Kaseya and Kihonge (2016) established and conveyed two distinct concepts are named government and governance through inter-governmental relations, which are interrelated in the local public service delivery and quality improvement processes. At the same time local public administration has to find suitable ways not only to increase effectiveness in service delivery but also to empower citizens as public service users to take more active role in the governance process of services. Public participation should be a part of democratic public service delivery and primarily means incorporation of those, who are affected by the performance of the service organization. The study enhances democratization of public services which is necessary and appropriate in order to improve institutional performance in the delivery of public services and to increase citizen satisfaction about public service quality.

vi) Moderating Effect of Public Participation on Joint Relationship between Inter-Governmental Relations and Service delivery

The study tested the fifth hypothesis. H_a : Public Participation positively and significantly moderates the relationship between Inter-governmental relations and service delivery in multi-level systems of governance in counties in Kenya

$$\text{Model 1j: } Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 Z + \epsilon, (i=1, 2, 3, 4, 5)$$

$$\text{Model 2j: } Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 Z + \beta_{iZ} X_i Z + \epsilon, (i=1,2,3,4)$$

Where Y is Service delivery, X_1 is Administrative Relations, X_2 is Fiscal Relations, X_3 is Political Relations and X_4 is Economic Relations, Z is Public Participation and β_{iZ} is the coefficient of $X_i * Z$ the interaction term between public participation and each of the independent variables for $i = 1, 2, 3, 4$.

Model 1j represents the regression model with the independent variables (administrative relations, fiscal relations, political relations and Economic relations) and the moderator (Public participation) as a predictor. As shown in Table 4.50, the moderator as a predictor was significant in the model. This shows that the joint relationship between Inter-governmental relations and service delivery with public participation as a predictor was significant ($F(5, 287) = 265.212, p < 0.05$). With $R^2 = 0.822$, the results indicate that the percentage of variation accounted for by the model increased from 76.90 % to 82.20 % (see Table 4.35). This means that when the moderator (public participation) was introduced as a predictor in the joint model, the model gained 5.3% of its predictive power.

Table 4.50: Model Summary Joint Moderated

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1j	.822	.802		.54398	.095	265.212	5	287	.000
	.937	.914		.27654	.005	468.215	6	283	.000
2j						155		8	
								6	

Further, to measure the validity of the model, Table 4.51 indicate F-statistics model 1ja [F(5,287= 265.212, p-value < 0.05] show that there is a significant relationship between administrative, fiscal relations, political relations economic relations and service delivery in the counties of Kenya and at least one slope (β coefficient) is not zero. Also when public participation was added into the analysis, the resulting model (Model 1j) was statistically significant (p-value < 0.05) suggesting that public participation is a significant predictor of service delivery in the counties in Kenya. Finally, when the product terms were introduced into the analysis (Model 2ja), the F-statistics [F(9,283 = 468.215, p-value < 0.05), the model was statistically significant suggesting that independent variables (administrative, fiscal relations, political relations economic relations), public participation and moderated variables are significant predictors of service delivery in the counties in Kenya.

Further, Model 2ja represents the regression model with the independent variable, the moderating variable and the interaction term. The results in Table 4.51 indicates that the inclusion of the interaction term resulted into an increase of R² by 1.15% [F(9,283 = 468.215, p-value < 0.05)]. The model was also significant (p=<0.05) showing the presence of moderating effect. Using the results in Table 4.51, the study rejected the null hypothesis and accepted the alternative hypothesis which stated that “Public participation positively and significantly moderates the relationship between inter-

governmental relations and service delivery in multi-level systems of governance in counties in Kenya”

Table 4.51: ANOVA for Joint Moderated Model

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1ja	Regression	1149.694	5	229.939	265.212	.000 ^b
	Residual	248.960	287	.867		
	Total	1398.654	292			
2ja	Regression	1310.539	9	145.615	468.215	.000 ^c
	Residual	88.115	283	.311		
	Total	1398.654	292			

Finally, Table 4.52 for model 1ja showed the Beta coefficient for public participation as a predictor was significant ($\beta = 0.516$, $t = 5.015$, $p < 0.05$), meaning that for one unit increase in public participation index, service delivery increases by about 0.516 units. The model equation is: $Y = 0.366 + 0.405X_1 + 0.395X_2 + 0.378 X_3 + 0.421 X_4 + 0.516Z$

Besides, the study found that public participation does significantly moderate Inter-governmental relations and service delivery ($p < 0.05$). The results revealed that public participation does moderate the relationship between Inter-governmental relations and service delivery in the counties in Kenya.

Table 4.52: Regression Coefficients for Joint Moderated Model

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1ja	(Constant)	.366	.149		2.456	.034
	Administrative Relations	.405	.151	.389	2.680	.013
	Fiscal Relations	.395	.184	.326	2.148	.022
	Political Relations	.378	.187	.292	2.024	.032
	Economic Relations	.421	.139	.391	3.032	.011
	Public Participation	.516	.103	.455	5.015	.006
2ja	(Constant)	.328	.150		2.175	.025
	Administrative Relations	.264	.121	.256	2.189	.021
	Fiscal Relations	.256	.122	.235	2.099	.032
	Political Relations	.253	.126	.243	2.013	.041
	Economic Relations	.278	.124	.246	2.243	.022
	Public Participation	.314	.109	.284	2.878	.014
	Administrative Relations* Public Participation	.215	.066	.223	3.034	.033
	Fiscal Relations* Public Participation	.322	.058	.287	5.543	.010
	Political Relations* Public Participation	.243	.077	.030	3.145	.023
	Economic Relations* Public Participation	.253	.060	.250	4.234	.014

Further, the study is also in tandem with the findings by Arale and Kiruthu (2019) who concluded that citizen participation in form of consultation, collaborative planning, public-private partnerships and public education with the counties should be improved. The study recommends County citizens to consult more with the County through attitude surveys and participating in open forum meetings and participate public hearings so as improve the service delivery counties. There is need for the citizens of counties to have more deliberations with the county by participating in advisory boards, project implementation and in project feasibility analysis since this can improve the service delivery in the counties. Finally, the study recommended that the citizens of counties to improve their information exchange with the counties by accessing counties website

materials and participating more in mutual benchmarking and workshops so as to boost their service delivery in the governments of Kenya.

There is evidence that resource mobilization, public participation and accountability influences the level of service delivery in county Governments in Kenya (Muthui, 2016). The study established that county governments need to increase the allocation of financial resources to key community concerns in the priority of access to health facilities, accessible roads, access to clean and safe water and access to education and electricity. Further, it has also been established that although the Executive and the MCAs have ruled out any effect of ethical bottlenecks on the county performance, it is highly seen as the cause of poor county performance. There was a significant relationship between quality service delivery and relevance of existing policies and strategic plans and also a significant relationship between quality service delivery and need to improve CIDP (Nyaga & Nzulwa, 2017). In Kenya, since the devolved functions became in place Roads and Public works department have been the most efficient followed by health and education sector. There has also been an overlap of role of national government and county government in delivery of service in some functions and this has led to conflict in service delivery which has affected performance of county government. There has been also lack of resources for service delivery that match level of devolved functions (Wagana, Nzulwa & Kihoro, 2017). Further, financial resources are significant drivers of projects in counties. It is however a delicate balance since financial resources may be in place but the mechanisms to deploy them may be non-existent. Therefore, it is important for county governments to provide both financial and organizational resources in order to achieve improved delivery of county services (Nyaga & Nzulwa, 2017).

4.7.4 Summary of Hypotheses Testing Results

The results of hypotheses testing as indicated in Table 4.53 show that the hypothesized relationships, all the hypothesized relationships were significant and significant. The study results indicate that administrative relations, fiscal relations, economic relations and political relations had a positive and significant relationship with service delivery in multi-level systems of governance in counties in Kenya. Further, the moderating effect of public participation on relationships between all explanatory variables (administrative relations, fiscal relations, economic relations and political relations) and service delivery were positive and significant. From the foregoing study findings, the conceptual model was revised by maintaining all the independent variables. The modified conceptual framework of the study is illustrated showing that IGR relations dimensions namely administrative relations, fiscal relations, economic relations and political relations had a significant relationship with service delivery in counties in Kenya as shown in Figure 4.5.

Table 4.53: Summary of Hypotheses Testing Results

Hypothesis	P-value	Empirical Results and Conclusion
H_{a1}: There is a positive and significant relationship between administrative relations and service in multi-level systems of governance in counties in Kenya.	P<0.05	Positive and significant (Accepted H _{a1})
H_{a2}: There is a positive and significant relationship between fiscal relations and service delivery in multi-level systems of governance in counties in Kenya.	P<0.05	Positive and significant (Accepted H _{a2})
H_{a3}: There is a significant relationship between political relations and service delivery in multi-level systems of governance in counties in Kenya.	P<0.05	Positive and significant (Accepted H _{a3})
H_{a4}: There is a positive and significant relationship between economic relations and service delivery in multi-level systems of governance in counties in Kenya.	P<0.05	Positive and significant (Accepted H _{a4})
H_{a5}: Public participation moderates the relationship between inter-governmental relations and service delivery in multi-level systems of governance in counties in Kenya.	P<0.05	Positive and significant (Accepted H _{a5})

4.8 Optimal Model

From Table 4.52 all the P values for the independent variables are less than 0.05. This means that all the independent variables are significant. Therefore no independent variable is dropped in the optimal model. Further, based on the p-value of the coefficient of the interaction between administrative relations and public participation, which is less than 0.05, it was determined, that public participation moderates the relationship between intergovernmental relations and service delivery in counties in Kenya. Public

participation has a positive moderating effect on the relationship between intergovernmental relations and service delivery in counties in Kenya. Based on the conceptual framework and the research results, the following optimal conceptual model and relationships between the independent, moderating and dependent variable have been developed. The optimal model based on the study results in Table 4.52 is the equation model for Model 2ja using the unstandardized coefficients applies; $Y = 0.328 + 0.264X_2 + 0.256X_2 + 0.253X_3 + 0.278X_4 + 0.314Z + 0.215X_1*Z + 0.322X_2*Z + 0.243X_3*Z + 0.253X_4*Z$;Where Y is Service delivery, X_1 is Administrative Relations, X_2 is Fiscal Relations, X_3 is Political Relations, X_4 is Economic Relations and Z is Public Participation.

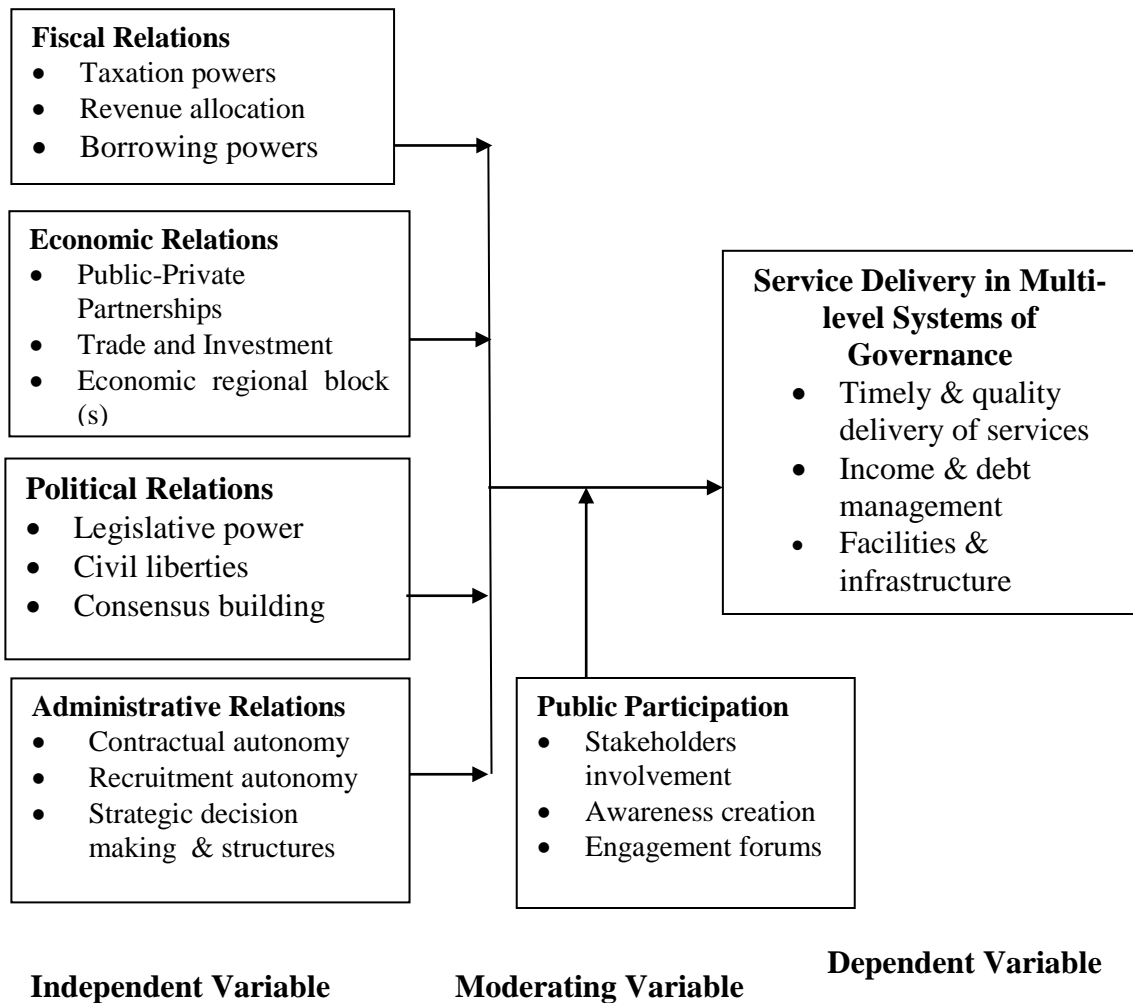


Figure 4.5: Optimal Revised Conceptual Framework

The chapter discussed the study findings and analysis of the data collected. The information gathered from the analysed data confirmed that public participation strengthens the application of inter-governmental relations in the counties in Kenya. The study established that the selected IGR relations played varying significant roles in service delivery in the counties in Kenya. The study results showed that administrative, political, fiscal and economic relations individually had a significant positive influence on service delivery in the county governments in Kenya. The optimal model discussed in

this chapter indicates that IGR relations (administrative, political, fiscal and economic) relations improve service delivery in terms of increased savings and investments, timely and quality of services and improved infrastructure. The study established that public participation moderated the relationship between IGR relations and service delivery in the counties in Kenya. Therefore, the study confirmed that public participation has a moderating effect on the relationship between IGR relations and service delivery in the county governments in Kenya and that it had a positive effect on service delivery in the counties in Kenya.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter comprises of four main sections that were guided by the specific objectives and study hypotheses on inter-governmental relations and service delivery in counties in Kenya. The first section is the study summary, followed by conclusions and recommendations for policy, recommendations for enhancing the service delivery in the counties in Kenya and suggestions for further research.

5.2 Summary of the Findings

The objective of the study was to examine the role of intergovernmental relations on service delivery in multi-level systems of governance in counties in Kenya. The specific objectives of the study were to; establish the role of administrative relations on service delivery in multi-level systems of governance in counties in Kenya; establish the role of fiscal relations on service delivery in multi-level systems of governance in counties in Kenya; establish the role of political relations on service delivery in multi-level systems of governance in counties in Kenya; establish the role of economic relations on service delivery in multi-level systems of governance in counties in Kenya; establish the moderating effect of public participation on the relationship between intergovernmental relations and service delivery in multi-level systems of governance in counties in Kenya.

5.2.1 Administrative Relations

The first objective of the study was to establish the role of administrative relations on service delivery in multi-level systems of governance in counties of Kenya. Based on the study findings, the study found out that there was administrative coordination, consultation and co-operation with the other level of government on service delivery.

However, there were few joint (both levels of government) committees for seamless administration of the Counties. There was autonomy to hire employees to enhance service delivery and offer capacity building of staff to improve timely delivery & quality of services. These results are in line with those of Olatona and Olomola (2015) who concluded that administrative decentralization had significant positive effects on service delivery.

5.2.2 Fiscal Relations

The second objective of the study was to establish the role of political relations on service delivery in multi-level systems of governance in counties of Kenya. The study findings revealed that both levels of government consulted on new taxation measures. However, the county government's local taxes did not meet locally generated revenue targets. The study revealed that there was no timely disbursement of funds to the county governments. The study results indicated that there was freedom on how to spend the county revenues. The county governments consulted the national government before incurring loans and grants. Similarly, Halaskova and Halaskova (2014) established that the measurement of fiscal decentralization includes expenditures of lower levels of government as a percentage of total expenditures or Gross Domestic Product (GDP).

5.2.3 Political Relations

The third objective of the study was to establish the role of political relations on service delivery in multi-level systems of governance in counties of Kenya. The study results indicated the county governments are yet to establish the local policies and laws to enhance service delivery. The study results indicated that the national government does not discriminate the county government based on political affiliation. In the same context, Eaton, Kaiser, & Smoke (2011), in their study, revealed that political relations can be used as an instrument to promote the provision of service delivery.

5.2.4 Economic Relations

The fourth objective of the study was to establish the role of political relations on service delivery in multi-level systems of governance in counties in Kenya. The study results indicated that county governments had not formulated policies on public-private partnerships. However, the national government promoted donor-funded projects to the county governments. The study revealed that both levels of government were yet to initiate programmes to support trade and investment within the county. The study results indicated that the county governments had established social funds to promote the economic welfare of the residents. The study results corroborate with the findings by Adefeso and Abioro (2016) while studying IGR describes the gamut of activities or interactions that takes place between or among the different levels of government within a country.

5.2.5 Public Participation

The fifth objective of the study was to establish whether public participation moderates the relationship between inter-governmental relations and service delivery in multi-level systems of governance in counties in Kenya. The study results revealed that citizens in the county were somehow consulted and involved in budgeting and public financial management processes. The study results indicated that the engagement forums at both levels of government had been established to promote service delivery. The study results also indicated that both levels of government consulted each other before passing resolutions that would affect the operations of the other level of government. The study findings elaborate that public participation is critical for the successful performance of governments as it enables the public to determine their development objectives, a fact that has been realized by countries such as UK, USA, Brazil, India and South Africa (WB, 2015).

5.2.6 Service Delivery

The service delivery in the counties in Kenya was measured in terms of timely and quality of services, increased savings and investments, improved infrastructure, accountability and transparency in the counties in Kenya. From the descriptive statistics, the study established that there was no improvement in the timely delivery of services. The study revealed that the quality of services was yet to improve in the counties. The citizen satisfaction had not improved and reduction of unemployment in the counties was yet to improve. The study also revealed that there was no increase in savings from the projects being implemented in the county. However, the study established that there was an improvement of infrastructure in the last six years since the establishment of the county governments in Kenya.

5.3 Conclusion

The main purpose of this study was to examine the role of inter-governmental relations on service delivery in multi-level systems of governance in counties in Kenya. The results showed that administrative relations have a positive and statistically significant effect on service delivery of counties. The study concluded that the improvement in administrative relations leads to a positive improvement in service delivery of counties. Functional devolved governments bring services closer to the people. Further, administrative relations in terms of contractual autonomy, recruitment autonomy, and strategic decision making structures improve proximity to public services and enhanced timely access to services.

The study results showed that fiscal relations had a positive and significant influence on service delivery in the counties in Kenya. It can be concluded that effective fiscal relations allows the public money and values to be identified and incorporated into decisions that ultimately affect the citizens to improve service delivery. The results provided sufficient statistically significant evidence to signify the relationship. It can be

concluded that effective fiscal relations allows the public values in terms of taxation power, revenue allocation and borrowing power to improve services in the counties that guides towards critical understanding, fostering and guiding development to promote sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-making agencies.

The study sought to establish the role of political relations on service delivery in multi-level systems of governance in counties in Kenya. The study concluded that the improvement in political relations leads to a positive improvement in service delivery in counties in Kenya. The political relations in terms of legislative power, civil liberties and consensus-building played a critical role in most of the counties to enhance service delivery. Political relations in governance sets the stage for efficiency and effectiveness, and becomes an essential precondition for building public trust, transparency, integrity and professionalism in democratic governance to improve service delivery in the counties in Kenya.

The study results provided sufficient statistically significant evidence to signify a positive relationship between economic relations and service delivery in counties. Economic relations is an indication of Public-Private partnerships, trade and investment, economic regional block(s) as critical governance parameters guiding towards critical understanding, fostering and improving sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-making agencies to improve service delivery. The study concludes that economic relations involves developing leadership and people management that promotes diversity as a guiding principle that enforce inclusive practice among the county governments to enhance service delivery and promote development.

It was found that public participation positively and significantly moderates the relationship between inter-governmental relations (administrative, economic, fiscal and political relations) and service delivery of counties in Kenya. The study results provided

sufficient statistically significant evidence to signify the relationship. The study concludes that public participation provides for the establishment of inter-governmental relations and allows the public values to be identified and incorporated into decisions which enhances efficient and effectiveness of the services at the national and county levels to ensure access to national and county government services, promoting responsiveness to citizen's needs and aspirations in the counties.

5.4 Recommendation

Based on the study findings, the study recommends that there is need for the multi-level system of governance in Kenya to establish administrative terms of contractual autonomy, recruitment autonomy, and strategic decision making structures to improve service delivery in the counties in Kenya. There should be adequate administrative coordination, consultation and co-operation at both levels of government to improve service delivery in the counties in Kenya. Both levels of government should consult each other on any new taxation measures. There is need to ensure that there is timely disbursement of funds to county governments. The multi-level system of governance need to have adequate avenues for borrowing, incurring loans and grants from the national government to enhance service delivery. Finally, there is need to have policies, initiate programs and mechanisms on to promote Public-Private Partnerships, trade and investment, economic regional block(s) and donor-funded projects to the counties to improve the economic welfare of residents in the country.

5.4.1 Policy Recommendation

Based on the study findings, the study recommends that intergovernmental relations require to be implemented through a multi-dimensional approach (fiscal, political, administrative and economic combined) which may render improved services delivery rather than a single-dimensional approach in the counties in Kenya. There is need to ensure that the strength of the influence of fiscal relations, economic relations, political

relations, and administrative relations as per the optimal model be weighted and implemented in that order in the event of single-dimensional approach. Further, the designing of adequate intergovernmental relations and frameworks in Kenya (and similar multi-level governance structured country) could help significantly in increasing the quality of life of citizens through better services delivery. Lastly, both levels of government need to carry out cautious collaboration, influence rules, focus on the transaction process and support relationship with each other in terms of political relations (political competition, legislative power and civil liberty).

5.4.2 Theoretical Recommendation

Based on the study findings, the study supports the proposition of the Souffle Theory and Sequential Theory of Decentralization that provides a useful framework for the analysis of county governance. Secondly, in the course of analyzing the research findings and scrutinizing the Kenyan Inter-governmental relations literature, there was a dearth of evidence that link inter-governmental relations and service delivery thus the study has made a significant contribution to the existing body of knowledge. Thirdly, this study contributes to the devolution and governance debate, which is important to many researchers. The study demonstrates the dimensions of intergovernmental relations and also introduces a model that provides a rich understanding of intergovernmental relations and service delivery in the multi-level systems of governance. Lastly, the study also involves the conceptualization of key determinants of intergovernmental relations (economic relations, political relations, fiscal relations and administrative relations) including a moderating variable (public participation). This research model has significant implications for leaders and researchers in general multi-level systems of governance. Therefore, the dimensions of intergovernmental relations and multi-level systems of governance identified contributes to the existing body of knowledge.

5.5 Proposed Areas for Further Research

The findings of the study, as summarized in the previous section have several implications for theory, methodology and practice. Overall, the findings of the study provide substantial support for the conceptual framework. Specifically, the results demonstrate that intergovernmental relations can act as a powerful tool that can directly lead to improved service delivery viewed as a solution to counties facing a myriad of challenges in regard to county governance.

This research study was conducted in counties in Kenya and hence the findings cannot be generalized to other public institutions. The study also found that IGR relations explain 76.90% of the service delivery in counties in Kenya. The study, therefore, suggests further studies on the other factors affecting the service delivery in the counties in Kenya. The additional model could be explained through the insertion of other moderators like conflict management, gender mainstreaming, legal and regulatory framework to the hypothesized relationship. With the continuation of research on IGR relations, there is a need for researching on the conventionally accepted IGR relations for harmonization and improvement on the overall service delivery of the public and private sector. The relationship between public participation and IGR relations should also be researched further to improve on the body of knowledge on IGR relations and service delivery in multi-level systems of governance in counties in Kenya. In addition, a further study is recommended to establish reasons for economic relations once moderated by public participation tend contribute to service delivery in the multi-level systems of governance in counties in Kenya to a large and significant extent than other IGR factors.

Besides, further research should apply the longitudinal study to corroborate cross-sectional findings and examine service delivery in counties before and after implementation of intergovernmental relations at different periods, providing insights into the refinement of the pertinent items since this research study was a cross-sectional

one. Future studies should apply different research instruments like focus group discussions to involve respondents in discussions to generate detailed information which would help improve service delivery. In addition to that, another research might include more respondents who are the stakeholders in county governance to confirm or reject the findings of this research. This research only relied on information provided by the county and national government officials in the counties in Kenya.

The study recommends a study to find out the reasons why both levels of governments have not incorporated all the intergovernmental relations aspects to improve service delivery in the counties. A comparative study between arms of government in Kenya and other countries is critical to establish whether there are any similarities or differences on the role of intergovernmental relations in county governance in Kenya. Finally, the study used public participation as a moderating variable. Thus, future scholars can assess other moderators such as leadership styles, conflict management, gender mainstreaming, county funding, and regulatory framework to enhance service delivery. Lastly, this study did not use control, mediating or intervening variables in the conceptual model; other studies can consider introducing variables like budgetary allocation, fiscal discipline, development index, size and population of the county among others.

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APPENDICES

Appendix I: University Permission Letter for Data Collection



JOMO KENYATTA UNIVERSITY
OF
AGRICULTURE AND TECHNOLOGY

NAIROBI CBD CAMPUS
Department of Entrepreneurship and Procurement

P.O. Box 62000
NAIROBI - 00200
KENYA

TEL: 020-221306
Email: epdncbd@jkuat.ac.ke

Our Ref : JKU/6/3/17a

20th June 2019

TO: Whom It May Concern;

SUBJECT: DONALD K. MANYALA HDE418-C004-7094/16

This is to introduce to you **Mr. Donald K. Manyala** who is a bonifide student pursuing Doctor of Philosophy in Leadership and Governance at Jomo Kenyatta University of Agriculture and Technology, Nairobi CBD Campus. The student is currently undertaking research project entitled: **"The Role of Inter-Governmental Relations on Service Delivery in County Governments of Kenya"** in partial fulfillment of the requirement for the degree program.

The purpose of this letter is to request you to give the student the necessary support and assistance to enable him obtain necessary data for the project. Please note that the information given is purely for academic purpose and will be treated with strict confidence.

Yours faithfully,

Associate Chairman




EPD NAIROBI CBD CAMPUS

Dr. Mary Kamaara (Ph.D)

ASSOCIATE CHAIRPERSON, EPD

Setting Trends in Higher Education, Research and Innovation

Appendix II: NACOSTI Permission Letter for Data Collection

 REPUBLIC OF KENYA National Commission for Science, Technology and Innovation Ref No: 459221	 NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION Date of Issue: 12/December/2019
RESEARCH LICENSE	
	
<p>This is to Certify that Mr. DONALD MANYALA of Jomo Kenyatta University of Agriculture and Technology, has been licensed to conduct research in Baringo, Bomet, Bungoma, Busia, Elgeyo-Marakwet, Embu, Garissa, Homabay, Isiolo, Kakamega, Kericho, Kisumu, Kitui, Kirinyaga, Kiisi, Kiunga, Kitui, Kwana, Laikipia, Lamu, Machakos, Makueni, Mandera, Marsabit, Meru, Migori, Mombasa, Murang'a, Nairobi, Nakuru, Nandi, Narok, Nyamira, Nyandarua, Nyeri, Samburu, Siaya, Taita-Taveta, Tansania, Tharaka-Nithi, Transnzoia, Turkana, Uasin-Gishu, Vihiga, Wajir, Westpokit on the topic: THE ROLE OF INTER-GOVERNMENTAL RELATIONS ON SERVICE DELIVERY IN COUNTY GOVERNMENTS OF KENYA for the period ending : 12/December/2020.</p>	
License No: NACOSTI/P/19/2974	
Applicant Identification Number 459221	
 Director General NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION	
Verification QR Code 	
<p>NOTE: This is a computer generated License. To verify the authenticity of this document, Scan the QR Code using QR scanner application.</p>	

Appendix III: Introduction Letter to Respondents

Date: 15th May 2019.

Dear Respondent,

This questionnaire is aimed at collecting data for academic research purposes on “*The Role of Inter-Governmental Relations on Service Delivery in multi-level systems of governance in Counties in Kenya*”. The study is in partial fulfilment of the requirements for the award of a Doctor of Philosophy (PhD) degree in Leadership and Governance of Jomo Kenyatta University of Agriculture and Technology (JKUAT).

Please be assured that any information collected through this questionnaire will be treated with utmost confidence and will be used for academic research purposes only. High level ethical standards will strictly be observed to ensure that the study outcomes and reports will not include reference names of any respondents.

Thank you in advance for your time and cooperation.

Yours faithfully,



Donald Keya Manyala

PhD Student, Leadership and Governance

REG No: HDE418-C004-7094/2016

Email: dmkeya@gmail.com

Appendix IV: Questionnaire

Section I: Background Information

1. What is your gender? Male Female
2. What is your age bracket? < 25 years 26-35years 36-54years 55+ years
3. How long have you worked in the county government? < 3 years 3-4 years 5-6 years More than 6 years
4. Level of Education: Diploma Bachelor Postgraduate

Section II: Study Variables

5. Administrative Relations

To what extent do the following statements apply to your County? Please tick as appropriate in a corresponding box?

Use a scale of 1 to 5, where 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly Agree

		1	2	3	4	5
a.	There's administrative coordination, consultation and co-operation with the other level of government on service delivery.					
b.	There are joint (both levels of government) committees for seamless administration of the County.					
c.	We have the autonomy to hire employees to enhance service delivery					
d.	We offer capacity building of staff to improve timely delivery & quality of services					
e.	We make independent decisions to improve service delivery					
f.	We delegate roles and responsibilities in decision making					

What suggestions would you give to your county government improve administrative relations and service delivery?

6. Fiscal Relations

To what extent do the following statements apply to your County? Please tick as appropriate in a corresponding box?

Use a scale of 1 to 5, where 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly Agree

		1	2	3	4	5
a.	Both levels of government consult on new taxation measures					
b.	County government's local taxes meet local generated revenue targets.					
c.	There's timely disbursement of funds to the county government					
d.	There's freedom on how to spend the county revenues					
e.	The county government has in place avenues for borrowing					
f.	The county government consults the national government before incurring loans and grants					

What suggestions would you give to your county government improve fiscal relations and service delivery?

7. Political Relations

To what extent do the following statements apply to your County? Please tick as appropriate in a corresponding box?

Use a scale of 1 to 5, where 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly Agree

		1	2	3	4	5
a.	The county government has established local policies and laws to enhance service delivery					
b.	Both levels of government consult on legislative provisions to enhance service delivery					
c.	Both levels of government respect civil liberties and human rights as provided in the constitution.					
d.	The national government does not discriminate the county government based on political affiliation					
e.	There is fair political competition devoid of influence from the other level of government.					
f.	There exists consultative mechanisms for consensus from both levels of government on decisions to enhance service delivery					

What suggestions would you give to your county government improve political relations and service delivery?

8. Economic Relations

To what extent do the following statements apply to your County? Please tick as appropriate in a corresponding box?

Use a scale of 1 to 5, where 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly Agree

		1	2	3	4	5
a.	The county government has formulated policies on public-private partnerships					
b.	The national government promotes donor funded projects to the county government.					
c.	Both levels of government has initiated programmes to support trade and investment within the county					
d.	The county government has established social funds to promote economic welfare of the residents					
e.	The county government has established policy on economic regional blocks (economic partnerships with other counties)					
f.	Both levels of government have enacted laws on trade tariffs and barriers					

What suggestions would you give to your county government improve economic relations and service delivery?

9. Public Participation

To what extent do the following statements apply to your County? Please tick as appropriate in a corresponding box?

Use a scale of 1 to 5, where 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly Agree

	Statement	1	2	3	4	5
a.	Citizens in the county are consulted and involved in budgeting and public financial management processes.					
b.	There exists feedback mechanisms in ensuring efficient service delivery					
c.	There is awareness creation on public participation forums to enhance service delivery.					
d.	Engagement forums at both levels of government have been established to promote service delivery					
e.	Both levels of government consult each other before passing resolutions that will/can affect the operations of the other level of government.					
f.	Both levels of government have established conflict resolution mechanisms					

What suggestions would you give to your county government improve public participation and service delivery?

10. Service Delivery in Multi-level Systems of Governance

Service delivery can be measured in terms of timely delivery & quality of services, income and debt management and improved infrastructure. To what extent do the following statements apply to your county since inception of devolution? Please tick appropriately.

Use a scale of 1 to 5, where 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly Agree

	Statement	1	2	3	4	5
a	Timely delivery of services					
b	Quality of services has improved					
c	Citizen satisfaction (complements & complaints) has greatly improved					
d	Reduction of unemployment in the county					
e	Increase in savings from the projects being implemented in the county					
f	Improved infrastructure in the last six years					